

LAMPIRAN A: Kuesioner

Kuesioner

Instuksi Pengisian

Berilah penilaian anda dengan memilih 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)

2 = tidak setuju (ST)

3 = ragu-ragu atau netral (N)

4 = setuju (S)

5 = sangat setuju (SS)

Karakteristik Responden :

1. Jenis Kelamin
 - a. Laki – Laki
 - b. Perempuan
2. Usia
 - a. <17 Tahun
 - b. 18 - 24 Tahun
 - c. 24 - 35 Tahun
 - d. 35 - 50 Tahun
 - e. >50 tahun
3. Pendidikan
 - a. SD
 - b. SMP
 - c. SMA
 - d. Kuliah
4. Apakah Anda berdomisili di Surabaya?
 - a. Ya
 - b. Tidak (Berhenti sampai disini)
5. Pernah bepergian menggunakan Lion Air dari atau menuju Surabaya setidaknya 2 kali dalam 12 bulan terakhir?
 - a. Ya
 - b. Tidak (Berhenti sampai disini)
6. Pernah Transit dengan Pesawat Lion Air?
 - a. Ya
 - b. Tidak (Berhenti sampai disini)
7. Mengetahui adanya fasilitas Lion Entertainment menggunakan WiFi yang tersedia secara Gratis dalam pesawat?

- a. Ya
- b. Tidak (Berhenti sampai disini)

No.	Pernyataan	STS	ST	N	S	SS
<i>Accessibilty</i>						
1.	Saya merasa mudah untuk mendapatkan tiket Lion Air					
2.	Tiket Lion Air tersedia luas melalui berbagai macam cara yang memudahkan baik aplikasi online maupun kantor Lion Air					
3.	Saya mampu menghemat biaya transportasi ketika akan membeli tiket Lion Air					
<i>Comfort</i>						
4.	Menurut saya kursi pesawat Lion Air nyaman dibanding maskapai lain					
5.	Saya merasa nyaman ketika berada dalam kabin pesawat Lion Air					
6.	Saya merasa kebisingan suara mesin Lion Air tidak mengganggu					
<i>Connectivity</i>						
7.	Saya merasa penerbangan transit Lion Air sudah dikelola dengan baik					
8.	Saya merasa penanganan bagasi transit Lion Air sudah baik					
9.	Saya merasa prosedur transit di Lion Air mudah dipahami					
10.	Saya merasa layanan garbarata yang diberikan Lion Air sudah baik					
11.	Saya merasa layanan shuttle bus Lion Air sudah baik					
<i>Information Service</i>						
12.	Saya merasa layanan informasi penerbangan yang diberikan Lion Air jelas					
13.	Saya merasa layanan informasi penerbangan yang diberikan Lion Air berguna bagi saya					
14.	Saya merasa mudah untuk mendapatkan layanan informasi mengenai penerbangan saya dengan Lion Air					
<i>Operation Schedule</i>						
15.	Saya merasa jadwal penerbangan yang ditawarkan Lion Air beragam					
16.	Saya merasa jadwal penerbangan yang ditawarkan Lion Air sesuai dengan kebutuhan saya					

17.	Saya merasa jadwal operasional penerbangan Lion Air cocok untuk penerbangan transit ke berbagai daerah					
Personalized Services						
18.	Menurut saya sikap awak kabin Lion Air ramah					
19.	Saya merasa fasilitas WiFi dalam pesawat yang di tawarkan oleh Lion Air sangat menarik					
20.	Saya merasa layanan check in bagasi pesawat sudah baik					
Safety and Security						
21.	Saya merasa aman terbang dengan Lion Air					
22.	Saya merasa aman ketika melakukan <i>Check In</i> Lion Air di bandara					
23.	Saya merasa bagasi saya terjamin dengan baik di Lion Air					
Reliability						
24.	Saya merasa ketepatan waktu kedatangan penerbangan Lion Air sudah baik					
25.	Saya merasa ketepatan waktu keberangkatan penerbangan Lion Air sudah baik					
26.	Saya merasa tidak banyak masalah yang timbul ketika saya terbang dengan Lion Air					
Ticket Service						
27.	Saya merasa tiket Lion Air terjangkau					
28.	Saya merasa fasilitas online check in Lion Air sangat baik					
29.	Saya merasa proses untuk mendapatkan <i>boarding pass</i> Lion Air sangat mudah					
Passanger Satisfaction (PS)						
30.	Saya merasa Lion Air secara keseluruhan sudah memuaskan					
31.	Saya merasa senang dengan layanan Lion Air					
32.	Saya merasa tepat untuk selalu memilih Lion Air di setiap penerbangan saya					
Passanger Complaint (PC)						
33.	Lion Air selalu cepat dalam menangani permasalahan konsumen					
34.	Lion Air selalu berusaha yang terbaik menangani permasalahan konsumen					
35.	Lion Air selalu berusaha membantu konsumennya secara maksimal					
36.	Lion Air memiliki prosedur yang jelas dalam penanganan permasalahan konsumen					
Passanger Loyalty (PL)						

37.	Saya lebih cenderung memilih Lion Air untuk penerbangan selanjutnya					
38.	Saya selalu memilih Lion Air ketika ada Lion Air dalam rute yang saya butuhkan					
39.	Saya akan selalu mencari informasi lebih dalam mengenai Lion Air					
40.	Saya akan merekomendasikan Lion Air kepada keluarga dan teman-teman					



LAMPIRAN B: Tabulasi Data Kuesioner

No.	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20
1.	5	4	4	5	5	5	4	4	4	4	4	5	5	5	4	5	5	5	4	4
2.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3.	5	5	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	4	5
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6.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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8.	5	5	4	4	5	4	3	5	4	5	4	4	5	4	5	5	5	5	4	4
9.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
10.	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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14.	5	5	5	3	4	4	5	4	5	5	5	5	5	5	5	5	5	4	4	5
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No.	X21	X22	X23	X24	X25	X26	X27	X28	X29	X30	X31	X32	X33	X34	X35	X36	X37	X38	X39	X40
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6.	5	5	5	5	5	5	5	5	5	5	5	5	1	1	1	1	5	5	5	5
7.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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9.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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95.	5	4	4	4	4	4	5	4	4	4	5	5	4	4	4	4	5	5	5	5
96.	3	4	2	2	2	3	2	4	4	3	3	2	1	2	2	2	3	2	2	3
97.	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5
98.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
99.	3	3	5	5	5	5	5	5	5	4	4	3	5	5	3	2	5	5	5	5
100.	3	4	3	4	4	4	3	4	4	4	3	3	4	4	3	3	2	2	2	2
101.	3	3	3	2	2	3	5	4	5	4	4	3	4	4	4	3	5	4	4	5
102.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
103.	4	4	3	4	4	4	5	4	5	3	4	2	3	3	4	3	3	2	4	3
104.	4	4	4	4	5	5	5	5	5	5	4	4	5	5	5	5	4	5	4	4
105.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
106.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5
107.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5	5
108.	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	5	4	4

109.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5
110.	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	4	5	5	5
111.	5	5	4	3	4	4	5	5	5	4	4	4	4	4	4	4	3	3	3	4
112.	4	5	5	5	4	5	4	5	5	5	5	5	4	4	4	4	5	4	5	5
113.	4	4	5	5	5	5	5	5	5	4	4	4	1	1	1	1	4	4	4	4
114.	5	4	5	2	5	4	4	5	5	5	5	4	5	5	4	4	5	4	5	5
115.	4	4	4	5	5	5	4	4	4	5	5	5	4	5	4	5	5	4	4	4
116.	4	4	5	5	4	5	4	5	4	4	5	5	4	5	1	4	4	5	4	4
117.	4	5	4	2	2	4	5	5	5	4	5	5	2	4	4	5	4	5	4	4
118.	5	5	5	5	5	5	5	5	5	5	5	5	1	1	1	1	5	5	5	5
119.	5	4	4	5	5	4	4	4	5	5	5	4	4	4	5	5	5	5	5	5
120.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
121.	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
122.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
123.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
124.	5	5	4	4	4	4	5	5	5	4	5	4	4	4	4	1	5	5	5	4
125.	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
126.	4	4	5	4	4	4	5	4	5	4	5	4	4	5	4	5	4	4	4	4
127.	4	5	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4
128.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
129.	5	5	5	4	4	4	5	5	4	4	5	5	5	4	5	5	4	5	4	4
130.	5	5	5	5	5	5	5	5	5	3	4	5	2	5	3	3	5	4	4	5
131.	5	5	4	5	5	4	5	5	5	5	4	4	5	5	4	5	5	5	4	4
132.	4	5	5	4	4	5	5	5	5	4	5	5	5	4	4	4	5	5	4	4
133.	5	4	5	5	4	5	4	5	4	4	5	5	5	4	5	4	4	4	4	4
134.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
135.	5	5	5	4	4	4	5	5	5	5	5	5	4	4	4	4	5	5	5	5

136.	5	5	5	4	4	4	5	5	4	4	4	5	4	5	5	4	5	5	5	5
137.	5	5	4	4	4	5	5	5	5	4	5	4	4	4	5	4	4	5	5	5
138.	5	4	5	5	5	5	4	4	4	5	4	5	4	5	5	5	5	4	5	5
139.	3	4	3	3	3	3	5	5	5	3	4	3	3	3	3	3	2	5	5	1
140.	4	4	3	2	2	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2
141.	5	5	5	4	4	5	5	5	5	5	5	4	5	5	4	4	5	4	5	5
142.	4	5	4	5	4	5	4	5	5	5	4	5	4	4	4	5	5	4	5	5
143.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5	5
144.	5	4	5	4	5	5	4	4	4	5	5	5	4	5	5	4	5	5	5	5
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147.	5	4	5	4	5	4	4	4	5	5	5	5	4	4	4	5	5	4	4	4
148.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
149.	2	3	3	3	2	2	4	4	4	3	3	3	3	3	3	3	3	2	4	3
150.	4	4	5	3	3	4	4	5	5	5	5	4	4	4	4	5	4	4	4	4
151.	5	5	5	4	4	5	5	4	5	5	5	5	5	5	5	3	5	5	5	5
152.	4	5	5	5	5	5	4	4	4	5	4	4	4	5	4	5	5	5	5	5
153.	5	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	5
154.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
155.	5	5	2	3	4	4	4	4	5	4	4	4	3	3	3	3	4	4	4	3
156.	5	4	5	5	5	5	4	5	4	5	5	5	4	5	4	5	5	5	5	5
157.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	1	5	5	5	5
158.	4	4	4	4	3	4	3	4	4	4	3	4	4	3	4	4	4	4	3	3
159.	5	5	5	5	4	5	5	4	5	4	4	5	5	5	5	1	4	4	5	4
160.	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
161.	4	5	4	5	5	4	4	4	4	5	5	5	4	4	5	5	5	4	5	5
162.	4	4	4	4	4	5	5	4	5	5	4	4	5	4	5	5	5	4	5	4

163.	5	5	4	5	4	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5
164.	3	5	4	3	3	3	5	4	5	3	4	3	5	5	5	5	2	3	3	3
165.	5	4	5	4	4	4	5	4	5	5	5	5	4	5	5	5	5	4	4	4
166.	5	5	5	5	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5
167.	4	4	4	4	4	4	5	4	4	4	4	4	3	3	4	4	3	3	3	3
168.	3	3	3	4	4	3	5	3	4	4	4	3	4	4	4	4	3	2	2	3
169.	5	5	5	4	4	4	5	4	4	4	4	4	5	4	4	4	4	5	2	4
170.	5	5	5	4	4	4	5	5	5	4	4	4	4	4	4	4	5	4	4	4
171.	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5
172.	3	3	3	3	3	3	5	5	3	3	3	3	3	3	3	3	3	3	3	3
173.	5	4	5	5	4	4	4	4	5	5	4	5	5	4	5	5	4	5	4	5
174.	4	4	5	5	4	4	5	5	5	4	5	5	4	4	5	5	5	4	5	5
175.	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
176.	3	5	3	4	3	4	5	5	5	4	4	4	3	4	4	4	3	4	4	4
177.	5	5	4	4	4	4	4	5	5	4	4	5	4	4	5	4	5	5	5	5
178.	5	5	4	4	4	4	5	5	5	5	5	5	4	4	4	4	5	5	5	5
179.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5	5
180.	4	4	4	4	3	4	4	4	4	4	4	4	3	4	4	3	3	3	4	4
181.	4	4	4	4	3	4	5	4	4	4	4	4	3	4	2	5	4	4	4	3
182.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
183.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
184.	5	5	4	4	4	4	5	5	5	4	5	4	5	5	5	1	4	5	5	5
185.	5	5	5	4	5	4	5	5	5	4	4	5	4	5	4	5	4	5	4	5
186.	5	5	5	5	5	5	5	5	5	5	5	5	1	1	1	1	5	5	5	5
187.	4	4	4	5	4	4	5	4	4	4	5	5	4	4	4	5	5	5	5	5
188.	5	5	4	5	4	4	5	5	4	5	3	5	5	4	4	4	5	5	4	4
189.	5	5	5	5	5	5	5	5	5	5	5	5	1	1	1	1	5	5	5	5

190.	4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	4	4
191.	5	5	5	4	4	4	5	5	5	5	5	5	4	4	5	5	4	5	5	4
192.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
193.	4	4	3	3	4	4	5	4	5	4	4	5	3	4	5	4	4	4	4	4
194.	4	4	3	3	3	5	5	4	4	4	5	5	4	4	4	4	4	5	5	5
195.	5	5	5	4	4	5	5	4	4	5	5	5	4	1	1	5	5	4	4	5
196.	5	5	5	5	4	5	5	5	5	4	4	5	4	5	5	4	5	4	5	4
197.	5	5	5	4	5	5	4	4	4	5	5	5	5	4	5	5	5	5	5	5
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200.	4	4	5	5	5	4	5	5	4	4	5	5	5	4	4	4	4	5	4	5
201.	5	4	5	5	5	4	5	5	5	4	5	4	5	5	5	5	5	5	5	5
202.	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	4	5	5
203.	5	5	5	5	5	4	4	4	5	5	5	5	4	4	4	4	5	4	4	5
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206.	5	4	5	5	5	5	5	4	4	4	4	4	5	5	5	5	4	5	5	5
207.	4	4	4	4	4	4	5	5	4	4	5	5	4	4	4	5	5	5	5	5
208.	5	5	4	5	4	5	4	4	4	5	4	5	5	5	5	5	5	4	4	4
209.	5	4	4	4	5	4	4	5	5	5	4	5	4	5	5	5	4	4	4	4
210.	4	5	5	5	5	5	4	5	5	4	4	5	5	4	4	4	5	5	5	5
211.	5	4	4	5	5	5	4	4	4	5	4	5	5	5	5	5	5	5	4	5
212.	5	5	5	5	4	5	4	5	5	4	5	5	5	4	4	5	5	5	5	5
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214.	4	5	5	5	5	5	4	4	5	5	4	4	4	5	5	4	4	5	5	5
215.	5	4	5	5	5	5	5	4	5	5	4	4	4	5	5	5	4	5	5	5
216.	4	4	5	5	4	5	5	5	5	4	5	5	5	4	5	5	4	5	5	5

217.	5	4	5	4	4	4	5	5	4	5	5	5	4	5	5	4	4	5	4	5
218.	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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220.	5	4	4	5	5	5	4	5	5	5	4	5	5	5	5	5	5	4	4	5
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223.	5	5	4	5	5	5	5	5	4	5	4	4	5	5	5	5	4	5	5	5
224.	4	5	5	5	5	5	4	5	4	5	5	5	5	4	4	4	5	5	5	5
225.	4	5	4	5	4	5	4	5	5	5	5	5	4	4	5	5	4	4	4	4
226.	4	5	5	4	4	4	5	5	5	5	4	4	4	5	5	5	4	4	4	4
227.	5	4	4	5	4	5	5	5	5	4	5	4	4	4	4	5	5	4	4	5
228.	4	4	4	5	5	4	5	4	5	4	5	4	4	4	5	5	5	4	5	4
229.	4	5	5	4	4	5	5	4	5	5	5	5	5	4	5	5	5	4	5	5



LAMPIRAN C

HASIL UJI STATISTIK

Jenis Kelamin Responden

	Frekuensi	Presentase %
Laki - Laki	144	62,9
Perempuan	85	37,1
Total	229	100

TINGKAT USIA	FREKUENSI	PRESENTASE (%)
18 - 24 Tahun	116	50,7
24 - 35 Tahun	73	31,9
35 - 50 Tahun	40	17,5
Total	229	100

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,0	6	2,6	2,6	2,6
	4,0	50	21,8	21,8	24,5
	5,0	173	75,5	75,5	100,0
Total		229	100,0	100,0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	3	1,3	1,3	2,2
	3,0	5	2,2	2,2	4,4
	4,0	54	23,6	23,6	27,9
	5,0	165	72,1	72,1	100,0
Total		229	100,0	100,0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	1	,4	,4	1,3
	3,0	6	2,6	2,6	3,9
	4,0	66	28,8	28,8	32,8
	5,0	154	67,2	67,2	100,0
	Total	229	100,0	100,0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	4	1,7	1,7	1,7
	2,0	7	3,1	3,1	4,8
	3,0	30	13,1	13,1	17,9
	4,0	83	36,2	36,2	54,1
	5,0	105	45,9	45,9	100,0
	Total	229	100,0	100,0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	5	2,2	2,2	2,2
	2,0	4	1,7	1,7	3,9
	3,0	18	7,9	7,9	11,8
	4,0	89	38,9	38,9	50,7
	5,0	113	49,3	49,3	100,0
	Total	229	100,0	100,0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	5	2,2	2,2	2,2
	2,0	3	1,3	1,3	3,5
	3,0	20	8,7	8,7	12,2
	4,0	88	38,4	38,4	50,7
	5,0	113	49,3	49,3	100,0
	Total	229	100,0	100,0	

X7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	6	2,6	2,6	3,1
	3,0	19	8,3	8,3	11,4
	4,0	97	42,4	42,4	53,7
	5,0	106	46,3	46,3	100,0
	Total	229	100,0	100,0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	12	5,2	5,2	5,7
	3,0	20	8,7	8,7	14,4
	4,0	90	39,3	39,3	53,7
	5,0	106	46,3	46,3	100,0
	Total	229	100,0	100,0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	3	1,3	1,3	1,3
	3,0	16	7,0	7,0	8,3
	4,0	92	40,2	40,2	48,5
	5,0	118	51,5	51,5	100,0
	Total	229	100,0	100,0	

X10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	4	1,7	1,7	2,2
	3,0	19	8,3	8,3	10,5
	4,0	84	36,7	36,7	47,2
	5,0	121	52,8	52,8	100,0
	Total	229	100,0	100,0	

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	4	1,7	1,7	2,2
	3,0	10	4,4	4,4	6,6
	4,0	83	36,2	36,2	42,8
	5,0	131	57,2	57,2	100,0
	Total	229	100,0	100,0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	1	,4	,4	,4
	3,0	8	3,5	3,5	3,9
	4,0	73	31,9	31,9	35,8
	5,0	147	64,2	64,2	100,0
	Total	229	100,0	100,0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	1	,4	,4	,4
	3,0	7	3,1	3,1	3,5
	4,0	84	36,7	36,7	40,2
	5,0	137	59,8	59,8	100,0
	Total	229	100,0	100,0	

X14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,0	10	4,4	4,4	4,4
	4,0	80	34,9	34,9	39,3
	5,0	139	60,7	60,7	100,0
	Total	229	100,0	100,0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	1	,4	,4	,4
	3,0	6	2,6	2,6	3,1
	4,0	74	32,3	32,3	35,4
	5,0	148	64,6	64,6	100,0
	Total	229	100,0	100,0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	3,0	6	2,6	2,6	3,1
	4,0	64	27,9	27,9	31,0
	5,0	158	69,0	69,0	100,0
	Total	229	100,0	100,0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	1	,4	,4	,4
	3,0	14	6,1	6,1	6,6
	4,0	67	29,3	29,3	35,8
	5,0	147	64,2	64,2	100,0
	Total	229	100,0	100,0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	1	,4	,4	,9
	3,0	8	3,5	3,5	4,4
	4,0	67	29,3	29,3	33,6
	5,0	152	66,4	66,4	100,0
	Total	229	100,0	100,0	

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	7	3,1	3,1	3,1
	2,0	1	,4	,4	3,5
	3,0	11	4,8	4,8	8,3
	4,0	84	36,7	36,7	45,0
	5,0	126	55,0	55,0	100,0
	Total	229	100,0	100,0	

X20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	3	1,3	1,3	2,2
	3,0	11	4,8	4,8	7,0
	4,0	75	32,8	32,8	39,7
	5,0	138	60,3	60,3	100,0
	Total	229	100,0	100,0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	5	2,2	2,2	2,6
	3,0	15	6,6	6,6	9,2
	4,0	76	33,2	33,2	42,4
	5,0	132	57,6	57,6	100,0
	Total	229	100,0	100,0	

X22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,0	1	,4	,4	,4
	3,0	11	4,8	4,8	5,2
	4,0	78	34,1	34,1	39,3
	5,0	139	60,7	60,7	100,0
	Total	229	100,0	100,0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	11	4,8	4,8	5,7
	3,0	18	7,9	7,9	13,5
	4,0	65	28,4	28,4	41,9
	5,0	133	58,1	58,1	100,0
	Total	229	100,0	100,0	

X24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	14	6,1	6,1	7,0
	3,0	19	8,3	8,3	15,3
	4,0	67	29,3	29,3	44,5
	5,0	127	55,5	55,5	100,0
	Total	229	100,0	100,0	

X25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	3	1,3	1,3	1,3
	2,0	11	4,8	4,8	6,1
	3,0	20	8,7	8,7	14,8
	4,0	90	39,3	39,3	54,1
	5,0	105	45,9	45,9	100,0
	Total	229	100,0	100,0	

X26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	4	1,7	1,7	2,2
	3,0	18	7,9	7,9	10,0
	4,0	86	37,6	37,6	47,6
	5,0	120	52,4	52,4	100,0
	Total	229	100,0	100,0	

X27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	1	,4	,4	1,3
	3,0	3	1,3	1,3	2,6
	4,0	70	30,6	30,6	33,2
	5,0	153	66,8	66,8	100,0
	Total	229	100,0	100,0	

X28

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	1	,4	,4	1,3
	3,0	7	3,1	3,1	4,4
	4,0	84	36,7	36,7	41,0
	5,0	135	59,0	59,0	100,0
	Total	229	100,0	100,0	

X29

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	1	,4	,4	1,3
	3,0	6	2,6	2,6	3,9
	4,0	69	30,1	30,1	34,1
	5,0	151	65,9	65,9	100,0
	Total	229	100,0	100,0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	3	1,3	1,3	1,3
	2,0	1	,4	,4	1,7
	3,0	11	4,8	4,8	6,6
	4,0	87	38,0	38,0	44,5
	5,0	127	55,5	55,5	100,0
	Total	229	100,0	100,0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	1	,4	,4	1,3
	3,0	12	5,2	5,2	6,6
	4,0	81	35,4	35,4	41,9
	5,0	133	58,1	58,1	100,0
	Total	229	100,0	100,0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	2	,9	,9	1,3
	3,0	20	8,7	8,7	10,0
	4,0	70	30,6	30,6	40,6
	5,0	136	59,4	59,4	100,0
	Total	229	100,0	100,0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	13	5,7	5,7	5,7
	2,0	6	2,6	2,6	8,3
	3,0	20	8,7	8,7	17,0
	4,0	90	39,3	39,3	56,3
	5,0	100	43,7	43,7	100,0
	Total	229	100,0	100,0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	13	5,7	5,7	5,7
	2,0	3	1,3	1,3	7,0
	3,0	15	6,6	6,6	13,5
	4,0	91	39,7	39,7	53,3
	5,0	107	46,7	46,7	100,0
	Total	229	100,0	100,0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	19	8,3	8,3	8,3
	2,0	4	1,7	1,7	10,0
	3,0	15	6,6	6,6	16,6
	4,0	83	36,2	36,2	52,8
	5,0	108	47,2	47,2	100,0
	Total	229	100,0	100,0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	19	8,3	8,3	8,3
	2,0	3	1,3	1,3	9,6
	3,0	21	9,2	9,2	18,8
	4,0	69	30,1	30,1	48,9
	5,0	117	51,1	51,1	100,0
	Total	229	100,0	100,0	

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	10	4,4	4,4	5,2
	3,0	15	6,6	6,6	11,8
	4,0	76	33,2	33,2	45,0
	5,0	126	55,0	55,0	100,0
	Total	229	100,0	100,0	

Y9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	13	5,7	5,7	6,1
	3,0	12	5,2	5,2	11,4
	4,0	76	33,2	33,2	44,5
	5,0	127	55,5	55,5	100,0
	Total	229	100,0	100,0	

Y10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	1	,4	,4	,4
	2,0	8	3,5	3,5	3,9
	3,0	19	8,3	8,3	12,2
	4,0	68	29,7	29,7	41,9
	5,0	133	58,1	58,1	100,0
	Total	229	100,0	100,0	

Y11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	2	,9	,9	,9
	2,0	5	2,2	2,2	3,1
	3,0	16	7,0	7,0	10,0
	4,0	65	28,4	28,4	38,4
	5,0	141	61,6	61,6	100,0
Total		229	100,0	100,0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
ACS1	229	3,0	5,0	4,729	,5009
ACS2	229	1,0	5,0	4,646	,6765
ACS3	229	1,0	5,0	4,611	,6503
ACS	229	3,000000000000 00000	5,000000000000 00000	4,66229985443 9591	,420572742947 181
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CF1	229	1,0	5,0	4,214	,9093
CF2	229	1,0	5,0	4,314	,8619
CF3	229	1,0	5,0	4,314	,8568
CF	229	1,000000000000 00000	5,000000000000 00000	4,28093158660 8440	,750029437808 798
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CTV1	229	1,0	5,0	4,314	,7705
CTV2	229	1,0	5,0	4,258	,8579
CTV3	229	2,0	5,0	4,419	,6811
CTV4	229	1,0	5,0	4,397	,7517
CTV5	229	1,0	5,0	4,480	,7045
CTV	229	2,2	5,0	4,374	,6145
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
IS1	229	2,0	5,0	4,598	,5813
IS2	229	2,0	5,0	4,559	,5791
IS3	229	3,0	5,0	4,563	,5786
IS	229	3,000000000000	5,000000000000	4,57350800582	,479661154521
		00000	00000	2418	474
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
OS1	229	2,0	5,0	4,611	,5636
OS2	229	1,0	5,0	4,651	,5775
OS3	229	2,0	5,0	4,572	,6285
OS	229	2,666666666666	5,000000000000	4,61135371179	,492484612094
		66665	00000	0390	783
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PSZ1	229	1,0	5,0	4,607	,6235
PSZ2	229	1,0	5,0	4,402	,8559
PSZ3	229	1,0	5,0	4,502	,7292
PSZ	229	1,000000000000	5,000000000000	4,50363901018	,616228984641
		00000	00000	9231	640
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
SS1	229	1,0	5,0	4,454	,7515
SS2	229	2,0	5,0	4,550	,6094
SS3	229	1,0	5,0	4,380	,8884
SS	229	2,000000000000	5,000000000000	4,46142649199	,630674399283
		00000	00000	4176	085
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
RE1	229	1,0	5,0	4,323	,9274
RE2	229	1,0	5,0	4,236	,8965
RE3	229	1,0	5,0	4,397	,7459
RE	229	1,00000000000 00000	5,00000000000 00000	4,31877729257 6416	,781599835912 026
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
TS1	229	1,0	5,0	4,620	,6281
TS2	229	1,0	5,0	4,524	,6660
TS3	229	1,0	5,0	4,598	,6524
TS	229	1,00000000000 00000	5,00000000000 00000	4,58078602620 0873	,550473447933 595
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PS1	229	1,0	5,0	4,459	,7281
PS2	229	1,0	5,0	4,493	,6985
PS3	229	1,0	5,0	4,476	,7288
PS	229	1,00000000000 00000	5,00000000000 00000	4,47598253275 1097	,630627157502 218
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PC1	229	1,0	5,0	4,127	1,0624
PC2	229	1,0	5,0	4,205	1,0289
PC3	229	1,0	5,0	4,122	1,1596
PC4	229	1,0	5,0	4,144	1,1777
PC	229	1,000	5,000	4,14956	,948371
Valid N (listwise)	229				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PL1	229	1,0	5,0	4,371	,8570
PL2	229	1,0	5,0	4,376	,8576
PL3	229	1,0	5,0	4,415	,8208
PL4	229	1,0	5,0	4,476	,7923
PL	229	1,00	5,00	4,4094	,72603
Valid N (listwise)	229				



LAMPIRAN D

HASIL PENGUJIAN STRUCTURAL EQUATION MODEL

UJI NORMALITAS

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y7	1.000	5.000	-1.556	-9.615	1.623	5.013
Y11	1.000	5.000	-1.751	-10.815	3.370	10.411
Y4	1.000	5.000	-1.530	-9.449	2.034	6.282
Y5	1.000	5.000	-1.750	-10.811	2.966	9.161
Y6	1.000	5.000	-1.592	-9.838	1.811	5.595
Y10	1.000	5.000	-1.467	-9.062	1.871	5.780
Y9	1.000	5.000	-1.513	-9.344	1.947	6.016
Y8	1.000	5.000	-1.545	-9.543	2.297	7.096
Y3	1.000	5.000	-1.415	-8.742	2.150	6.642
Y2	1.000	5.000	-1.718	-10.613	4.584	14.159
Y1	1.000	5.000	-1.837	-11.351	5.314	16.415
X27	1.000	5.000	-2.376	-14.677	9.024	27.875
X28	1.000	5.000	-1.874	-11.577	5.960	18.410
X29	1.000	5.000	-2.219	-13.711	7.524	23.242
X24	1.000	5.000	-1.410	-8.710	1.391	4.298
X25	1.000	5.000	-1.321	-8.164	1.681	5.192
X26	1.000	5.000	-1.299	-8.022	2.010	6.208
X21	1.000	5.000	-1.521	-9.398	2.604	8.043
X22	2.000	5.000	-1.125	-6.949	0.79	2.441
X23	1.000	5.000	-1.534	-9.475	1.952	6.029
X18	1.000	5.000	-1.879	-11.608	5.208	16.086
X19	1.000	5.000	-2.090	-12.912	5.465	16.882
X20	1.000	5.000	-1.844	-11.391	4.597	14.201
X15	2.000	5.000	-1.256	-7.758	1.397	4.314
X16	1.000	5.000	-1.974	-12.197	6.343	19.594
X17	2.000	5.000	-1.282	-7.922	0.991	3.063
X12	2.000	5.000	-1.260	-7.784	1.281	3.957
X13	2.000	5.000	-1.046	-6.460	0.824	2.545
X14	3.000	5.000	-0.929	-5.738	-0.137	-0.424
X11	1.000	5.000	-1.590	-9.821	3.440	10.625
X10	1.000	5.000	-1.293	-7.989	1.909	5.898
X7	1.000	5.000	-1.180	-7.289	1.673	5.168
X8	1.000	5.000	-1.188	-7.338	1.123	3.470
X9	2.000	5.000	-1.000	-6.178	0.766	2.367
X4	1.000	5.000	-1.241	-7.667	1.513	4.674
X5	1.000	5.000	-1.640	-10.132	3.369	10.406

X6	1.000	5.000	-1.614	-9.973	3.336	10.305
X1	3.000	5.000	-1.643	-10.150	1.808	5.584
X2	1.000	5.000	-2.586	-15.974	8.554	26.423
X3	1.000	5.000	-2.288	-14.137	7.837	24.208
Multivariate					509.109	66.455

UJI OUTLIER UNIVARIAT DENGAN Z-SCORE

Descriptive Statistics

	N	Minimu m	Maximu m	Mean	Std. Deviation
ACS1	229	3,0	5,0	4,729	,5009
Zscore(ACS1)	229	-3,45204	,54047	,0000000	1,0000000
Zscore(ACS2)	229	-5,38981	,52284	,0000000	1,0000000
Zscore(ACS3)	229	-5,55361	,59767	,0000000	1,0000000
Zscore(CF1)	229	-3,53457	,86443	,0000000	1,0000000
Zscore(CF2)	229	-3,84561	,79547	,0000000	1,0000000
Zscore(CF3)	229	-3,86852	,80021	,0000000	1,0000000
Zscore(CTV1)	229	-4,30155	,88978	,0000000	1,0000000
Zscore(CTV2)	229	-3,79731	,86534	,0000000	1,0000000
Zscore(CTV3)	229	-3,55214	,85277	,0000000	1,0000000
Zscore(CTV4)	229	-4,51948	,80166	,0000000	1,0000000
Zscore(CTV5)	229	-4,94016	,73761	,0000000	1,0000000
Zscore(IS1)	229	-4,46985	,69114	,0000000	1,0000000
Zscore(IS2)	229	-4,41905	,76165	,0000000	1,0000000
Zscore(IS3)	229	-2,70185	,75471	,0000000	1,0000000
Zscore(OS1)	229	-4,63375	,68964	,0000000	1,0000000
Zscore(OS2)	229	-6,32094	,60487	,0000000	1,0000000
Zscore(OS3)	229	-4,09240	,68091	,0000000	1,0000000
Zscore(PSZ1)	229	-5,78528	,63036	,0000000	1,0000000
Zscore(PSZ2)	229	-3,97429	,69895	,0000000	1,0000000
Zscore(PSZ3)	229	-4,80250	,68265	,0000000	1,0000000
Zscore(SS1)	229	-4,59625	,72634	,0000000	1,0000000
Zscore(SS2)	229	-4,18479	,73807	,0000000	1,0000000
Zscore(SS3)	229	-3,80452	,69799	,0000000	1,0000000
Zscore(RE1)	229	-3,58337	,72986	,0000000	1,0000000
Zscore(RE2)	229	-3,60918	,85237	,0000000	1,0000000
Zscore(RE3)	229	-4,55498	,80795	,0000000	1,0000000
Zscore(TS1)	229	-5,76357	,60486	,0000000	1,0000000

Zscore(TS2)	229	-5,29165	,71473	,0000000	1,00000000
Zscore(TS3)	229	-5,51551	,61581	,0000000	1,00000000
Zscore(PS1)	229	-4,75032	,74374	,0000000	1,00000000
Zscore(PS2)	229	-5,00139	,72520	,0000000	1,00000000
Zscore(PS3)	229	-4,76915	,71897	,0000000	1,00000000
Zscore(PC1)	229	-2,94308	,82209	,0000000	1,00000000
Zscore(PC2)	229	-3,11531	,77246	,0000000	1,00000000
Zscore(PC3)	229	-2,69258	,75694	,0000000	1,00000000
Zscore(PC4)	229	-2,66964	,72674	,0000000	1,00000000
Zscore(PL1)	229	-3,93375	,73376	,0000000	1,00000000
Zscore(PL2)	229	-3,93587	,72811	,0000000	1,00000000
Zscore(PL3)	229	-4,16062	,71294	,0000000	1,00000000
Zscore(PL4)	229	-4,38731	,66140	,0000000	1,00000000
Zscore(ACS1)	229	-3,45204	,54047	,0000000	1,00000000
Zscore(ACS2)	229	-5,38981	,52284	,0000000	1,00000000
Zscore(ACS3)	229	-5,55361	,59767	,0000000	1,00000000
Zscore(CF1)	229	-3,53457	,86443	,0000000	1,00000000
Zscore(CF2)	229	-3,84561	,79547	,0000000	1,00000000
Zscore(CF3)	229	-3,86852	,80021	,0000000	1,00000000
Zscore(CTV1)	229	-4,30155	,88978	,0000000	1,00000000
Zscore(CTV2)	229	-3,79731	,86534	,0000000	1,00000000
Zscore(CTV3)	229	-3,55214	,85277	,0000000	1,00000000
Zscore(CTV4)	229	-4,51948	,80166	,0000000	1,00000000
Zscore(CTV5)	229	-4,94016	,73761	,0000000	1,00000000
Zscore(IS1)	229	-4,46985	,69114	,0000000	1,00000000
Zscore(IS2)	229	-4,41905	,76165	,0000000	1,00000000
Zscore(IS3)	229	-2,70185	,75471	,0000000	1,00000000
Zscore(OS1)	229	-4,63375	,68964	,0000000	1,00000000
Zscore(OS2)	229	-6,32094	,60487	,0000000	1,00000000
Zscore(OS3)	229	-4,09240	,68091	,0000000	1,00000000
Zscore(PSZ1)	229	-5,78528	,63036	,0000000	1,00000000
Zscore(PSZ2)	229	-3,97429	,69895	,0000000	1,00000000
Zscore(PSZ3)	229	-4,80250	,68265	,0000000	1,00000000
Zscore(SS1)	229	-4,59625	,72634	,0000000	1,00000000
Zscore(SS2)	229	-4,18479	,73807	,0000000	1,00000000
Zscore(SS3)	229	-3,80452	,69799	,0000000	1,00000000
Zscore(RE1)	229	-3,58337	,72986	,0000000	1,00000000
Zscore(RE2)	229	-3,60918	,85237	,0000000	1,00000000
Zscore(RE3)	229	-4,55498	,80795	,0000000	1,00000000
Zscore(TS1)	229	-5,76357	,60486	,0000000	1,00000000

Zscore(TS2)	229	-5,29165	,71473	,0000000	1,00000000
Zscore(TS3)	229	-5,51551	,61581	,0000000	1,00000000
Zscore(PS1)	229	-4,75032	,74374	,0000000	1,00000000
Zscore(PS2)	229	-5,00139	,72520	,0000000	1,00000000
Zscore(PS3)	229	-4,76915	,71897	,0000000	1,00000000
Zscore(PC1)	229	-2,94308	,82209	,0000000	1,00000000
Zscore(PC2)	229	-3,11531	,77246	,0000000	1,00000000
Zscore(PC3)	229	-2,69258	,75694	,0000000	1,00000000
Zscore(PC4)	229	-2,66964	,72674	,0000000	1,00000000
Zscore(PL1)	229	-3,93375	,73376	,0000000	1,00000000
Zscore(PL2)	229	-3,93587	,72811	,0000000	1,00000000
Zscore(PL3)	229	-4,16062	,71294	,0000000	1,00000000
Zscore(PL4)	229	-4,38731	,66140	,0000000	1,00000000
Valid N (listwise)	229				

UJI OUTLIER MULTIVARIAT DENGAN MAHALANOBIS DISTANCE

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

Observation number	Mahalanobis d-squared	p1	p2
35	146.680	0	0
15	115.647	0	0
130	113.678	0	0
139	111.960	0	0
65	102.796	0	0
77	100.302	0	0
21	94.316	0	0
49	93.049	0	0
155	89.030	0	0
3	83.658	0	0
164	82.581	0	0
99	80.881	0	0
190	78.647	0	0
62	76.483	0	0
114	76.071	0.001	0
96	75.962	0.001	0
147	75.772	0.001	0
158	75.612	0.001	0
93	75.406	0.001	0

16	75.272	0.001	0
195	74.080	0.001	0
140	73.633	0.001	0
101	72.156	0.001	0
45	70.686	0.002	0
37	67.653	0.004	0
208	67.378	0.004	0
90	66.120	0.006	0
117	65.529	0.007	0
100	65.355	0.007	0
172	65.078	0.007	0
149	65.067	0.007	0
103	64.759	0.008	0
94	63.609	0.01	0
13	63.544	0.01	0
159	63.282	0.011	0
22	63.083	0.011	0
56	62.663	0.013	0
39	61.344	0.017	0
160	61.254	0.017	0
154	60.600	0.019	0
168	59.975	0.022	0
186	58.906	0.027	0
29	58.344	0.03	0
5	56.774	0.041	0
198	56.512	0.043	0
69	56.212	0.046	0
123	55.777	0.05	0
199	54.785	0.06	0
8	54.461	0.063	0
61	53.501	0.075	0
91	52.933	0.083	0
188	52.369	0.091	0
38	52.222	0.093	0
116	51.738	0.101	0
57	51.307	0.109	0
221	51.268	0.109	0
44	50.652	0.121	0
162	50.509	0.123	0
28	50.379	0.126	0
169	50.018	0.133	0
206	50.016	0.133	0
25	49.600	0.142	0
52	49.154	0.152	0

214	48.809	0.16	0
228	48.746	0.162	0
176	48.608	0.165	0
193	48.538	0.167	0
133	47.523	0.193	0
196	47.429	0.196	0
174	46.857	0.212	0.001
150	46.798	0.213	0
142	46.118	0.234	0.003
36	46.008	0.237	0.003
1	45.961	0.239	0.002
129	45.918	0.24	0.002
73	45.343	0.259	0.008
145	45.238	0.262	0.008
32	45.131	0.266	0.008
144	44.974	0.271	0.009
124	44.736	0.28	0.013
173	44.538	0.287	0.016
185	44.510	0.288	0.012
207	43.931	0.309	0.047
97	43.713	0.317	0.061
215	43.594	0.321	0.062
229	42.508	0.364	0.377
84	42.496	0.364	0.332
165	42.312	0.371	0.368
227	42.242	0.374	0.351
163	41.748	0.395	0.546
205	41.614	0.4	0.561
41	41.565	0.402	0.533
217	41.484	0.406	0.522
71	41.472	0.406	0.474
43	41.204	0.418	0.56
82	41.146	0.42	0.537
60	41.032	0.425	0.544
225	40.681	0.44	0.67
104	40.584	0.445	0.669
194	40.435	0.451	0.692

UJI MULTIKOLINEARITAS DAN SINGULARITAS

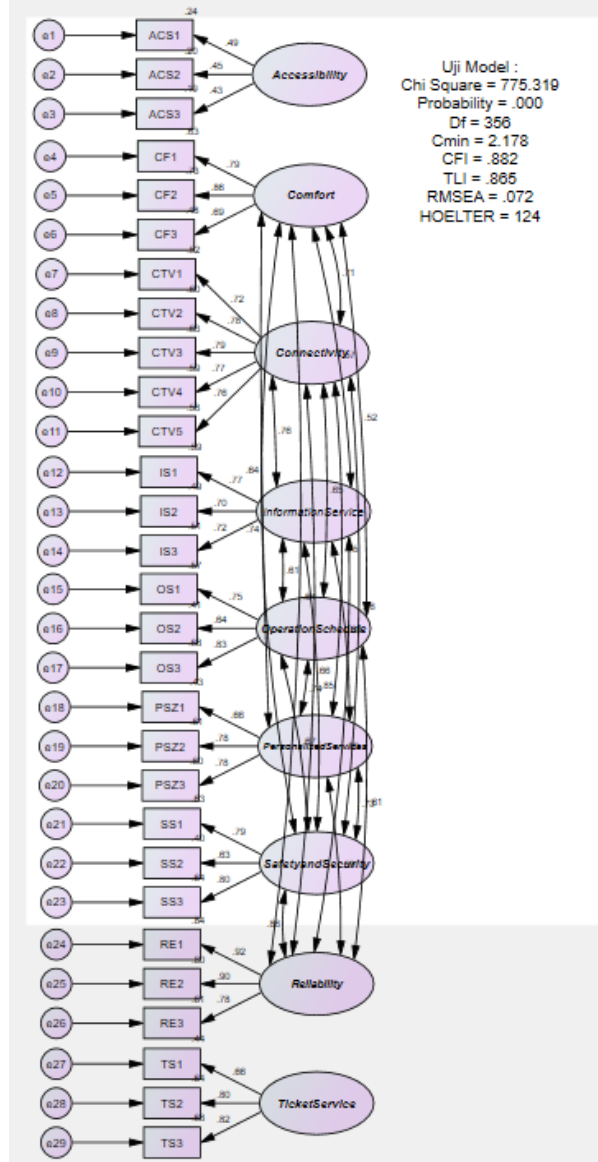
Condition number = 141.509

Eigenvalues

9.648 2.865 1.188 .938 .770 .691 .615 .601 .515 .477 .451 .409 .404 .350 .309
 .299 .278 .270 .248 .238 .229 .213 .201 .194 .176 .172 .165 .160 .150 .136 .127
 .124 .118 .105 .097 .095 .086 .081 .077 .068

Determinant of sample covariance matrix = .000

UJI CFA KONSTRUK EKSOGEN



Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
X3	<---	Accessibility	1.000				
X2	<---	Accessibility	1.073	0.415	2.587	0.01	par_1
X1	<---	Accessibility	0.874	0.352	2.485	0.013	par_2
X6	<---	Comfort	1.000				
X5	<---	Comfort	1.243	0.112	11.145	***	par_3
X4	<---	Comfort	1.213	0.12	10.136	***	par_4
X9	<---	Connectivity	1.000				
X8	<---	Connectivity	1.236	0.1	12.356	***	par_5
X7	<---	Connectivity	1.035	0.091	11.392	***	par_6
X10	<---	Connectivity	1.070	0.086	12.441	***	par_7
X11	<---	Connectivity	0.993	0.082	12.175	***	par_8
X14	<---	InformationService	1.000				
X13	<---	InformationService	0.974	0.102	9.520	***	par_9
X12	<---	InformationService	1.074	0.104	10.360	***	par_10
X17	<---	OperationSchedule	1.000				
X16	<---	OperationSchedule	0.712	0.077	9.245	***	par_11
X15	<---	OperationSchedule	0.815	0.074	11.080	***	par_12
X20	<---	PersonalizedServices	1.000				

X19	<---	PersonalizedServices	1.177	0.104	11.296	***	par_13
X18	<---	PersonalizedServices	0.721	0.075	9.638	***	par_14
X23	<---	SafetyandSecurity	1.000				
X22	<---	SafetyandSecurity	0.542	0.057	9.590	***	par_15
X21	<---	SafetyandSecurity	0.839	0.066	12.704	***	par_16
X26	<---	Reliability	1.000				
X25	<---	Reliability	1.375	0.092	14.941	***	par_17
X24	<---	Reliability	1.455	0.094	15.497	***	par_18
X29	<---	TicketService	1.000				
X28	<---	TicketService	0.991	0.101	9.827	***	par_19
X27	<---	TicketService	0.776	0.085	9.135	***	par_20

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

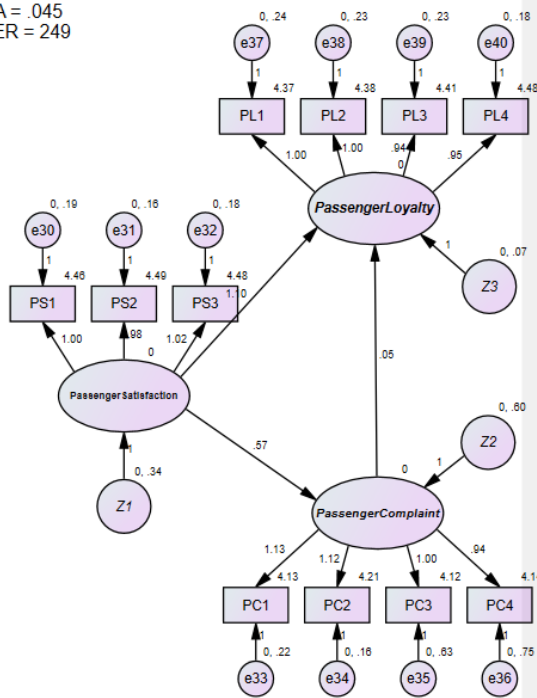
			Estimate
X3	<---	Accessibility	0.434
X2	<---	Accessibility	0.448
X1	<---	Accessibility	0.493
X6	<---	Comfort	0.692
X5	<---	Comfort	0.856
X4	<---	Comfort	0.791
X9	<---	Connectivity	0.792
X8	<---	Connectivity	0.777
X7	<---	Connectivity	0.724

X10	<---	Connectivity	0.768
X11	<---	Connectivity	0.76
X14	<---	InformationService	0.716
X13	<---	InformationService	0.697
X12	<---	InformationService	0.766
X17	<---	OperationSchedule	0.828
X16	<---	OperationSchedule	0.641
X15	<---	OperationSchedule	0.752
X20	<---	PersonalizedServices	0.777
X19	<---	PersonalizedServices	0.779
X18	<---	PersonalizedServices	0.655
X23	<---	SafetyandSecurity	0.799
X22	<---	SafetyandSecurity	0.632
X21	<---	SafetyandSecurity	0.792
X26	<---	Reliability	0.783
X25	<---	Reliability	0.896
X24	<---	Reliability	0.916

X29	<---	TicketService	0.823
X28	<---	TicketService	0.799
X27	<---	TicketService	0.664

UJI CFA KONSTRUK ENDOGEN

Uji Model :
 Chi Square = 59.711
 Probability = .030
 Df = 41
 Cmin = 1.456
 CFI = .989
 TLI = .985
 RMSEA = .045
 HOELTER = 249



Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label	
PassengerComplaint	<-	PassengerSatisfaction	0.57	0.111	5.146	***	par_7
PassengerLoyalty	<-	PassengerSatisfaction	1.100	0.094	11.679	***	par_8
PassengerLoyalty	<-	PassengerComplaint	0.047	0.041	1.160	0.246	par_9
Y1	<-	PassengerSatisfaction	1.000				

Y2	<- --	PassengerSatisfaction	0.98	0.072	13.524	***	par_1
Y3	<- --	PassengerSatisfaction	1.020	0.077	13.298	***	par_2
Y8	<- --	PassengerLoyalty	1.000				
Y9	<- --	PassengerLoyalty	1.002	0.069	14.458	***	par_3
Y10	<- --	PassengerLoyalty	0.943	0.067	14.057	***	par_4
Y6	<- --	PassengerComplaint	1.000				
Y5	<- --	PassengerComplaint	1.123	0.082	13.617	***	par_5
Y4	<- --	PassengerComplaint	1.129	0.086	13.171	***	par_6
Y11	<- --	PassengerLoyalty	0.947	0.063	15.148	***	par_10
Y7	<- --	PassengerComplaint	0.941	0.094	10.012	***	par_11

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

			Estimate
PassengerComplaint	<- --	PassengerSatisfaction	0.393
PassengerLoyalty	<- --	PassengerSatisfaction	0.907
PassengerLoyalty	<- --	PassengerComplaint	0.057
Y1	<- --	PassengerSatisfaction	0.799
Y2	<- --	PassengerSatisfaction	0.816
Y3	<- --	PassengerSatisfaction	0.814
Y8	<- --	PassengerLoyalty	0.824
Y9	<- --	PassengerLoyalty	0.825
Y10	<- --	PassengerLoyalty	0.811

Y6	<- --	PassengerComplaint	0.728
Y5	<- --	PassengerComplaint	0.921
Y4	<- --	PassengerComplaint	0.896
Y11	<- --	PassengerLoyalty	0.843
Y7	<- --	PassengerComplaint	0.674

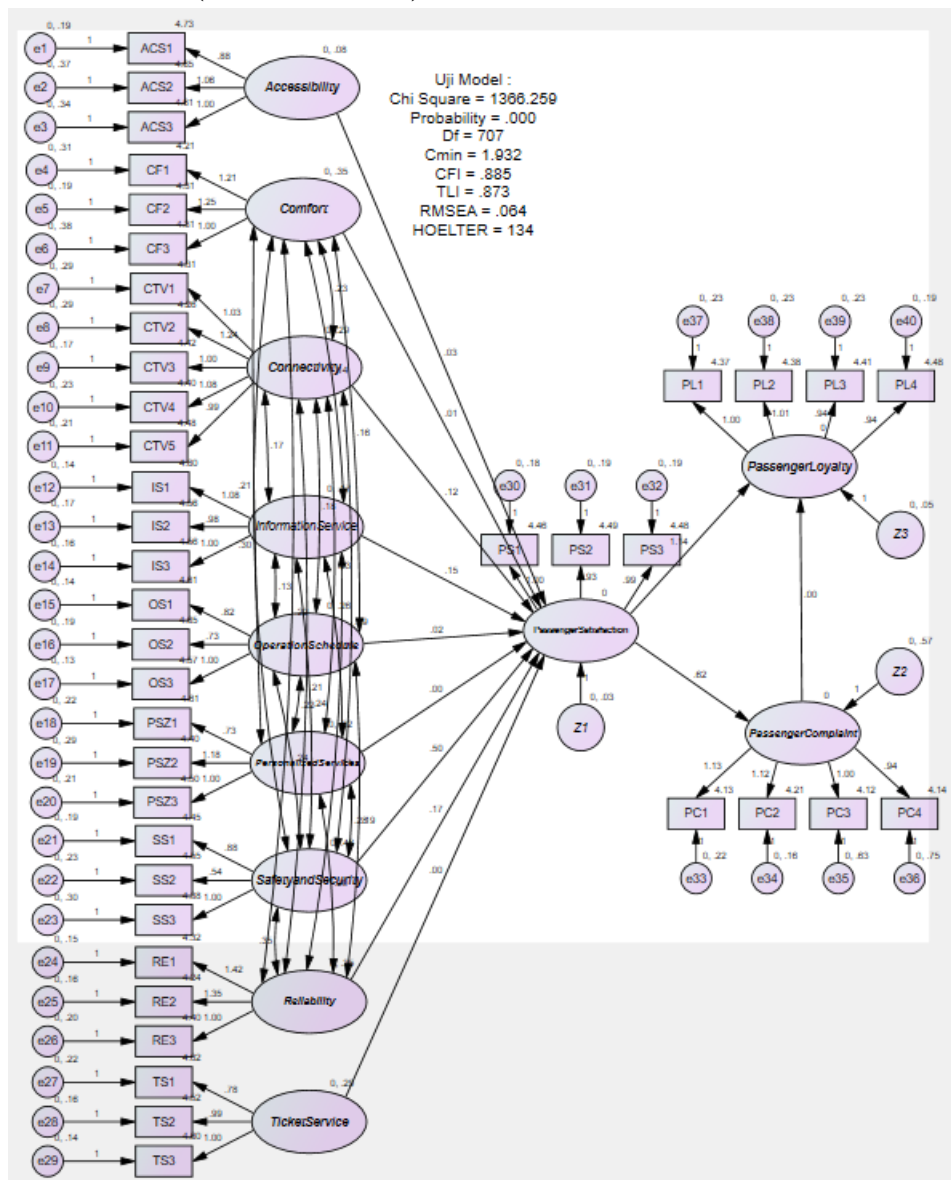
**PERHITUNGAN CONSTRUCT RELIABILITY DAN AVARAGE
VARIANCE EXTRACTED (AVE)**

Variabel	Indikator	Faktor Loading (FL)	FL 2	Error	Construct Reliability
<i>Accessibility</i>	X1	0.497	0.247009	0.503	0.729341381
	X2	0.444	0.197136	0.556	
	X3	0.435	0.189225	0.565	
<i>Comfort</i>	X4	0.788	0.620944	0.212	0.745481089
	X5	0.86	0.7396	0.14	
	X6	0.691	0.477481	0.309	
<i>Connectivity</i>	X7	0.717	0.514089	0.283	0.744958091
	X8	0.781	0.609961	0.219	
	X9	0.791	0.625681	0.209	
	X10	0.773	0.597529	0.227	

	X11	0.757	0.573049	0.243	
<i>Information Services</i>	X12	0.767	0.588289	0.233	0.716299622
	X13	0.697	0.485809	0.303	
	X14	0.714	0.509796	0.286	
<i>Operation Schedule</i>	X15	0.751	0.564001	0.249	0.793727314
	X16	0.654	0.427716	0.346	
	X17	0.819	0.670761	0.181	
<i>Personalized Services</i>	X18	0.658	0.432964	0.342	0.758689178
	X19	0.779	0.606841	0.221	
	X20	0.775	0.600625	0.225	
<i>Safety and Security</i>	X21	0.817	0.667489	0.183	0.784829669
	X22	0.616	0.379456	0.384	
	X23	0.785	0.616225	0.215	
<i>Reliability</i>	X24	0.909	0.826281	0.091	0.900793759
	X25	0.894	0.799236	0.106	

	X26	0.797	0.635209	0.203	
<i>Ticket Service</i>	X27	0.664	0.440896	0.336	0.76750968
	X28	0.8	0.64	0.2	
	X29	0.823	0.677329	0.177	
<i>Passenger Satisfaction</i>	Y1	0.808	0.652864	0.192	0.772744489
	Y2	0.782	0.611524	0.218	
	Y3	0.8	0.64	0.2	
<i>Passenger Complaint</i>	Y4	0.898	0.806404	0.102	0.887715158
	Y5	0.919	0.844561	0.081	
	Y6	0.727	0.528529	0.273	
	Y7	0.674	0.454276	0.326	
<i>Passenger Loyalty</i>	Y8	0.823	0.677329	0.177	0.792819862
	Y9	0.827	0.683929	0.173	
	Y10	0.812	0.659344	0.188	
	Y11	0.837	0.700569	0.163	

HASIL SEM (FULL MODEL)



Notes for Group (Group number 1)

The model is recursive.

Sample size = 229

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	55	0	0	0	0	55
Labeled	0	0	0	0	0	0
Unlabeled	40	21	52	0	40	153
Total	95	21	52	0	40	208

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 860

Number of distinct parameters to be estimated: 153

Degrees of freedom (860 - 153): 707

Result (Default model)

Minimum was achieved

Chi-square = 1366.259

Degrees of freedom = 707

Probability level = .000

Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
PassengerSatisfaction	<- Accessibility	0.026	0.131	0.2	0.842	par_27
PassengerSatisfaction	<- Comfort	0.013	0.117	0.109	0.913	par_28
PassengerSatisfaction	<- Connectivity	0.121	0.099	1.226	0.22	par_29
PassengerSatisfaction	<- InformationService	0.15	0.335	0.447	0.655	par_30
PassengerSatisfaction	<- OperationSchedule	0.022	0.126	0.174	0.862	par_31
PassengerSatisfaction	<- PersonalizedServices	0.005	0.186	0.025	0.98	par_32
PassengerSatisfaction	<- SafetyandSecurity	0.498	0.238	2.096	0.036	par_33
PassengerSatisfaction	<- Reliability	0.17	0.111	1.524	0.127	par_34
PassengerSatisfaction	<- TicketService	0.003	0.046	0.073	0.942	par_35
PassengerComplaint	<- PassengerSatisfaction	0.622	0.106	5.860	***	par_36

PassengerLoyalty	<	PassengerSatisfaction	1.136	0.089	12.724	***	par_37
	--						
PassengerLoyalty	<	PassengerComplaint	0	0.036	0.01	0.992	par_38
	--						
X3	<	Accessibility	1.000				
	--						
X2	<	Accessibility	1.063	0.411	2.585	0.01	par_1
	--						
X1	<	Accessibility	0.881	0.36	2.446	0.014	par_2
	--						
X6	<	Comfort	1.000				
	--						
X5	<	Comfort	1.253	0.112	11.159	***	par_3
	--						
X4	<	Comfort	1.212	0.12	10.138	***	par_4
	--						
X9	<	Connectivity	1.000				
	--						
X8	<	Connectivity	1.243	0.1	12.421	***	par_5
	--						
X7	<	Connectivity	1.026	0.091	11.286	***	par_6
	--						
X10	<	Connectivity	1.079	0.086	12.523	***	par_7
	--						
X11	<	Connectivity	0.99	0.082	12.130	***	par_8
	--						
X14	<	InformationService	1.000				
	--						
X13	<	InformationService	0.977	0.102	9.588	***	par_9
	--						
X12	<	InformationService	1.080	0.103	10.470	***	par_10
	--						
X17	<	OperationSchedule	1.000				
	--						
X16	<	OperationSchedule	0.734	0.081	9.104	***	par_11
	--						
X15	<	OperationSchedule	0.822	0.074	11.064	***	par_12
	--						
X20	<	PersonalizedServices	1.000				
	--						
X19	<	PersonalizedServices	1.179	0.104	11.293	***	par_13
	--						
X18	<	PersonalizedServices	0.726	0.075	9.635	***	par_14
	--						
X23	<	SafetyandSecurity	1.000				
	--						
X22	<	SafetyandSecurity	0.538	0.057	9.371	***	par_15
	--						
X21	<	SafetyandSecurity	0.881	0.067	13.066	***	par_16
	--						

X26	<- --	Reliability	1.000				
X25	<- --	Reliability	1.348	0.089	15.192	***	par_17
X24	<- --	Reliability	1.418	0.09	15.675	***	par_18
X29	<- --	TicketService	1.000				
X28	<- --	TicketService	0.991	0.101	9.811	***	par_19
X27	<- --	TicketService	0.776	0.085	9.134	***	par_20
Y1	<- --	PassengerSatisfaction	1.000				
Y2	<- --	PassengerSatisfaction	0.928	0.069	13.471	***	par_21
Y3	<- --	PassengerSatisfaction	0.991	0.072	13.820	***	par_22
Y8	<- --	PassengerLoyalty	1.000				
Y9	<- --	PassengerLoyalty	1.006	0.068	14.751	***	par_23
Y10	<- --	PassengerLoyalty	0.945	0.066	14.307	***	par_24
Y6	<- --	PassengerComplaint	1.000				
Y5	<- --	PassengerComplaint	1.122	0.082	13.600	***	par_25
Y4	<- --	PassengerComplaint	1.132	0.086	13.154	***	par_26
Y11	<- --	PassengerLoyalty	0.94	0.062	15.192	***	par_39
Y7	<- --	PassengerComplaint	0.942	0.094	10.010	***	par_40

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

			Estimate
PassengerSatisfaction	<- --	Accessibility	0.013
PassengerSatisfaction	<- --	Comfort	0.013
PassengerSatisfaction	<- --	Connectivity	0.111
PassengerSatisfaction	<- --	InformationService	0.105
PassengerSatisfaction	<- --	OperationSchedule	0.019
PassengerSatisfaction	<- --	PersonalizedServices	0.004

PassengerSatisfaction	<	SafetyandSecurity	0.592
	--		
PassengerSatisfaction	<	Reliability	0.172
	--		
PassengerSatisfaction	<	TicketService	0.003
	--		
PassengerComplaint	<	PassengerSatisfaction	0.434
	--		
PassengerLoyalty	<	PassengerSatisfaction	0.948
	--		
PassengerLoyalty	<	PassengerComplaint	0
	--		
X3	<	Accessibility	0.435
	--		
X2	<	Accessibility	0.444
	--		
X1	<	Accessibility	0.497
	--		
X6	<	Comfort	0.691
	--		
X5	<	Comfort	0.86
	--		
X4	<	Comfort	0.788
	--		
X9	<	Connectivity	0.791
	--		
X8	<	Connectivity	0.781
	--		
X7	<	Connectivity	0.717
	--		
X10	<	Connectivity	0.773
	--		
X11	<	Connectivity	0.757
	--		
X14	<	InformationService	0.714
	--		
X13	<	InformationService	0.697
	--		
X12	<	InformationService	0.767
	--		
X17	<	OperationSchedule	0.819
	--		
X16	<	OperationSchedule	0.654
	--		
X15	<	OperationSchedule	0.751
	--		
X20	<	PersonalizedServices	0.775
	--		
X19	<	PersonalizedServices	0.779
	--		

X18	< --	PersonalizedServices	0.658
X23	< --	SafetyandSecurity	0.785
X22	< --	SafetyandSecurity	0.616
X21	< --	SafetyandSecurity	0.817
X26	< --	Reliability	0.797
X25	< --	Reliability	0.894
X24	< --	Reliability	0.909
X29	< --	TicketService	0.823
X28	< --	TicketService	0.8
X27	< --	TicketService	0.664
Y1	< --	PassengerSatisfaction	0.808
Y2	< --	PassengerSatisfaction	0.782
Y3	< --	PassengerSatisfaction	0.8
Y8	< --	PassengerLoyalty	0.823
Y9	< --	PassengerLoyalty	0.827
Y10	< --	PassengerLoyalty	0.812
Y6	< --	PassengerComplaint	0.727
Y5	< --	PassengerComplaint	0.919
Y4	< --	PassengerComplaint	0.898
Y11	< --	PassengerLoyalty	0.837
Y7	< --	PassengerComplaint	0.674

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

	Estimate
PassengerSatisfaction	.905
PassengerComplaint	.188

	Estimate
PassengerLoyalty	.898
Y7	.455
Y11	.701
Y4	.806
Y5	.845
Y6	.528
Y10	.659
Y9	.684
Y8	.677
Y3	.640
Y2	.611
Y1	.653
X27	.440
X28	.639
X29	.678
X24	.827
X25	.799
X26	.635
X21	.668
X22	.379
X23	.617
X18	.433
X19	.607
X20	.601
X15	.563
X16	.428
X17	.671
X12	.589
X13	.486
X14	.510
X11	.573
X10	.598
X7	.515
X8	.610
X9	.626
X4	.622
X5	.740
X6	.477

	Estimate
X1	.247
X2	.197
X3	.189

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

		M.I.	Par Change
Accessibility	<--> Reliability	6.039	-.027
Accessibility	<--> OperationSchedule	8.417	.035
Accessibility	<--> Connectivity	5.322	.024
TicketService	<--> Accessibility	17.978	.070
Z3	<--> SafetyandSecurity	6.656	-.026
Z3	<--> Comfort	5.650	.028
e35	<--> Connectivity	5.337	.047
e39	<--> SafetyandSecurity	6.199	-.035
e39	<--> OperationSchedule	8.562	.043
e38	<--> InformationService	4.149	-.021
e38	<--> e33	6.037	.048
e38	<--> e39	7.554	.048
e37	<--> Comfort	5.445	.037
e32	<--> e36	7.450	.075
e31	<--> SafetyandSecurity	6.647	.032
e31	<--> Comfort	4.412	-.029
e31	<--> Z1	5.015	.019
e30	<--> OperationSchedule	4.641	-.028
e30	<--> Accessibility	7.437	-.035
e30	<--> Z3	7.184	-.030
e30	<--> e39	6.344	-.039
e30	<--> e38	6.012	-.038
e27	<--> Reliability	5.636	-.031
e27	<--> OperationSchedule	4.097	.029
e27	<--> e30	7.519	-.042
e28	<--> OperationSchedule	6.250	-.034
e28	<--> e32	6.352	.037

			M.I.	Par Change
e29	<-->	Accessibility	9.181	.039
e29	<-->	e32	6.544	-.036
e25	<-->	OperationSchedule	5.300	.031
e25	<-->	e30	4.250	.029
e26	<-->	Reliability	6.723	-.032
e26	<-->	Z1	13.959	.035
e26	<-->	Z3	11.225	.040
e26	<-->	e37	6.885	.044
e26	<-->	e25	7.379	-.040
e21	<-->	Z1	6.033	.022
e21	<-->	e30	7.292	.038
e21	<-->	e28	5.462	-.035
e21	<-->	e25	5.574	.035
e22	<-->	Reliability	6.090	-.031
e22	<-->	OperationSchedule	10.544	.045
e22	<-->	Z1	4.614	-.020
e22	<-->	Z3	6.867	-.032
e23	<-->	OperationSchedule	8.556	-.049
e23	<-->	Connectivity	5.937	.035
e23	<-->	TicketService	4.146	.047
e23	<-->	e24	6.328	.046
e18	<-->	Reliability	5.027	-.029
e18	<-->	Connectivity	7.989	-.034
e18	<-->	e38	4.951	.038
e18	<-->	e22	6.303	.040
e19	<-->	Connectivity	4.046	.029
e19	<-->	Z2	5.060	.072
e19	<-->	e40	6.829	.049
e20	<-->	Reliability	4.498	.028
e20	<-->	e24	5.861	.039
e15	<-->	PersonalizedServices	6.375	.029
e15	<-->	Accessibility	5.420	.027
e15	<-->	e30	4.682	-.027
e15	<-->	e27	4.290	.029
e16	<-->	SafetyandSecurity	8.086	.036

		M.I.	Par Change
e16	<--> Connectivity	4.428	-.024
e16	<--> Z1	26.224	.046
e16	<--> Z3	9.835	.037
e16	<--> e32	5.292	.033
e16	<--> e21	11.707	.050
e16	<--> e23	18.991	-.079
e17	<--> Z1	7.690	-.024
e17	<--> e36	5.412	.060
e17	<--> e25	6.317	.035
e17	<--> e22	4.652	.031
e12	<--> e38	4.210	-.029
e12	<--> e30	4.443	.026
e12	<--> e29	5.165	.029
e12	<--> e15	9.236	-.034
e12	<--> e16	4.762	.028
e13	<--> Z3	7.034	.029
e13	<--> e32	5.066	-.030
e13	<--> e20	5.363	-.035
e14	<--> Accessibility	6.399	.031
e14	<--> e35	5.248	.055
e14	<--> e16	6.742	-.035
e11	<--> e39	6.919	-.044
e11	<--> e37	6.604	-.044
e11	<--> e19	5.895	.048
e10	<--> Z3	6.964	.034
e10	<--> e39	7.244	.047
e10	<--> e15	7.410	.039
e10	<--> e14	4.403	-.031
e7	<--> Z1	5.966	-.027
e7	<--> e30	4.514	-.036
e7	<--> e23	8.859	.065
e7	<--> e10	8.354	-.055
e8	<--> OperationSchedule	4.775	-.036
e8	<--> Z1	4.129	.023
e8	<--> e39	11.215	-.066

		M.I.	Par Change
e8	<--> e37	9.256	.061
e8	<--> e30	6.236	.044
e8	<--> e22	7.462	-.052
e8	<--> e23	15.126	.088
e9	<--> Reliability	5.842	-.028
e9	<--> InformationService	5.385	.021
e9	<--> e40	4.764	-.031
e9	<--> e35	6.888	.066
e9	<--> e39	7.172	.041
e9	<--> e27	4.785	-.033
e9	<--> e29	5.817	.034
e9	<--> e23	5.572	-.042
e9	<--> e20	5.512	-.036
e9	<--> e10	4.398	.032
e4	<--> e33	6.566	.061
e4	<--> e24	4.095	.040
e4	<--> e26	9.978	-.063
e4	<--> e23	4.085	.049
e4	<--> e8	14.094	.091
e5	<--> Z3	10.558	.045
e5	<--> e30	4.661	-.036
e5	<--> e18	5.212	.041
e5	<--> e7	4.902	-.046
e5	<--> e8	4.450	-.045
e6	<--> OperationSchedule	5.050	.042
e6	<--> e40	6.078	-.051
e1	<--> TicketService	8.293	.054
e1	<--> e11	7.140	.042
e2	<--> Comfort	8.033	-.056
e2	<--> e30	6.645	-.050
e2	<--> e29	5.653	.048
e2	<--> e4	4.328	-.056
e3	<--> Reliability	4.159	-.033
e3	<--> OperationSchedule	10.396	.057
e3	<--> Connectivity	7.623	.042

		M.I.	Par Change
e3	<--> TicketService	4.410	.051
e3	<--> e40	4.413	-.041
e3	<--> e33	9.284	.072
e3	<--> e34	9.550	-.068
e3	<--> e15	6.049	.042
e3	<--> e9	4.443	.040

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	153	1366.259	707	.000	1.932
Saturated model	860	.000	0		
Independence model	80	6512.192	780	.000	8.349

Baseline Comparisons

Model	NFI	RFI	IFI	TLI	CFI
	Delta1	rho1	Delta2	rho2	
Default model	.790	.769	.886	.873	.885
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.906	.716	.802
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	659.259	558.429	767.873
Saturated model	.000	.000	.000
Independence model	5732.192	5478.076	5992.856

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	5.992	2.891	2.449	3.368
Saturated model	.000	.000	.000	.000
Independence model	28.562	25.141	24.027	26.284

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.064	.059	.069	.000
Independence model	.180	.176	.184	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	1672.259	1739.350		
Saturated model	1720.000	2097.112		
Independence model	6672.192	6707.273		

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	7.334	6.892	7.811	7.629
Saturated model	7.544	7.544	7.544	9.198
Independence model	29.264	28.149	30.407	29.418

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	129	134
Independence model	30	31

Minimization: .078

Miscellaneous: 4.582

Bootstrap: .000

Total: 4.660

LAMPIRAN E

HASIL TURNITIN HALAMAN TERAKHIR

The screenshot displays a Turnitin report interface. The main text area contains a paragraph discussing comfort levels in aircraft cabins, citing Slater (1985), Ovstedal L. Ryeng EO (2002), and Bax B et al (2016). The right-hand side features a 'Match Overview' panel with a 14% match percentage and a list of nine sources. The bottom of the image shows a Windows taskbar with a search bar and system tray.

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Text-Only Report | High Resolution On

25°C 7:00 15/08/2022

Rank	Source	Match Percentage
1	dspace.uphsurabaya.a... Internet Source	9%
2	Submitted to Vietnam ... Student Paper	1%
3	repository.uph.edu Internet Source	1%
4	repositori.usu.ac.id Internet Source	<1%
5	eprints.undip.ac.id Internet Source	<1%
6	pure.tue.nl Internet Source	<1%
7	Submitted to Universita... Student Paper	<1%
8	digipark.org.tr Internet Source	<1%
9	Submitted to Forum Pe... Student Paper	<1%