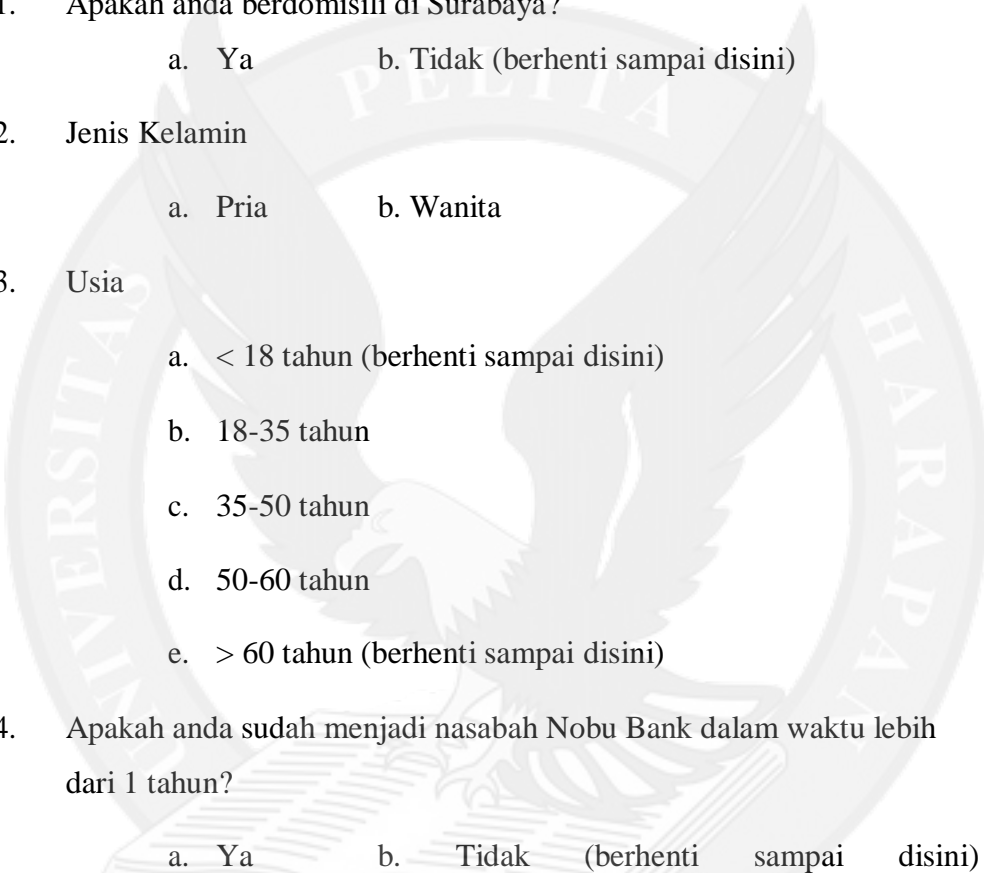


LAMPIRAN A : KUISIONER

Bagian I

Karakteristik Responden

Pilihlah salah satu jawaban yang paling sesuai menurut Anda dengan memberikan tanda (x) pada pilihan jawaban yang telah disediakan.

1. Apakah anda berdomisili di Surabaya?
 - a. Ya
 - b. Tidak (berhenti sampai disini)
 2. Jenis Kelamin
 - a. Pria
 - b. Wanita
 3. Usia
 - a. < 18 tahun (berhenti sampai disini)
 - b. 18-35 tahun
 - c. 35-50 tahun
 - d. 50-60 tahun
 - e. > 60 tahun (berhenti sampai disini)
 4. Apakah anda sudah menjadi nasabah Nobu Bank dalam waktu lebih dari 1 tahun?
 - a. Ya
 - b. Tidak (berhenti sampai disini)
- 

Bagian II

Kuisisioner

Instruksi Pengisian

Berilah penilaian anda dengan member Tanda (√) pada skala yang tersedia sesuai dengan tingkat kesetujuan anda. Semakin besar score yang anda pilih menunjukkan anda semakin setuju terhadap pernyataan tersebut dan sebaliknya.

1 = sangat tidak setuju (STS)

4 = setuju (S)

2 = tidak setuju (ST)

5 = sangat setuju (SS)

3 = ragu-ragu atau netral (N)

No.	PERNYATAAN	STS	TS	N	S	SS
<i>Environment</i>						
1.	Menurut saya, lokasi Nobu Bank mudah dijangkau					
2.	nurut saya, tata letak ruangan yang ada di Nobu Bank nyaman.					
3.	Menurut saya, Nobu Bank berada di lokasi yang aman.					
<i>Frontline Personnel</i>						
4.	Menurut saya, pegawai Nobu Bank ramah					
5.	Menurut saya, pegawai Nobu Bank selalu berusaha membantu dengan baik					
6.	Saya merasa bahwa pegawai Nobu Bank menguasai produk dengan baik					
<i>Moment Of Truth</i>						
7.	Saya merasa Nobu Bank selalu menghargai semua nasabahnya dengan baik					
8.	Saya merasa Nobu Bank dapat dengan mudah untuk ditemui					
9.	Saya merasa Nobu Bank memberikan fokus dalam penyelesaian masalah dengan baik					
<i>Product Offerings</i>						
10.	Nobu Bank memberikan selalu memberikan informasi tentang produk terbaru dengan baik					
11.	Saya merasa Nobu Bank selalu menyediakan produk yang sesuai kebutuhan saya					
12.	Saya merasa Nobu Bank selalu mampu menawarkan produknya secara menarik					

<i>Customer Experience Quality</i>						
13.	Menurut saya, pegawai Nobu Bank memiliki penampilan rapi					
14.	Menurut saya, pegawai Nobu Bank selalu berusaha membuat nasabah senang					
15.	Menurut saya, pegawai Nobu Bank sangat terlatih					
16.	Saya merasa bahwa pegawai Nobu Bank selalu siap membantu saya dengan baik					
<i>Relationship Quality</i>						
17.	Saya merasa nyaman dengan keahlian dari setiap pegawai.					
18.	Saya merasa Nobu Bank selalu berusaha memberikan hal yang terbaik kepada semua nasabahnya					
19.	Saya merasa Nobu Bank dapat memberikan rasa aman					
20.	Saya percaya terhadap layanan dari Nobu Bank					
<i>Customer Loyalty</i>						
21.	Saya akan melakukan lebih banyak melakukan aktifitas transaksi dengan Nobu Bank					
22.	Saya akan merekomendasikan produk Nobu Bank kepada keluarga dan teman saya					
23.	Saya akan mengatakan hal yang positif tentang produk Nobu Bank kepada orang lain					
24.	Saya menganggap Nobu Bank merupakan pilihan bank paling terbaik					

LAMPIRAN B
TABULASI DATA KUESIONER

X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	Y12
3	4	4	3	4	5	5	4	5	4	5	5	5	5	4	3	5	5	5	4	5	4	5	5
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LAMPIRAN C: HASIL UJI STATISTIK DESKRIPTIF

Descriptive Statistics

	N	Minimum	Maximum	Mean	total mean	rata2 mean	Std. Deviation
X1	125	2	5	4.056	12.296	4.098667	0.78601
X2	125	2	5	4.104			0.7051
X3	125	3	5	4.136			0.69959
X4	125	2	5	4.2	12.264	4.088	0.74053
X5	125	1	5	3.992			0.99593
X6	125	1	5	4.072			0.94336
X7	125	1	5	4.28	12.336	4.112	0.76832
X8	125	1	5	3.984			0.88886
X9	125	1	5	4.072			0.77435
X10	125	2	5	4.304	12.512	4.170667	0.63784
X11	125	2	5	4.2			0.762
X12	125	2	5	4.008			0.73502
Y1	125	3	5	4.44	17	5.666667	0.64006
Y2	125	2	5	4.256			0.71734
Y3	125	2	5	4.16			0.6768
Y4	125	3	5	4.144			0.64388
Y5	125	2	5	4.264	16.944	5.648	0.72004
Y6	125	3	5	4.216			0.69077
Y7	125	2	5	4.184			0.76605
Y8	125	1	5	4.28			0.65501
Y9	125	1	5	4.088	16.512	5.504	0.9071
Y10	125	1	5	4.136			0.77609
Y11	125	1	5	4.152			0.74114
Y12	125	1	5	4.136			0.84571
Valid N (listwise)	125						

X1

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	8	6.4	6.4	6.4	
	3,00	11	8.8	8.8	15.2	
	4,00	72	57.6	57.6	72.8	
	5,00	34	27.2	27.2	100.0	
	Total	125	100.0	100.0		

X2

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	3	2.4	2.4	2.4	
	3,00	16	12.8	12.8	15.2	
	4,00	71	56.8	56.8	72.0	
	5,00	35	28.0	28.0	100.0	
	Total	125	100.0	100.0		

X3

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	3,00	23	18.4	18.4	18.4	
	4,00	62	49.6	49.6	68.0	
	5,00	40	32.0	32.0	100.0	
	Total	125	100.0	100.0		

X4

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	5	4.0	4.0	4.0	
	3,00	9	7.2	7.2	11.2	
	4,00	67	53.6	53.6	64.8	
	5,00	44	35.2	35.2	100.0	
	Total	125	100.0	100.0		

X5

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	3	2.4	2.4	2.4	
	2,00	11	8.8	8.8	11.2	
	3,00	11	8.8	8.8	20.0	
	4,00	59	47.2	47.2	67.2	
	5,00	41	32.8	32.8	100.0	
	Total	125	100.0	100.0		

X6

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	1	.8	.8	.8	
	2,00	12	9.6	9.6	10.4	
	3,00	9	7.2	7.2	17.6	
	4,00	58	46.4	46.4	64.0	
	5,00	45	36.0	36.0	100.0	
	Total	125	100.0	100.0		

X7

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	3	2.4	2.4	2.4	
	2,00	1	.8	.8	3.2	
	3,00	3	2.4	2.4	5.6	
	4,00	69	55.2	55.2	60.8	
	5,00	49	39.2	39.2	100.0	
	Total	125	100.0	100.0		

X8

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	1	.8	.8	.8	
	2,00	8	6.4	6.4	7.2	
	3,00	20	16.0	16.0	23.2	
	4,00	59	47.2	47.2	70.4	
	5,00	37	29.6	29.6	100.0	
	Total	125	100.0	100.0		

X9

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	1	.8	.8	.8	
	2,00	2	1.6	1.6	2.4	
	3,00	21	16.8	16.8	19.2	
	4,00	64	51.2	51.2	70.4	
	5,00	37	29.6	29.6	100.0	
	Total	125	100.0	100.0		

X10

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	1	.8	.8	.8	
	3,00	9	7.2	7.2	8.0	
	4,00	66	52.8	52.8	60.8	
	5,00	49	39.2	39.2	100.0	
	Total	125	100.0	100.0		

X11

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	1	.8	.8	.8	
	3,00	23	18.4	18.4	19.2	
	4,00	51	40.8	40.8	60.0	
	5,00	50	40.0	40.0	100.0	
	Total	125	100.0	100.0		

X12

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	1	.8	.8	.8	
	3,00	30	24.0	24.0	24.8	
	4,00	61	48.8	48.8	73.6	
	5,00	33	26.4	26.4	100.0	
	Total	125	100.0	100.0		

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	3,00	10	8.0	8.0	8.0	
	4,00	50	40.0	40.0	48.0	
	5,00	65	52.0	52.0	100.0	
	Total	125	100.0	100.0		

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	1	.8	.8	.8	
	3,00	17	13.6	13.6	14.4	
	4,00	56	44.8	44.8	59.2	
	5,00	51	40.8	40.8	100.0	
	Total	125	100.0	100.0		

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	1	.8	.8	.8	
	3,00	17	13.6	13.6	14.4	
	4,00	68	54.4	54.4	68.8	
	5,00	39	31.2	31.2	100.0	
	Total	125	100.0	100.0		

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	3,00	18	14.4	14.4	14.4	
	4,00	71	56.8	56.8	71.2	
	5,00	36	28.8	28.8	100.0	
	Total	125	100.0	100.0		

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	3	2.4	2.4	2.4	
	3,00	11	8.8	8.8	11.2	
	4,00	61	48.8	48.8	60.0	
	5,00	50	40.0	40.0	100.0	
	Total	125	100.0	100.0		

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	3,00	19	15.2	15.2	15.2	
	4,00	60	48.0	48.0	63.2	
	5,00	46	36.8	36.8	100.0	
	Total	125	100.0	100.0		

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	2,00	2	1.6	1.6	1.6	
	3,00	21	16.8	16.8	18.4	
	4,00	48	38.4	43.2	61.6	
	5,00	48	38.4	38.4	100.0	
	Total	125	100.0	100.0		

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	1	.8	.8	.8	
	3,00	8	6.4	6.4	7.2	
	4,00	70	56.0	56.0	63.2	
	5,00	46	36.8	36.8	100.0	
	Total	125	100.0	100.0		

Y9

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	2	1.6	1.6	1.6	
	2,00	5	4.0	4.0	5.6	
	3,00	19	15.2	15.2	20.8	
	4,00	53	42.4	42.4	63.2	
	5,00	46	36.8	36.8	100.0	
	Total	125	100.0	100.0		

Y10

		Frequency	Percent	Valid Percent	Cumulative Percent	

Valid	1,00	1	.8	.8	.8	
	2,00	2	1.6	1.6	2.4	
	3,00	18	14.4	14.4	16.8	
	4,00	62	49.6	49.6	66.4	
	5,00	42	33.6	33.6	100.0	
	Total	125	100.0	100.0		

Y11

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	1	.8	.8	.8	
	3,00	20	16.0	16.0	16.8	
	4,00	62	49.6	49.6	66.4	
	5,00	42	33.6	33.6	100.0	
	Total	125	100.0	100.0		

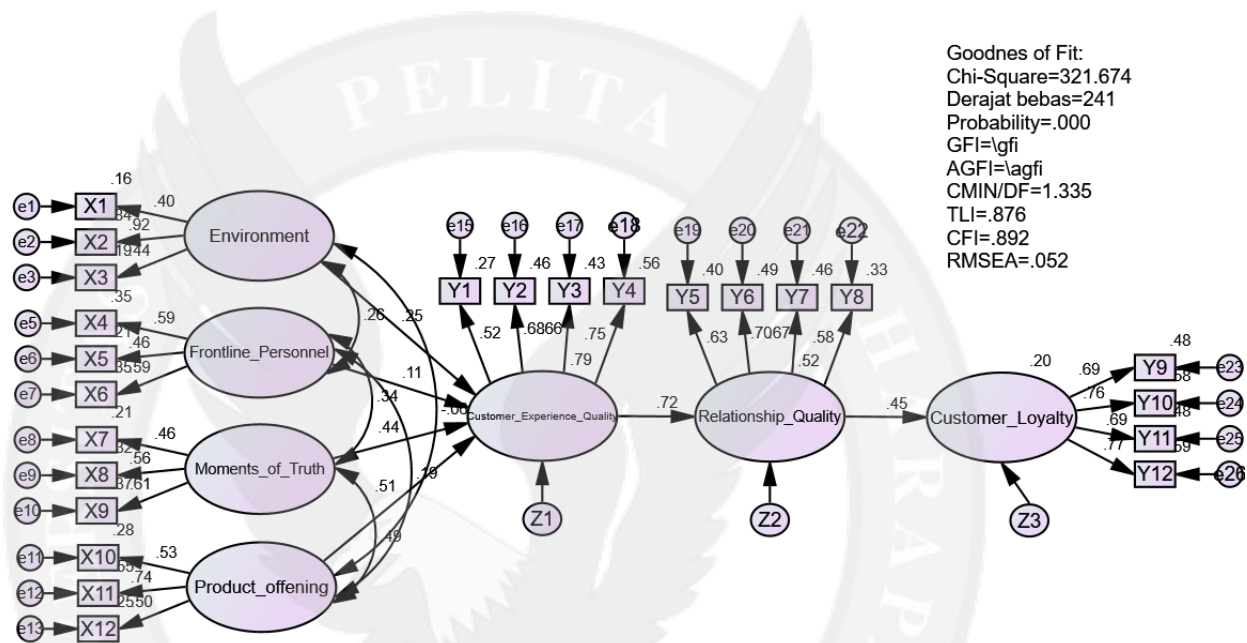
Y12

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1,00	2	1.6	1.6	1.6	
	2,00	2	1.6	1.6	3.2	
	3,00	19	15.2	15.2	18.4	
	4,00	56	44.8	44.8	63.2	
	5,00	46	36.8	36.8	100.0	
	Total	125	100.0	100.0		

LAMPIRAN D: HASIL PENGUJIAN STUCTURAL EQUATION MODEL

			Estimate	S.E	C.R	P	Label
Customer_Experience_Quality	<-- Environment	-	.263	.128	2.058	.040	par_15
Customer_Experience_Quality	<-- Frontline_Personnel	-	.068	.081	.831	.406	par_16
Customer_Experience_Quality	<-- Moments_of_Truth	-	.306	.126	2.429	.015	par_17
Customer_Experience_Quality	<-- Product_offening	-	.456	.163	2.796	.005	par_18
Relationship_Quality	<-- Customer_Experience_Quality	-	.984	.229	4.294	**	par_19
Customer_Loyalty	<-- Relationship_Quality	-	.620	.174	3.567	**	par_20
X3	<-- Environment	-	1.000				
X2	<-- Environment	-	2.098	.867	2.420	.016	par_1
X1	<-- Environment	-	1.031	.306	3.369	**	par_2
X6	<-- Frontline_Personnel	-	1.000				
X5	<-- Frontline_Personnel	-	.833	.275	3.033	.002	par_3
X4	<-- Frontline_Personnel	-	.785	.276	2.850	.004	par_4
X9	<-- Moments_of_Truth	-	1.000				
X8	<-- Moments_of_Truth	-	1.060	.261	4.057	**	par_5
X7	<-- Moments_of_Truth	-	.747	.218	3.427	**	par_6
X12	<-- Product_offening	-	1.000				
X11	<-- Product_offening	-	1.536	.355	4.328	**	par_7
X10	<-- Product_offening	-	.923	.245	3.763	**	par_8
Y1	<-- Customer_Experience_Quality	-	1.000				
Y3	<-- Customer_Experience_Quality	-	1.332	.260	5.120	**	par_9
Y5	<-- Relationship_Quality	-	1.000				
Y6	<-- Relationship_Quality	-	1.069	.186	5.746	**	par_10
Y7	<-- Relationship_Quality	-	1.141	.191	5.965	**	par_11
Y9	<-- Customer_Loyalty	-	1.000				
Y10	<-- Customer_Loyalty	-	.947	.137	6.903	**	par_12

			Estimate	S.E.	C.R.	P	Label
Y11	<--	Customer_Loyalty	.820	.130	6.292	**	par_13
Y2	<--	Customer_Experience_Quality	1.451	.271	5.360	**	par_14
Y4	<--	Customer_Experience_Quality	1.430	.262	5.454	**	par_25
Y8	<--	Relationship_Quality	.837	.163	5.150	**	par_26
Y12	<--	Customer_Loyalty	1.036	.142	7.280	**	par_27



Goodnes of Fit:
 Chi-Square=321.674
 Derajat bebas=241
 Probability=.000
 GFI=.921
 AGFI=.876
 CMIN/DF=1.335
 TLI=.876
 CFI=.892
 RMSEA=.052

			Estimate
Customer_Experience_Quality	<---	Environment	.245
Customer_Experience_Quality	<---	Frontline_Personnel	.113
Customer_Experience_Quality	<---	Moments_of_Truth	.437
Customer_Experience_Quality	<---	Product_offening	.507
Relationship_Quality	<---	Customer_Experience_Quality	.723
Customer_Loyalty	<---	Relationship_Quality	.446
X3	<---	Environment	.440
X2	<---	Environment	.915
X1	<---	Environment	.404
X6	<---	Frontline_Personnel	.589
X5	<---	Frontline_Personnel	.464
X4	<---	Frontline_Personnel	.589
X9	<---	Moments_of_Truth	.610
X8	<---	Moments_of_Truth	.563
X7	<---	Moments_of_Truth	.459
X12	<---	Product_offening	.499

			Estimate
X11	<---	Product_offening	.739
X10	<---	Product_offening	.531
Y1	<---	Customer_Experience_Quality	.521
Y3	<---	Customer_Experience_Quality	.659
Y5	<---	Relationship_Quality	.629
Y6	<---	Relationship_Quality	.701
Y7	<---	Relationship_Quality	.675
Y9	<---	Customer_Loyalty	.690
Y10	<---	Customer_Loyalty	.765
Y11	<---	Customer_Loyalty	.693
Y2	<---	Customer_Experience_Quality	.678
Y4	<---	Customer_Experience_Quality	.747
Y8	<---	Relationship_Quality	.578
Y12	<---	Customer_Loyalty	.768

STD ESTIMATE HIPOTESIS

Customer_Experience_Quality	<---	Environment	.245
Customer_Experience_Quality	<---	Frontline_Personnel	.113
Customer_Experience_Quality	<---	Moments_of_Truth	.437
Customer_Experience_Quality	<---	Product_offening	.507
Relationship_Quality	<---	Customer_Experience_Quality	.723
Customer_Loyalty	<---	Relationship_Quality	.446

Tabel 4.

Indikator-indikator yang mengukur Environment

No	Indikator	Lamda loading	Mean
1	X3	.440	4.136
2	X2	.915	4.104
3	X1	.404	4.056

Tabel 4.

Indikator-indikator yang mengukur Frontline_Personnel

No	Indikator	Lamda loading	Mean
1	X6	.589	4.072
2	X5	.464	3.992
3	X4	.589	4.2

Tabel 4.

Indikator-indikator yang mengukur Moments_of_Truth

No	Indikator	Lamda loading	Mean
1	X9	.610	4.072
2	X8	.563	3.984
3	X7	.459	4.28

Tabel 4.
Indikator-indikator yang mengukur Product_offening

No	Indikator	<i>Lamda loading</i>	<i>Mean</i>
1	X12	.499	4.008
2	X11	.739	4.2
3	X10	.531	4.304

Tabel 4.
Indikator-indikator yang mengukur Customer_Experience_Quality

No	Indikator	<i>Lamda loading</i>	<i>Mean</i>
1	Y1	.521	4.44
2	Y3	.659	4.16
3	Y2	.678	4.256
4	Y4	.747	4.144

Tabel 4.
Indikator-indikator yang mengukur Relationship_Quality

No	Indikator	<i>Lamda loading</i>	<i>Mean</i>
1	Y5	.629	4.264
2	Y6	.701	4.216
3	Y7	.675	4.184
	Y8	.578	4.28

Tabel 4.
Indikator-indikator yang mengukur Customer_Loyalty

No	Indikator	<i>Lamda loading</i>	<i>Mean</i>
1	Y9	.690	4.088
2	Y10	.765	4.136
3	Y11	.693	4.152
4	Y12	.768	4.136

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

Observation number	Mahalanobis d-squared	p1	p2
27	70.038	.000	.000
110	61.841	.000	.000
24	49.826	.001	.001
70	49.145	.002	.000
14	48.595	.002	.000
52	47.282	.003	.000
7	47.057	.003	.000

Observation number	Mahalanobis d-squared	p1	p2
50	45.170	.006	.000
54	41.616	.014	.000
71	41.009	.017	.000
64	40.101	.021	.000
53	38.862	.028	.000
105	38.591	.030	.000
104	37.782	.037	.000
55	37.719	.037	.000
74	37.066	.043	.000
21	36.470	.049	.000
68	36.209	.052	.000
20	36.072	.054	.000
65	35.617	.060	.000
116	35.305	.064	.000
66	33.793	.088	.001
56	33.508	.094	.001
51	32.830	.108	.004
5	31.805	.132	.021
1	31.083	.151	.055
19	31.055	.152	.036
59	30.966	.155	.026
89	30.424	.171	.050
6	30.081	.182	.063
101	29.656	.196	.093
43	29.568	.199	.074
75	28.945	.222	.155
23	28.853	.226	.130
28	28.757	.229	.109
2	28.387	.244	.150
77	28.359	.245	.113
42	28.220	.251	.104
85	28.206	.251	.075
57	28.198	.252	.052
125	28.169	.253	.036
83	28.004	.260	.035
26	27.922	.263	.028
18	27.795	.269	.025
63	26.932	.308	.121
76	26.664	.320	.148
72	26.497	.328	.150
114	26.449	.331	.122
73	26.448	.331	.088

Observation number	Mahalanobis d-squared	p1	p2
11	26.289	.339	.089
16	25.627	.372	.231
33	25.011	.405	.436
103	24.978	.407	.381
82	24.847	.414	.374
80	24.689	.423	.381
102	24.148	.453	.580
37	22.882	.527	.953
106	22.523	.548	.976
34	22.516	.548	.964
36	22.325	.560	.970
30	22.051	.576	.981
78	21.878	.587	.984
87	21.477	.610	.994
25	21.358	.618	.994
22	20.885	.646	.999
3	20.872	.646	.998
17	20.640	.660	.998
15	20.497	.668	.999
115	19.538	.723	1.000
88	19.468	.727	1.000
94	19.408	.730	1.000
113	19.124	.745	1.000
119	19.112	.746	1.000
122	19.060	.749	1.000
86	18.810	.762	1.000
79	18.719	.767	1.000
41	18.428	.782	1.000
67	18.417	.782	1.000
44	18.390	.784	1.000
95	18.266	.790	1.000
117	18.098	.798	1.000
124	18.092	.799	1.000
100	18.008	.803	1.000
123	17.995	.803	1.000
97	17.983	.804	1.000
62	17.905	.808	1.000
84	17.898	.808	.999
48	17.724	.816	.999
4	17.518	.826	.999
40	17.484	.827	.999
93	17.477	.828	.998

Observation number	Mahalanobis d-squared	p1	p2
32	17.357	.833	.998
39	17.160	.842	.998
31	17.138	.843	.997
81	16.877	.854	.998
10	16.868	.854	.996
9	16.705	.861	.997
69	16.384	.874	.998
47	16.195	.881	.998
38	15.908	.891	.999

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 324
Number of distinct parameters to be estimated: 83
Degrees of freedom (324 - 83): 241

Result (Default model)

Minimum was achieved
Chi-square = 321.674
Degrees of freedom = 241
Probability level = .000

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y12	1.000	5.000	-1.064	-4.857	1.646	3.757
Y8	1.000	5.000	-1.050	-4.791	3.625	8.274
Y4	3.000	5.000	-.139	-.634	-.626	-1.429
Y2	2.000	5.000	-.551	-2.513	-.419	-.956
Y11	1.000	5.000	-.726	-3.313	1.195	2.727
Y10	1.000	5.000	-.862	-3.936	1.297	2.960
Y9	1.000	5.000	-1.020	-4.655	1.027	2.343
Y7	2.000	5.000	-.539	-2.462	-.448	-1.022
Y6	3.000	5.000	-.310	-1.413	-.892	-2.035
Y5	2.000	5.000	-.829	-3.783	.686	1.565
Y3	2.000	5.000	-.360	-1.642	-.210	-.479
Y1	3.000	5.000	-.701	-3.200	-.517	-1.180
X10	2.000	5.000	-.547	-2.495	.255	.581
X11	2.000	5.000	-.461	-2.105	-.789	-1.801
X12	2.000	5.000	-.135	-.615	-.794	-1.813

Variable	min	max	skew	c.r.	kurtosis	c.r.
X7	1.000	5.000	-1.914	-8.738	6.236	14.231
X8	1.000	5.000	-.799	-3.647	.405	.923
X9	1.000	5.000	-.752	-3.431	1.095	2.499
X4	2.000	5.000	-.933	-4.259	1.161	2.649
X5	1.000	5.000	-1.115	-5.090	.856	1.953
X6	1.000	5.000	-1.069	-4.881	.649	1.481
X1	2.000	5.000	-.899	-4.102	.911	2.079
X2	2.000	5.000	-.563	-2.570	.458	1.044
X3	3.000	5.000	-.191	-.872	-.943	-2.152
Multivariate					95.493	15.111

	Estimate	S.E.	C.R.	P	Label
X3	4.136	.063	66.099	***	par_29
X2	4.104	.063	65.075	***	par_30
X1	4.056	.070	57.693	***	par_31
X6	4.072	.084	48.534	***	par_32
X5	3.992	.089	44.973	***	par_33
X4	4.200	.066	63.772	***	par_34
X9	4.072	.069	58.793	***	par_35
X8	3.984	.080	50.112	***	par_36
X7	4.280	.069	62.281	***	par_37
X12	4.008	.066	60.879	***	par_38
X11	4.200	.068	61.433	***	par_39
X10	4.304	.057	75.322	***	par_40
Y1	4.440	.057	78.258	***	par_41
Y2	4.256	.063	67.347	***	par_42
Y3	4.160	.060	69.715	***	par_43
Y5	4.264	.064	66.666	***	par_44
Y6	4.216	.061	68.823	***	par_45
Y7	4.184	.068	61.549	***	par_46
Y9	4.088	.081	50.469	***	par_47
Y10	4.136	.069	59.704	***	par_48
Y11	4.152	.066	62.739	***	par_49
Y4	4.144	.057	73.290	***	par_50
Y8	4.280	.058	73.482	***	par_51
Y12	4.136	.075	54.790	***	par_52

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label

			Estimate	S.E.	C.R.	P	Label
Product_offening	<-->	Environment	-.007	.015	-.468	.640	par_21
Frontline_Personnel	<-->	Moments_of_Truth	.088	.049	1.814	.070	par_22
Environment	<-->	Frontline_Personnel	.043	.031	1.389	.165	par_23
Product_offening	<-->	Moments_of_Truth	.085	.032	2.651	.008	par_24
Product_offening	<-->	Frontline_Personnel	.038	.035	1.110	.267	par_28

Correlations: (Group number 1 - Default model)

		Estimate	
Product_offening	<-->	Environment	-.061
Frontline_Personnel	<-->	Moments_of_Truth	.340
Environment	<-->	Frontline_Personnel	.255
Product_offening	<-->	Moments_of_Truth	.492
Product_offening	<-->	Frontline_Personnel	.191

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Environment	.094	.053	1.778	.075	par_53
Frontline_Personnel	.303	.130	2.321	.020	par_54
Moments_of_Truth	.221	.077	2.888	.004	par_55
Product_offening	.134	.054	2.482	.013	par_56
Z1	.022	.013	1.737	.082	par_57
Z2	.096	.033	2.945	.003	par_58
Z3	.311	.081	3.827	***	par_59
e3	.392	.063	6.248	***	par_60
e2	.080	.143	.562	.574	par_61
e1	.513	.075	6.849	***	par_62
e9	.535	.092	5.846	***	par_63
e8	.462	.068	6.813	***	par_64
e10	.373	.068	5.465	***	par_65
e7	.570	.127	4.474	***	par_66
e6	.767	.121	6.330	***	par_67
e5	.351	.078	4.507	***	par_68
e13	.403	.059	6.863	***	par_69
e12	.263	.068	3.888	***	par_70
e11	.291	.046	6.331	***	par_71
e17	.250	.038	6.559	***	par_72

	Estimate	S.E.	C.R.	P	Label
e16	.268	.041	6.484	***	par_73
e15	.291	.040	7.274	***	par_74
e19	.307	.047	6.460	***	par_75
e20	.236	.041	5.799	***	par_76
e21	.312	.051	6.094	***	par_77
e24	.247	.047	5.271	***	par_78
e23	.426	.068	6.277	***	par_79
e25	.283	.045	6.254	***	par_80
e18	.175	.030	5.832	***	par_81
e22	.280	.041	6.790	***	par_82
e26	.290	.056	5.224	***	par_83

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

	Estimate
Customer_Experience_Quality	.795
Relationship_Quality	.522
Customer_Loyalty	.199
Y12	.589
Y8	.334
Y4	.558
Y2	.460
Y11	.480
Y10	.585
Y9	.476
Y7	.456
Y6	.492
Y5	.395
Y3	.435
Y1	.271
X10	.282
X11	.546
X12	.249
X7	.211
X8	.317
X9	.372
X4	.347
X5	.215
X6	.347
X1	.163
X2	.837
X3	.193

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

