# LAMPIRAN

# Lampiran 1

## Kuesioner

KUESIONER

Kepada responden yang terhormat, saya mohon kesediaanya untuk memberikan tanggapan menegenai pernyataan-pernyataan di bawah ini. Penelitian ini dilakukan sebagai salah satu prasyarat untuk mendapatkan gelar Sarjana Magister Manajemen di Unika Widya mandala. Topik penelitian ini adalah *customer focused quality*, *tangible quality, delivery quality, communication quality*, *customer care quality*, harga, kepuasan pelanggan terhadap loyalitas pelanggan pada bengkel resmi Istana Mobil Suzuki di Surabaya. Saya mohon Bapak/ ibu/ Saudara/i/ berkenan untuk memberikan jawaban, jawaban Bapak/Ibu/Saudara/i saya jamin kerahasiaannya untuk penelitian ini. Atas bantuan Bapak/Ibu/Saudara/i saya ucapkan terima kasih.

Hormat Saya,

David Adhianto Tan

Bagian I

Berilah tanda silang (x) terhadap jawaban yang Bapak/ Ibu/ Saudara/i pilih

1. Apakah anda merupakan pelangggan bangkel resmi Istana Mobil Suzuki Surabaya?
   a. Ya  b. Tidak
2. Usia:
   a. < 17 tahun  b. ≥ 17 tahun
3. Pekerjaaan anda:
   a. Pegawai negeri  d. Profesional
   b. Pegawai swasta  e. Lain-lain:.....
   c. Wiraswasta

Bagian II
Petunjuk
Berilah tanda silang (x) pada jawaban yang anda anggap paling sesuai, dimana jawaban terdapat skor skala nilai yang telah ditetapkan, yaitu
Sangat tidak setuju (STS)
Tidak setuju (TS)
Netral (N)
Setuju (S)
Sangat Setuju (SS)

| No. | Pernyataan | STS | TS | N | S | SS |
|---|---|---|---|---|---|---|
| *Customer focused quality* | | | | | | |
| 1. | Karyawan bengkel Istana Mobil bersikap ramah terhadap pelanggan. | | | | | |
| 2. | Karyawan bengkel Istana Mobil memiliki komunikasi yang baik sehingga dalam menyampaikan kerusakan kendaraan dapat dimengerti oleh pelanggan. | | | | | |
| 3. | Karyawan bengkel Istana Mobil memiliki pengetahuan yang luas mengenai kerusakan kendaraan sehingga dapat membantu pelanggan dalam memperbaiki kendaraan. | | | | | |
| *Tangible* | | | | | | |
| 1. | Bengkel Istana Mobil mempunyai peralatan yang canggih untuk perbaikan. | | | | | |
| 2. | Bengkel Istana Mobil mempunyai tempat untuk perbaikan yang memenuhi syarat sebagai bengkel resmi. | | | | | |
| 3. | Bengkel Istana Mobil mempunyai perlengkapan perbaikan kerusakan yang lengkap. | | | | | |
| *Delivery quality* | | | | | | |
| 1. | Bengkel Istana Mobil dapat memperbaiki kerusakan mobil sesuai dengan waktu yang dijanjikan. | | | | | |
| 2. | Bengkel Istana Mobil mampu memperbaiki kerusakan kendaraan sesuai dengan yang dikeluhkan pelanggan. | | | | | |
| 3. | Bengkel Istana Mobil dapat memperbaiki kerusakan kendaraan pada tingkat kesulitan yang tinggi. | | | | | |
| *Communication quality* | | | | | | |
| 1. | Karyawan bengkel Istana Mobil dapat menjelaskan secara terperinci kerusakan kendaraan. | | | | | |
| 2. | Karyawan bengkel Istana Mobil mau mendengar keluhan pelanggan dengan baik. | | | | | |
| 3. | Karyawan bengkel Istana Mobil dapat memberikan solusi pemecahan kerusakan | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | sehingga sesuai dengan harapan pemilik kendaraan. | | | | | |
| *Customer care quality* | | | | | | |
| 1. | Bengkel Istana Mobil memberikan *service* gratis jika mobil rutin dirawat dalam jangka waktu yang ditetapkan. | | | | | |
| 2. | Bengkel Istana Mobil memberikan perhatian kepada pelanggan dengan memberikan informasi jika mobil dalam periode untuk di *service.* | | | | | |
| 3. | Bengkel Istana Mobil peduli kepada pelanggan dengan mau membantu pelanggan yang mengalami kerusakan mobil dirumah. | | | | | |
| Harga | | | | | | |
| 1. | Harga perbaikan mobil di bengkel Istana Mobil sesuai dengan kualitas pelayanan atas tingkat kerusakan yang terjadi. | | | | | |
| 2. | Harga perbaikan mobil di bengkel Istana Mobil dapat dijangkau pelanggan. | | | | | |
| 3. | Harga perbaikan mobil di bengkel Istana Mobil bersaing dengan bengkel lain. | | | | | |
| Kepuasan pelanggan | | | | | | |
| 1. | Saya merasa puas atas hasil *service* atau perbaikan di bengkel Istana Mobil. | | | | | |
| 2. | Saya merasa puas atas kualitas layanan yang diberikan bengkel Istana Mobil. | | | | | |
| 3. | Saya merasa puas akan kualitas perbaikan kendaraan sesuai dengan harga yang ditawarkan bengkel Istana Mobil. | | | | | |
| Loyalitas pelanggan | | | | | | |
| 1. | Saya akan memperbaiki kendaraan setelah melewati masa *service* gratis di bengkel Istana Mobil. | | | | | |
| 2. | Saya akan memperbaiki kendaraan setelah atau pernah memperbaiki kendaraan di bengkel Istana Mobil. | | | | | |
| 3. | Saya akan melakukan *service* rutin tiap 3 bulan di bengkel Istana Mobil. | | | | | |

Lampiran 2

Hasil Rekap Kuesioner

| No. | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X5.1 | X5.2 | X5.3 | X6.1 | X6.2 | X6.3 | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 5 | 5 | 5 | 3 | 3 | 4 | 2 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 2 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 3 | 2 | 4 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 |
| 6 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 7 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 8 | 4 | 4 | 4 | 3 | 2 | 4 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 9 | 4 | 4 | 4 | 3 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 10 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 2 | 2 | 2 | 4 | 3 | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 12 | 3 | 3 | 3 | 3 | 4 | 2 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 13 | 3 | 2 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 14 | 3 | 3 | 3 | 3 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 15 | 2 | 2 | 2 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 16 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 18 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 19 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 20 | 2 | 2 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 21 | 3 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 22 | 4 | 5 | 4 | 2 | 1 | 2 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 2 | 5 | 5 | 5 | 5 | 5 |
| 23 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 25 | 2 | 2 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 |
| 26 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 |
| 27 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 28 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 |
| 29 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

| No. | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X5.1 | X5.2 | X5.3 | X6.1 | X6.2 | X6.3 | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 30 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 31 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 32 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 |
| 33 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 34 | 1 | 2 | 1 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 35 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 36 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 37 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 38 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 1 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 39 | 1 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 40 | 4 | 4 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
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| 42 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| 45 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 46 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 47 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 49 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 50 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 51 | 2 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 52 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 54 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 4 | 4 |
| 55 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 3 |
| 56 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 57 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 4 | 4 |
| 58 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 59 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 60 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

| No. | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X5.1 | X5.2 | X5.3 | X6.1 | X6.2 | X6.3 | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 62 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 63 | 2 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 4 |
| 64 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 65 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 66 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 67 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 68 | 2 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 69 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| 73 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 3 |
| 74 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 4 | 1 | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 2 |
| 75 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 3 | 2 | 2 | 2 |
| 76 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 2 |
| 77 | 3 | 2 | 1 | 1 | 1 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 5 |
| 78 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 2 |
| 79 | 4 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 1 |
| 80 | 3 | 4 | 4 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 4 | 3 | 4 | 2 | 2 |
| 81 | 2 | 5 | 4 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 3 | 2 |
| 82 | 3 | 4 | 4 | 5 | 5 | 4 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 4 | 3 | 3 | 2 | 1 | 2 | 2 | 1 | 2 |
| 83 | 5 | 5 | 5 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 2 | 2 | 2 | 1 | 1 | 2 |
| 84 | 3 | 2 | 1 | 1 | 1 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 4 |
| 85 | 2 | 3 | 2 | 4 | 4 | 5 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 4 | 4 | 4 | 2 | 2 | 1 | 2 | 1 | 1 |
| 86 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 2 |
| 87 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 1 | 2 |
| 88 | 3 | 3 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 89 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 2 | 1 | 2 | 4 | 3 | 2 |
| 90 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 2 | 2 |
| 91 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 |
| 92 | 1 | 2 | 2 | 1 | 1 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 3 | 2 |
| 93 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 |

| No. | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X5.1 | X5.2 | X5.3 | X6.1 | X6.2 | X6.3 | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 94 | 2 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 2 |
| 95 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 2 |
| 96 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 5 |
| 97 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 |
| 98 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 5 | 4 | 5 | 2 | 2 | 2 | 2 | 1 | 2 |
| 99 | 1 | 1 | 1 | 1 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 4 | 4 |
| 100 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 2 | 2 |
| 101 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 2 |
| 102 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 3 | 5 |
| 103 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 2 |
| 104 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 1 |
| 105 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 2 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 1 | 1 | 2 |
| 106 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 2 | 2 |
| 107 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 108 | 3 | 2 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 2 |
| 109 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 |
| 110 | 3 | 2 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | 4 | 2 | 2 | 2 |
| 111 | 2 | 2 | 3 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 4 | 4 | 4 | 1 | 1 | 1 | 2 | 1 | 2 |
| 112 | 2 | 2 | 5 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 |
| 113 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 2 | 3 | 2 |
| 114 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 115 | 3 | 3 | 4 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 2 | 1 | 2 |
| 116 | 2 | 2 | 4 | 2 | 2 | 1 | 5 | 5 | 5 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 |
| 117 | 2 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | 2 |
| 118 | 2 | 2 | 2 | 2 | 2 | 2 | 5 | 4 | 5 | 3 | 4 | 3 | 2 | 2 | 2 | 4 | 3 | 4 | 2 | 3 | 4 | 2 | 2 | 4 |
| 119 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 120 | 3 | 4 | 3 | 2 | 2 | 1 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 5 | 2 | 2 | 5 |
| 121 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 4 |
| 122 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 1 | 2 | 1 | 1 | 2 |
| 123 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 4 |
| 124 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 |
| 125 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 |

| No. | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X5.1 | X5.2 | X5.3 | X6.1 | X6.2 | X6.3 | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 126 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 4 | 5 |
| 127 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 3 |
| 128 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 4 |
| 129 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 5 |
| 130 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 3 |
| 131 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |
| 132 | 2 | 2 | 2 | 2 | 2 | 2 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 5 |
| 133 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 |
| 134 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 135 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 4 |
| 136 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 137 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 1 | 1 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 138 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 1 | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 139 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 140 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 4 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 4 |
| 141 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 1 | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 142 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| 143 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 144 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 2 | 2 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 3 | 4 |
| 145 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 |
| 146 | 2 | 2 | 2 | 2 | 2 | 1 | 5 | 5 | 5 | 3 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 147 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 1 | 1 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 148 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 1 | 1 | 2 | 3 | 3 | 3 | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 4 |
| 149 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 5 | 4 | 5 | 3 | 4 | 2 | 3 | 3 | 3 |
| 150 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 |

**Deskripsi Karakteristik Responden**

**Karakteristik Responden Berdasarkan Pelanggan Bengkel Resmi Istana Mobil Suzuki di Surabaya**

| Pelanggan | Frekuensi | Persentase (%) |
|---|---|---|
| Ya | 150 | 100 |
| Tidak | 0 | 0 |
| Total | 150 | 100 |

**Karakteristik Responden Berdasarkan Usia**

| Usia | Frekuensi | Persentase (%) |
|---|---|---|
| < 17 tahun | 0 | 0 |
| ≥ 17 tahun | 150 | 100 |
| Total | 150 | 100 |

**Karakteristik Responden Berdasarkan Pekerjaan**

| Pekerjaan | Frekuensi | Persentase (%) |
|---|---|---|
| Pelajar | 6 | 4 |
| Mahasiswa | 6 | 4 |
| Pegawai Negeri | 17 | 11 |
| Pegawai Swasta | 74 | 49 |
| Profesional | 5 | 3 |
| Wiraswasta | 42 | 28 |
| Total | 150 | 100 |

**Hasil Penilaian Rata-Rata Variabel *Customer Focused Quality* ($X_1$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Karyawan bengkel Istana Mobil bersikap ramah terhadap pelanggan. | 2,65 |
| 2 | Karyawan bengkel Istana Mobil memiliki komunikasi yang baik sehingga dalam menyampaikan kerusakan kendaraan dapat dimengerti oleh pelanggan. | 2,79 |
| 3 | Karyawan bengkel Istana Mobil memiliki pengetahuan yang luas mengenai kerusakan kendaraan sehingga dapat membantu pelanggan dalam memperbaiki kendaraan. | 2,69 |

**Hasil Penilaian Rata-rata Variabel *Tangible* ($X_2$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Bengkel Istana Mobil mempunyai peralatan yang canggih untuk perbaikan. | 3,11 |
| 2 | Bengkel Istana Mobil mempunyai tempat untuk perbaikan yang memenuhi syarat sebagai bengkel resmi. | 3,05 |
| 3 | Bengkel Istana Mobil mempunyai perlengkapan perbaikan kerusakan yang lengkap. | 3,05 |

**Hasil Penilaian Rata-rata Variabel *Delivery Quality* ($X_3$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Bengkel Istana Mobil dapat memperbaiki kerusakan mobil sesuai dengan waktu yang dijanjikan. | 3,57 |
| 2 | Bengkel Istana Mobil mampu memperbaiki kerusakan kendaraan sesuai dengan yang dikeluhkan pelanggan. | 3,43 |
| 3 | Bengkel Istana Mobil dapat memperbaiki kerusakan kendaraan pada tingkat kesulitan yang tinggi. | 3,60 |

**Hasil Penilaian Rata-Rata Variabel *Communication Quality* ($X_4$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Karyawan bengkel Istana Mobil dapat menjelaskan secara terperinci kerusakan kendaraan. | 3,41 |
| 2 | Karyawan bengkel Istana Mobil mau mendengar keluhan pelanggan dengan baik. | 3,27 |
| 3 | Karyawan bengkel Istana Mobil dapat memberikan solusi pemecahan kerusakan sehingga sesuai dengan harapan pemilik kendaraan. | 3,41 |

**Hasil Penilaian Rata-Rata Variabel *Customer Care Quality* ($X_5$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Bengkel Istana Mobil memberikan *service* gratis jika mobil rutin dirawat dalam jangka waktu yang ditetapkan. | 3,29 |
| 2 | Bengkel Istana Mobil memberikan perhatian kepada pelanggan dengan memberikan informasi jika mobil dalam periode untuk di *service.* | 3,13 |
| 3 | Bengkel Istana Mobil peduli kepada pelanggan dengan mau membantu pelanggan yang mengalami kerusakan | 3,24 |

| | | |
|---|---|---|
| | mobil dirumah. | |

**Hasil Penilaian Rata-Rata Variabel Harga ($X_6$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Harga perbaikan mobil di bengkel Istana Mobil sesuai dengan kualitas pelayanan atas tingkat kerusakan yang terjadi. | 3,48 |
| 2 | Harga perbaikan mobil di bengkel Istana Mobil dapat dijangkau pelanggan. | 3,37 |
| 3 | Harga perbaikan mobil di bengkel Istana Mobil bersaing dengan bengkel lain. | 3,37 |

**Hasil Penilaian Rata-Rata Variabel Kepuasan Pelanggan ($Y_1$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Saya merasa puas atas hasil *service* atau perbaikan di bengkel Istana Mobil. | 3,37 |
| 2 | Saya merasa puas atas kualitas layanan yang diberikan bengkel Istana Mobil. | 3,56 |
| 3 | Saya merasa puas akan kualitas perbaikan kendaraan sesuai dengan harga yang ditawarkan bengkel Istana Mobil. | 3,39 |

**Hasil Penilaian Rata-Rata Variabel Loyalitas Pelanggan ($Y_2$)**

| No. | Pernyataan | Rata-Rata |
|---|---|---|
| 1 | Saya akan memperbaiki kendaraan setelah melewati masa *service* gratis di bengkel Istana Mobil. | 3,43 |
| 2 | Saya akan memperbaiki kendaraan setelah atau pernah memperbaiki kendaraan di bengkel Istana Mobil. | 3,25 |
| 3 | Saya akan melakukan *service* rutin tiap 3 bulan di bengkel Istana Mobil. | 3,35 |

**Lampiran 3**
**Validitas dan Reliabilitas Variabel Laten**

**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 |
|---|---|---|---|---|---|---|---|
| x2.3 | <--- | X2 | 1.000 | | | | |
| x2.2 | <--- | X2 | 1.325 | .143 | 9.269 | *** | |
| x2.1 | <--- | X2 | 1.453 | .162 | 8.974 | *** | |
| x3.3 | <--- | X3 | 1.000 | | | | |
| x3.2 | <--- | X3 | .912 | .055 | 16.495 | *** | |
| x3.1 | <--- | X3 | 1.087 | .033 | 32.662 | *** | |
| x4.3 | <--- | X4 | 1.000 | | | | |
| x4.2 | <--- | X4 | .890 | .053 | 16.860 | *** | |
| x4.1 | <--- | X4 | 1.066 | .035 | 30.779 | *** | |
| x5.3 | <--- | X5 | 1.000 | | | | |
| x5.2 | <--- | X5 | 1.007 | .071 | 14.275 | *** | |
| x5.1 | <--- | X5 | 1.078 | .071 | 15.151 | *** | |
| x6.3 | <--- | X6 | 1.000 | | | | |
| x6.2 | <--- | X6 | 1.000 | .079 | 12.646 | *** | |
| x6.1 | <--- | X6 | 1.133 | .092 | 12.306 | *** | |
| x1.3 | <--- | X1 | 1.000 | | | | |
| x1.2 | <--- | X1 | 1.269 | .136 | 9.353 | *** | |
| x1.1 | <--- | X1 | 1.194 | .128 | 9.359 | *** | |
| y2.1 | <--- | Y2 | 1.000 | | | | |
| y2.2 | <--- | Y2 | 1.249 | .095 | 13.129 | *** | |
| y2.3 | <--- | Y2 | .974 | .087 | 11.178 | *** | |
| y1.1 | <--- | Y1 | 1.000 | | | | |
| y1.3 | <--- | Y1 | 1.214 | .153 | 7.958 | *** | |
| y1.2 | <--- | Y1 | 1.401 | .184 | 7.617 | *** | |

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

| | | | Estimate |
|---|---|---|---|
| x2.3 | <--- | X2 | .638 |
| x2.2 | <--- | X2 | .890 |
| x2.1 | <--- | X2 | .995 |
| x3.3 | <--- | X3 | .959 |
| x3.2 | <--- | X3 | .829 |
| x3.1 | <--- | X3 | .996 |
| x4.3 | <--- | X4 | .961 |
| x4.2 | <--- | X4 | .837 |
| x4.1 | <--- | X4 | .987 |
| x5.3 | <--- | X5 | .861 |
| x5.2 | <--- | X5 | .883 |
| x5.1 | <--- | X5 | .929 |
| x6.3 | <--- | X6 | .821 |
| x6.2 | <--- | X6 | .905 |
| x6.1 | <--- | X6 | .870 |
| x1.3 | <--- | X1 | .711 |
| x1.2 | <--- | X1 | .854 |
| x1.1 | <--- | X1 | .890 |
| y2.1 | <--- | Y2 | .813 |
| y2.2 | <--- | Y2 | .998 |
| y2.3 | <--- | Y2 | .772 |
| y1.1 | <--- | Y1 | .641 |
| y1.3 | <--- | Y1 | .783 |
| y1.2 | <--- | Y1 | .938 |

**Variances: (Group number 1 - Default model)**

| | Estimate | S.E. | C.R. | P | Label |
|---|---|---|---|---|---|
| X2 | .395 | .093 | 4.258 | *** | |
| X3 | .687 | .087 | 7.892 | *** | |
| X4 | .789 | .100 | 7.908 | *** | |
| X5 | .590 | .092 | 6.443 | *** | |
| X6 | .454 | .077 | 5.906 | *** | |
| X1 | .378 | .080 | 4.739 | *** | |
| Y2 | .630 | .108 | 5.820 | *** | |
| Y1 | .331 | .081 | 4.084 | *** | |
| e6 | .575 | .070 | 8.251 | *** | |
| e5 | .183 | .042 | 4.387 | *** | |
| e4 | .008 | .043 | .177 | .860 | |
| e9 | .060 | .014 | 4.343 | *** | |
| e8 | .261 | .032 | 8.203 | *** | |
| e7 | .007 | .014 | .523 | .601 | |
| e12 | .066 | .016 | 4.047 | *** | |
| e11 | .267 | .033 | 8.101 | *** | |
| e10 | .024 | .017 | 1.455 | .146 | |
| e15 | .205 | .032 | 6.399 | *** | |
| e14 | .170 | .029 | 5.777 | *** | |
| e13 | .108 | .028 | 3.868 | *** | |
| e18 | .220 | .033 | 6.601 | *** | |
| e17 | .100 | .024 | 4.098 | *** | |
| e16 | .187 | .035 | 5.341 | *** | |
| e3 | .370 | .050 | 7.365 | *** | |
| e2 | .226 | .050 | 4.545 | *** | |
| e1 | .141 | .041 | 3.459 | *** | |
| e19 | .476 | .063 | 7.601 | *** | |
| e20 | .089 | .059 | 1.514 | .130 | |
| e22 | .322 | .048 | 6.681 | *** | |
| e23 | .004 | .048 | .079 | .937 | |
| e24 | .404 | .055 | 7.338 | *** | |
| e21 | .309 | .056 | 5.470 | *** | |

**Lampiran 4**
**Output SEM**

**Parameter summary (Group number 1)**

| | Weights | Covariances | Variances | Means | Intercepts | Total |
|---|---|---|---|---|---|---|
| Fixed | 34 | 0 | 0 | 0 | 0 | 34 |
| Labeled | 0 | 0 | 0 | 0 | 0 | 0 |
| Unlabeled | 23 | 15 | 32 | 0 | 0 | 70 |
| Total | 57 | 15 | 32 | 0 | 0 | 104 |

**Assessment of normality (Group number 1)**

| Variable | min | max | skew | c.r. | kurtosis | c.r. |
|---|---|---|---|---|---|---|
| y1.3 | 1.000 | 5.000 | -.669 | -1.343 | -.128 | -.319 |
| y2.3 | 1.000 | 5.000 | -.432 | -.158 | -.756 | -1.890 |
| y2.2 | 1.000 | 5.000 | -.836 | -1.178 | .015 | .037 |
| y2.1 | 1.000 | 5.000 | -.738 | -.691 | -.330 | -.825 |
| y1.2 | 1.000 | 5.000 | -.972 | -.860 | 1.072 | 2.680 |
| y1.1 | 1.000 | 5.000 | -.418 | -2.088 | -.569 | -1.422 |
| x1.1 | 1.000 | 5.000 | .860 | 1.300 | .816 | 2.041 |
| x1.2 | 1.000 | 5.000 | .643 | 1.217 | -.546 | -1.366 |
| x1.3 | 1.000 | 5.000 | .588 | 1.942 | -.155 | -.388 |
| x6.1 | 1.000 | 5.000 | -.798 | -.990 | .575 | 1.438 |
| x6.2 | 1.000 | 5.000 | -.531 | -.657 | .317 | .793 |
| x6.3 | 1.000 | 5.000 | -.422 | -.110 | -.140 | -.350 |
| x5.1 | 1.000 | 5.000 | -.835 | -.174 | .356 | .891 |
| x5.2 | 1.000 | 5.000 | -.440 | -.200 | -.594 | -1.485 |
| x5.3 | 1.000 | 5.000 | -.376 | -1.879 | -.677 | -1.692 |
| x4.1 | 1.000 | 5.000 | -.842 | -1.210 | .200 | .501 |
| x4.2 | 1.000 | 5.000 | -.758 | -1.790 | -.009 | -.023 |
| x4.3 | 1.000 | 5.000 | -.637 | -1.185 | -.257 | -.643 |
| x3.1 | 1.000 | 5.000 | -.766 | -1.828 | .140 | .349 |
| x3.2 | 1.000 | 5.000 | -.751 | -1.753 | -.120 | -.299 |
| x3.3 | 1.000 | 5.000 | -.868 | -1.340 | .566 | 1.416 |
| x2.1 | 1.000 | 5.000 | -.264 | -.320 | -.739 | -1.848 |
| x2.2 | 1.000 | 5.000 | -.203 | -1.017 | -.790 | -1.974 |
| x2.3 | 1.000 | 5.000 | -.232 | -1.162 | -1.000 | -2.499 |
| Multivariate | | | | | 2.782 | 1.904 |

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

| Observation number | Mahalanobis d-squared | p1 | p2 |
|---|---|---|---|
| 118 | 54.400 | .000 | .000 |
| 116 | 53.977 | .000 | .000 |
| 90 | 52.706 | .001 | .000 |
| 112 | 51.108 | .001 | .000 |
| 122 | 49.220 | .002 | .000 |
| 120 | 48.503 | .002 | .000 |
| 12 | 48.499 | .002 | .000 |
| 11 | 46.887 | .003 | .000 |
| 144 | 46.521 | .004 | .000 |
| 108 | 45.557 | .005 | .000 |
| 4 | 40.400 | .019 | .000 |
| 111 | 40.362 | .020 | .000 |
| 146 | 39.679 | .023 | .000 |
| 81 | 39.469 | .024 | .000 |
| 145 | 39.086 | .027 | .000 |
| 105 | 37.888 | .036 | .000 |
| 82 | 37.855 | .036 | .000 |
| 14 | 36.885 | .045 | .000 |
| 74 | 36.422 | .050 | .000 |
| 148 | 36.395 | .050 | .000 |
| 117 | 36.129 | .053 | .000 |
| 149 | 36.101 | .054 | .000 |
| 92 | 34.858 | .071 | .000 |
| 129 | 34.231 | .081 | .000 |
| 135 | 34.038 | .084 | .000 |
| 140 | 33.675 | .091 | .000 |
| 2 | 32.962 | .105 | .000 |
| 77 | 32.745 | .110 | .000 |
| 72 | 32.525 | .115 | .000 |
| 8 | 32.379 | .118 | .000 |
| 141 | 32.354 | .118 | .000 |
| 123 | 32.248 | .121 | .000 |
| 100 | 32.095 | .125 | .000 |
| 137 | 31.997 | .127 | .000 |
| 113 | 31.961 | .128 | .000 |
| 142 | 31.650 | .136 | .000 |
| 136 | 31.165 | .149 | .000 |
| 23 | 30.892 | .157 | .000 |
| 73 | 30.360 | .173 | .001 |
| 132 | 30.191 | .178 | .001 |
| 80 | 30.100 | .181 | .001 |
| 126 | 29.850 | .190 | .001 |
| 79 | 29.821 | .191 | .000 |

| Observation number | Mahalanobis d-squared | p1 | p2 |
|---|---|---|---|
| 84 | 29.683 | .195 | .000 |
| 3 | 29.422 | .205 | .001 |
| 138 | 29.085 | .217 | .001 |
| 133 | 28.972 | .221 | .001 |
| 101 | 28.919 | .223 | .001 |
| 21 | 28.627 | .234 | .001 |
| 94 | 28.050 | .258 | .006 |
| 147 | 27.355 | .288 | .034 |
| 150 | 27.014 | .304 | .058 |
| 91 | 26.392 | .334 | .172 |
| 104 | 26.109 | .348 | .227 |
| 134 | 25.607 | .373 | .398 |
| 121 | 25.600 | .374 | .339 |
| 57 | 25.535 | .377 | .309 |
| 131 | 25.437 | .382 | .297 |
| 34 | 24.982 | .407 | .466 |
| 17 | 24.824 | .415 | .486 |
| 102 | 24.742 | .420 | .464 |
| 99 | 24.741 | .420 | .400 |
| 83 | 24.454 | .436 | .491 |
| 13 | 24.436 | .437 | .436 |
| 6 | 24.423 | .438 | .379 |
| 54 | 24.359 | .441 | .351 |
| 60 | 24.128 | .454 | .411 |
| 139 | 24.062 | .458 | .384 |
| 85 | 23.999 | .462 | .355 |
| 75 | 23.742 | .476 | .432 |
| 5 | 23.577 | .486 | .461 |
| 98 | 22.701 | .537 | .842 |
| 7 | 22.517 | .548 | .866 |
| 15 | 22.506 | .549 | .832 |
| 44 | 22.054 | .576 | .929 |
| 115 | 21.854 | .588 | .945 |
| 106 | 21.548 | .606 | .971 |
| 63 | 21.546 | .606 | .959 |
| 88 | 21.502 | .609 | .949 |
| 64 | 20.676 | .658 | .997 |
| 76 | 20.366 | .676 | .999 |
| 58 | 20.031 | .695 | 1.000 |
| 9 | 19.997 | .697 | .999 |
| 86 | 19.939 | .700 | .999 |
| 38 | 19.491 | .725 | 1.000 |
| 87 | 19.480 | .726 | 1.000 |
| 19 | 19.064 | .749 | 1.000 |
| 96 | 18.109 | .798 | 1.000 |

| Observation number | Mahalanobis d-squared | p1 | p2 |
|---|---|---|---|
| 110 | 17.903 | .808 | 1.000 |
| 127 | 17.896 | .808 | 1.000 |
| 28 | 17.501 | .827 | 1.000 |
| 128 | 17.488 | .827 | 1.000 |
| 78 | 17.445 | .829 | 1.000 |
| 68 | 17.406 | .831 | 1.000 |
| 51 | 17.212 | .839 | 1.000 |
| 48 | 17.160 | .842 | 1.000 |
| 39 | 17.158 | .842 | 1.000 |

Condition number = 393.058
Eigenvalues
7.620 2.676 2.091 1.635 1.053 .980 .683 .488 .469 .284 .250 .213 .190 .167 .162 .145
.113 .101 .100 .083 .068 .041 .028 .019
Determinant of sample covariance matrix = .39753

**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 |
|---|---|---|---|---|---|
| Y1 <--- X1 | .163 | .078 | 2.075 | .038 | |
| Y1 <--- X6 | .119 | .050 | 2.365 | .018 | |
| Y1 <--- X5 | .238 | .055 | 4.353 | *** | |
| Y1 <--- X3 | .488 | .073 | 6.696 | *** | |
| Y1 <--- X4 | .166 | .051 | 3.233 | .001 | |
| Y1 <--- X2 | .208 | .056 | 3.721 | *** | |
| Y2 <--- Y1 | 1.081 | .130 | 8.312 | *** | |
| x2.3 <--- X2 | 1.000 | | | | |
| x2.2 <--- X2 | 1.330 | .141 | 9.452 | *** | |
| x2.1 <--- X2 | 1.399 | .148 | 9.435 | *** | |
| x3.3 <--- X3 | 1.000 | | | | |
| x3.2 <--- X3 | .908 | .053 | 17.025 | *** | |
| x3.1 <--- X3 | 1.063 | .030 | 36.016 | *** | |
| x4.3 <--- X4 | 1.000 | | | | |
| x4.2 <--- X4 | .864 | .051 | 17.080 | *** | |
| x4.1 <--- X4 | 1.020 | .031 | 32.460 | *** | |
| x5.3 <--- X5 | 1.000 | | | | |
| x5.2 <--- X5 | 1.005 | .069 | 14.524 | *** | |
| x5.1 <--- X5 | 1.067 | .069 | 15.506 | *** | |
| x6.3 <--- X6 | 1.000 | | | | |
| x6.2 <--- X6 | .987 | .077 | 12.750 | *** | |
| x6.1 <--- X6 | 1.132 | .091 | 12.471 | *** | |
| x1.3 <--- X1 | 1.000 | | | | |
| x1.2 <--- X1 | 1.221 | .131 | 9.301 | *** | |
| x1.1 <--- X1 | 1.250 | .125 | 9.974 | *** | |
| y2.1 <--- Y2 | 1.000 | | | | |
| y2.2 <--- Y2 | 1.141 | .075 | 15.208 | *** | |
| y2.3 <--- Y2 | .981 | .081 | 12.109 | *** | |
| y1.1 <--- Y1 | 1.000 | | | | |
| y1.3 <--- Y1 | 1.138 | .123 | 9.268 | *** | |
| y1.2 <--- Y1 | 1.195 | .119 | 10.034 | *** | |

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

| | Estimate |
|---|---|
| Y1 <--- X1 | .157 |
| Y1 <--- X6 | .128 |
| Y1 <--- X5 | .290 |
| Y1 <--- X3 | .647 |
| Y1 <--- X4 | .238 |
| Y1 <--- X2 | .211 |
| Y2 <--- Y1 | .828 |
| x2.3 <--- X2 | .649 |
| x2.2 <--- X2 | .908 |
| x2.1 <--- X2 | .975 |
| x3.3 <--- X3 | .969 |
| x3.2 <--- X3 | .834 |
| x3.1 <--- X3 | .984 |
| x4.3 <--- X4 | .983 |
| x4.2 <--- X4 | .831 |
| x4.1 <--- X4 | .965 |
| x5.3 <--- X5 | .865 |
| x5.2 <--- X5 | .884 |
| x5.1 <--- X5 | .925 |
| x6.3 <--- X6 | .825 |
| x6.2 <--- X6 | .898 |
| x6.1 <--- X6 | .874 |
| x1.3 <--- X1 | .706 |
| x1.2 <--- X1 | .816 |
| x1.1 <--- X1 | .926 |
| y2.1 <--- Y2 | .845 |
| y2.2 <--- Y2 | .948 |
| y2.3 <--- Y2 | .809 |
| y1.1 <--- Y1 | .703 |
| y1.3 <--- Y1 | .805 |
| y1.2 <--- Y1 | .877 |

**Covariances: (Group number 1 - Default model)**

| | Estimate | S.E. | C.R. | P | Label |
|---|---|---|---|---|---|
| X2 <--> X1 | .011 | .034 | .310 | .757 | |
| X2 <--> X3 | -.097 | .047 | -2.061 | .039 | |
| X3 <--> X4 | .500 | .076 | 6.540 | *** | |
| X4 <--> X5 | .305 | .067 | 4.566 | *** | |
| X5 <--> X6 | .091 | .048 | 1.896 | .058 | |
| X3 <--> X1 | -.332 | .060 | -5.552 | *** | |
| X2 <--> X4 | -.046 | .049 | -.926 | .355 | |
| X4 <--> X6 | -.057 | .054 | -1.066 | .286 | |
| X4 <--> X1 | -.278 | .059 | -4.748 | *** | |
| X3 <--> X5 | .237 | .060 | 3.945 | *** | |
| X3 <--> X6 | .003 | .049 | .055 | .956 | |
| X2 <--> X6 | .065 | .039 | 1.664 | .096 | |
| X6 <--> X1 | -.005 | .038 | -.138 | .890 | |
| X5 <--> X1 | -.030 | .042 | -.713 | .476 | |
| X2 <--> X5 | -.038 | .043 | -.875 | .382 | |

**Correlations: (Group number 1 - Default model)**

| | Estimate |
|---|---|
| X2 <--> X1 | .027 |
| X2 <--> X3 | -.181 |
| X3 <--> X4 | .657 |
| X4 <--> X5 | .435 |
| X5 <--> X6 | .173 |
| X3 <--> X1 | -.648 |
| X2 <--> X4 | -.079 |
| X4 <--> X6 | -.093 |
| X4 <--> X1 | -.502 |
| X3 <--> X5 | .366 |
| X3 <--> X6 | .005 |
| X2 <--> X6 | .150 |
| X6 <--> X1 | -.013 |
| X5 <--> X1 | -.064 |
| X2 <--> X5 | -.077 |

**Variances: (Group number 1 - Default model)**

| | Estimate | S.E. | C.R. | P | Label |
|---|---|---|---|---|---|
| X2 | .409 | .094 | 4.360 | *** | |
| X3 | .702 | .087 | 8.090 | *** | |
| X4 | .825 | .100 | 8.272 | *** | |
| X5 | .596 | .092 | 6.511 | *** | |
| X6 | .459 | .077 | 5.957 | *** | |
| X1 | .373 | .078 | 4.757 | *** | |
| e25 | .071 | .019 | 3.670 | *** | |
| e26 | .214 | .042 | 5.088 | *** | |
| e6 | .562 | .068 | 8.267 | *** | |
| e5 | .154 | .037 | 4.198 | *** | |
| e4 | .042 | .036 | 1.182 | .237 | |
| e9 | .045 | .010 | 4.557 | *** | |
| e8 | .253 | .031 | 8.226 | *** | |
| e7 | .025 | .010 | 2.578 | .010 | |
| e12 | .030 | .013 | 2.291 | .022 | |
| e11 | .276 | .034 | 8.159 | *** | |
| e10 | .064 | .015 | 4.250 | *** | |
| e15 | .200 | .031 | 6.484 | *** | |
| e14 | .167 | .028 | 5.982 | *** | |
| e13 | .115 | .026 | 4.442 | *** | |
| e18 | .215 | .033 | 6.565 | *** | |
| e17 | .107 | .024 | 4.481 | *** | |
| e16 | .182 | .034 | 5.315 | *** | |
| e3 | .376 | .049 | 7.655 | *** | |
| e2 | .279 | .044 | 6.384 | *** | |
| e1 | .097 | .031 | 3.084 | .002 | |
| e19 | .408 | .052 | 7.912 | *** | |
| e20 | .170 | .028 | 6.073 | *** | |
| e22 | .272 | .040 | 6.854 | *** | |
| e23 | .100 | .031 | 3.216 | .001 | |
| e24 | .346 | .047 | 7.357 | *** | |
| e21 | .281 | .039 | 7.254 | *** | |

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

| | Estimate |
|---|---|
| Y1 | .822 |
| Y2 | .685 |
| y1.3 | .648 |
| y2.3 | .654 |
| y2.2 | .898 |
| y2.1 | .714 |
| y1.2 | .770 |
| y1.1 | .494 |
| x1.1 | .857 |
| x1.2 | .666 |
| x1.3 | .498 |
| x6.1 | .764 |
| x6.2 | .807 |
| x6.3 | .681 |
| x5.1 | .855 |
| x5.2 | .782 |
| x5.3 | .749 |
| x4.1 | .931 |
| x4.2 | .691 |
| x4.3 | .965 |
| x3.1 | .969 |
| x3.2 | .696 |
| x3.3 | .940 |
| x2.1 | .950 |
| x2.2 | .824 |
| x2.3 | .421 |

**Matrices (Group number 1 - Default model)**
**Total Effects (Group number 1 - Default model)**

| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .163 | .119 | .238 | .166 | .488 | .208 | .000 | .000 |
| Y2 | .176 | .129 | .257 | .179 | .528 | .225 | 1.081 | .000 |
| y1.3 | .185 | .136 | .270 | .188 | .555 | .237 | 1.138 | .000 |
| y2.3 | .173 | .127 | .252 | .176 | .518 | .221 | 1.061 | .981 |
| y2.2 | .201 | .147 | .293 | .204 | .602 | .257 | 1.233 | 1.141 |
| y2.1 | .176 | .129 | .257 | .179 | .528 | .225 | 1.081 | 1.000 |
| y1.2 | .194 | .143 | .284 | .198 | .583 | .249 | 1.195 | .000 |
| y1.1 | .163 | .119 | .238 | .166 | .488 | .208 | 1.000 | .000 |
| x1.1 | 1.250 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | 1.221 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | 1.000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | 1.132 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .987 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | 1.000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | 1.067 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | 1.005 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | 1.000 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | 1.020 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .864 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | 1.000 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | 1.063 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .908 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | 1.000 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | 1.399 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | 1.330 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | 1.000 | .000 | .000 |

**Standardized Total Effects (Group number 1 - Default model)**

| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .157 | .128 | .290 | .238 | .647 | .211 | .000 | .000 |
| Y2 | .130 | .106 | .240 | .197 | .536 | .174 | .828 | .000 |
| y1.3 | .127 | .103 | .234 | .192 | .521 | .170 | .805 | .000 |
| y2.3 | .105 | .086 | .194 | .159 | .433 | .141 | .669 | .809 |
| y2.2 | .123 | .100 | .228 | .187 | .508 | .165 | .785 | .948 |
| y2.1 | .110 | .090 | .203 | .167 | .453 | .147 | .700 | .845 |
| y1.2 | .138 | .112 | .255 | .209 | .568 | .185 | .877 | .000 |
| y1.1 | .111 | .090 | .204 | .167 | .455 | .148 | .703 | .000 |
| x1.1 | .926 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | .816 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | .706 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | .874 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .898 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | .825 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | .925 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | .884 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | .865 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | .965 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .831 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | .983 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | .984 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .834 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | .969 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | .975 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | .908 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | .649 | .000 | .000 |

**Direct Effects (Group number 1 - Default model)**

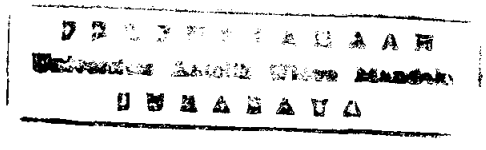
| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .163 | .119 | .238 | .166 | .488 | .208 | .000 | .000 |
| Y2 | .000 | .000 | .000 | .000 | .000 | .000 | 1.081 | .000 |
| y1.3 | .000 | .000 | .000 | .000 | .000 | .000 | 1.138 | .000 |
| y2.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .981 |
| y2.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | 1.141 |
| y2.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | 1.000 |
| y1.2 | .000 | .000 | .000 | .000 | .000 | .000 | 1.195 | .000 |
| y1.1 | .000 | .000 | .000 | .000 | .000 | .000 | 1.000 | .000 |
| x1.1 | 1.250 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | 1.221 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | 1.000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | 1.132 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .987 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | 1.000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | 1.067 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | 1.005 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | 1.000 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | 1.020 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .864 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | 1.000 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | 1.063 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .908 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | 1.000 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | 1.399 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | 1.330 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | 1.000 | .000 | .000 |

**Standardized Direct Effects (Group number 1 - Default model)**

| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .157 | .128 | .290 | .238 | .647 | .211 | .000 | .000 |
| Y2 | .000 | .000 | .000 | .000 | .000 | .000 | .828 | .000 |
| y1.3 | .000 | .000 | .000 | .000 | .000 | .000 | .805 | .000 |
| y2.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .809 |
| y2.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .948 |
| y2.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .845 |
| y1.2 | .000 | .000 | .000 | .000 | .000 | .000 | .877 | .000 |
| y1.1 | .000 | .000 | .000 | .000 | .000 | .000 | .703 | .000 |
| x1.1 | .926 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | .816 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | .706 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | .874 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .898 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | .825 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | .925 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | .884 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | .865 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | .965 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .831 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | .983 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | .984 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .834 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | .969 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | .975 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | .908 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | .649 | .000 | .000 |

**Indirect Effects (Group number 1 - Default model)**

| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| Y2 | .176 | .129 | .257 | .179 | .528 | .225 | .000 | .000 |
| y1.3 | .185 | .136 | .270 | .188 | .555 | .237 | .000 | .000 |
| y2.3 | .173 | .127 | .252 | .176 | .518 | .221 | 1.061 | .000 |
| y2.2 | .201 | .147 | .293 | .204 | .602 | .257 | 1.233 | .000 |
| y2.1 | .176 | .129 | .257 | .179 | .528 | .225 | 1.081 | .000 |
| y1.2 | .194 | .143 | .284 | .198 | .583 | .249 | .000 | .000 |
| y1.1 | .163 | .119 | .238 | .166 | .488 | .208 | .000 | .000 |
| x1.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |



**Standardized Indirect Effects (Group number 1 - Default model)**

| | X1 | X6 | X5 | X4 | X3 | X2 | Y1 | Y2 |
|---|---|---|---|---|---|---|---|---|
| Y1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| Y2 | .130 | .106 | .240 | .197 | .536 | .174 | .000 | .000 |
| y1.3 | .127 | .103 | .234 | .192 | .521 | .170 | .000 | .000 |
| y2.3 | .105 | .086 | .194 | .159 | .433 | .141 | .669 | .000 |
| y2.2 | .123 | .100 | .228 | .187 | .508 | .165 | .785 | .000 |
| y2.1 | .110 | .090 | .203 | .167 | .453 | .147 | .700 | .000 |
| y1.2 | .138 | .112 | .255 | .209 | .568 | .185 | .000 | .000 |
| y1.1 | .111 | .090 | .204 | .167 | .455 | .148 | .000 | .000 |
| x1.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x1.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x6.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x5.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x4.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x3.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.1 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.2 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| x2.3 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |

**Model Fit Summary**

**CMIN**

| Model | NPAR | CMIN | DF | P | CMIN/DF |
|---|---|---|---|---|---|
| Default model | 70 | 357.190 | 230 | .089 | 1.553 |
| Saturated model | 300 | .000 | 0 | | |
| Independence model | 24 | 3972.679 | 276 | .000 | 14.394 |

**RMR, GFI**

| Model | RMR | GFI | AGFI | PGFI |
|---|---|---|---|---|
| Default model | .065 | .926 | .905 | .526 |
| Saturated model | .000 | 1.000 | | |
| Independence model | .314 | .218 | .150 | .201 |

**Baseline Comparisons**

| Model | NFI Delta1 | RFI rho1 | IFI Delta2 | TLI rho2 | CFI |
|---|---|---|---|---|---|
| Default model | .794 | .753 | .843 | .909 | .934 |
| Saturated model | 1.000 | | 1.000 | | 1.000 |
| Independence model | .000 | .000 | .000 | .000 | .000 |

**Parsimony-Adjusted Measures**

| Model | PRATIO | PNFI | PCFI |
|---|---|---|---|
| Default model | .833 | .662 | .701 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 1.000 | .000 | .000 |

**NCP**

| Model | NCP | LO 90 | HI 90 |
|---|---|---|---|
| Default model | 587.110 | 503.693 | 678.104 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 3696.679 | 3496.537 | 3904.123 |

**FMIN**

| Model | FMIN | F0 | LO 90 | HI 90 |
|---|---|---|---|---|
| Default model | 5.484 | 3.940 | 3.380 | 4.551 |
| Saturated model | .000 | .000 | .000 | .000 |
| Independence model | 26.662 | 24.810 | 23.467 | 26.202 |

**RMSEA**

| Model | RMSEA | LO 90 | HI 90 | PCLOSE |
|---|---|---|---|---|
| Default model | .061 | .071 | .141 | .000 |
| Independence model | .300 | .292 | .308 | .000 |

**AIC**

| Model | AIC | BCC | BIC | CAIC |
|---|---|---|---|---|
| Default model | 957.110 | 985.336 | 1167.855 | 1237.855 |
| Saturated model | 600.000 | 720.968 | 1503.191 | 1803.191 |
| Independence model | 4020.679 | 4030.356 | 4092.934 | 4116.934 |

**ECVI**

| Model | ECVI | LO 90 | HI 90 | MECVI |
|---|---|---|---|---|
| Default model | 6.424 | 5.864 | 7.034 | 6.613 |
| Saturated model | 4.027 | 4.027 | 4.027 | 4.839 |
| Independence model | 26.984 | 25.641 | 28.377 | 27.049 |

**HOELTER**

| Model | HOELTER .05 | HOELTER .01 |
|---|---|---|
| Default model | 49 | 52 |
| Independence model | 12 | 13 |