

TABULASI DATA HASIL PENYEBARAN KUESIONER

	Service Quality			Social Enjoyment			Cleanness			Aesthetics			Cost			Customer Satisfaction			Customer Loyalty		
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	Y1	Y2	Y3	Y4	Y5	Y6
1	5	5	4	3	3	3	4	4	3	3	3	4	4	4	4	3	4	4	4	5	4
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Keterangan:

- X1 Saya merasa diberikan pelayanan yang terbaik selama ini
- X2 Saya merasa pelayanan yang diberikan cukup sigap dan tidak ada kekeliruan serta fasilitas yang diberikan memuaskan
- X3 Saya merasa semua pelayan selalu bersikap sopan dan menjawab semua keperluan pelanggan
- X4 Saya merasa nyaman dengan kondisi pada Café ini
- X5 Saya merasa puas dengan seluruh pelayanan disini
- X6 Saya merasa kenikmatan dengan suasana Café ini
- X7 Saya merasa lingkungan Café ini cukup bersih
- X8 Saya merasa fasilitas sanitasi dan pembuangan sampah tersedia
- X9 Saya merasa pengolahan standar kebersihan makanannya sudah terjamin

- X10 Saya merasa tampilan Café ini memiliki perpaduan yang pas
- X11 Saya merasa ada kenikmatan atmosfir ketika menikmati hidangan Café ini
- X12 Produk yang diberikan memiliki tampilan fisik yang bagus dan menggugah selera
- X13 Saya merasa harga yang diberikan dari produk di Café ini sudah sesuai dengan apa yang didapatkan
- X14 Saya merasa kualitas produk makanan pada Café sesuai dengan harga yang diberikan
- X15 Saya merasa harga disini sudah sesuai jika dibandingkan dengan Café lain yang serupa
- Y1 Saya merasa puas dengan kinerja keseluruhan Café Janji jiwa Surabaya
- Y2 Saya merasa puas dengan kualitas makanan Café Janji jiwa Surabaya
- Y3 Saya merasa ingin berkunjung kembali di lain waktu di Café Janji jiwa Surabaya
- Y4 Saya akan merekomendasikan Café Janji jiwa Surabaya kepada teman dan kerabat
- Y5 Saya akan memilih Café Janji jiwa Surabaya lagi dikemudian hari
- Y6 Saya akan menjadikan Café Janji jiwa Surabaya sebagai pilihan utama saya



LAMPIRAN 1. STATISTIK DESKRIPTIF

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1	100	3	5	3.99	.759
X2	100	3	5	4.07	.685
X3	100	2	5	3.79	.808
X4	100	3	5	3.90	.785
X5	100	3	5	4.04	.710
X6	100	3	5	4.07	.685
X7	100	3	5	4.21	.656
X8	100	2	5	3.74	.836
X9	100	2	5	3.80	.841
X10	100	2	5	3.60	.841
X11	100	2	5	4.00	.765
X12	100	2	5	3.64	.823
X13	100	2	5	3.69	.775
X14	100	2	5	3.87	.720
X15	100	2	5	3.64	.927
Y1	100	2	5	3.74	.787
Y2	100	2	5	3.86	.853
Y3	100	2	5	3.73	.851
Y4	100	3	5	3.90	.659
Y5	100	3	5	4.04	.764
Y6	100	2	5	3.76	.889
Valid N (listwise)	100				

LAMPIRAN 2. UJI NORMALITAS

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
X15	2.000	5.000	-.223	-.911	-.774	-1.579
X14	2.000	5.000	.033	.137	-.705	-1.440
X13	2.000	5.000	-.061	-.249	-.438	-.894
X12	2.000	5.000	-.017	-.069	-.578	-1.180
X11	2.000	5.000	-.136	-.555	-.919	-1.876
X10	2.000	5.000	-.266	-1.087	-.484	-.988
X3	2.000	5.000	-.181	-.738	-.511	-1.043
X2	3.000	5.000	-.088	-.361	-.854	-1.744
X1	3.000	5.000	.016	.067	-1.245	-2.542
X6	3.000	5.000	-.088	-.361	-.854	-1.744
X5	3.000	5.000	-.056	-.231	-.994	-2.028
X4	3.000	5.000	.176	.720	-1.342	-2.740
Y3	2.000	5.000	-.246	-1.005	-.531	-1.084
Y1	2.000	5.000	-.135	-.552	-.441	-.900
Y2	2.000	5.000	-.122	-.499	-.894	-1.824
Y6	2.000	5.000	-.380	-1.551	-.527	-1.075
Y4	3.000	5.000	.106	.434	-.696	-1.420
Y5	3.000	5.000	-.067	-.274	-1.269	-2.590
X9	2.000	5.000	-.020	-.084	-.876	-1.788
X8	2.000	5.000	-.317	-1.292	-.403	-.823
X7	3.000	5.000	-.243	-.993	-.728	-1.486
Multivariate					-13.873	-2.232

LAMPIRAN 3. UJI OUTLIER UNIVARIAT DENGAN Z-SCORE

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore(X1)	100	-1.30483	1.33119	.0000000	1.0000000
Zscore(X2)	100	-1.56109	1.35684	.0000000	1.0000000
Zscore(X3)	100	-2.21609	1.49803	.0000000	1.0000000
Zscore(X4)	100	-1.14656	1.40135	.0000000	1.0000000
Zscore(X5)	100	-1.46576	1.35301	.0000000	1.0000000
Zscore(X6)	100	-1.56109	1.35684	.0000000	1.0000000
Zscore(X7)	100	-1.84480	1.20446	.0000000	1.0000000
Zscore(X8)	100	-2.08060	1.50664	.0000000	1.0000000
Zscore(X9)	100	-2.14063	1.42708	.0000000	1.0000000
Zscore(X10)	100	-1.90278	1.66493	.0000000	1.0000000
Zscore(X11)	100	-2.61297	1.30648	.0000000	1.0000000
Zscore(X12)	100	-1.99294	1.65268	.0000000	1.0000000
Zscore(X13)	100	-2.18196	1.69135	.0000000	1.0000000
Zscore(X14)	100	-2.59752	1.56962	.0000000	1.0000000
Zscore(X15)	100	-1.76950	1.46739	.0000000	1.0000000
Zscore(Y1)	100	-2.21233	1.60203	.0000000	1.0000000
Zscore(Y2)	100	-2.18044	1.33640	.0000000	1.0000000
Zscore(Y3)	100	-2.03270	1.49222	.0000000	1.0000000
Zscore(Y4)	100	-1.36561	1.66908	.0000000	1.0000000
Zscore(Y5)	100	-1.36062	1.25596	.0000000	1.0000000
Zscore(Y6)	100	-1.97978	1.39484	.0000000	1.0000000
Valid N (listwise)	100				

Minimum = -2.613

Maximum = 1.691

LAMPIRAN 4. UJI OUTLIER MULTIVARIAT DENGAN MAHALANOBIS

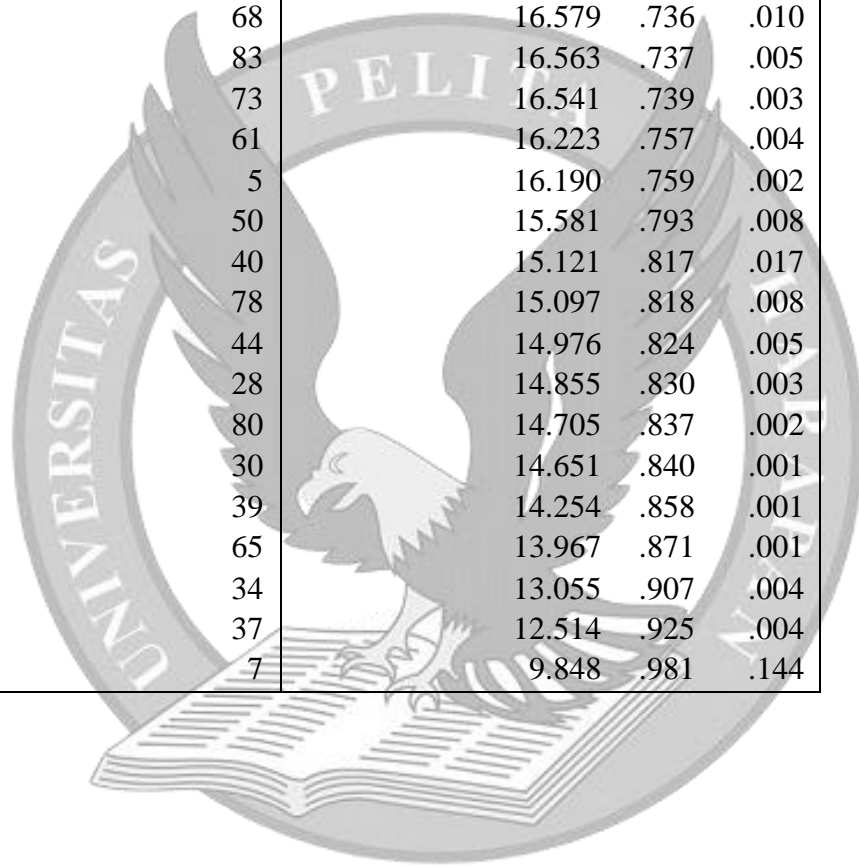
DISTANCE

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

Observation number	Mahalanobis d-squared	p1	p2
71	33.845	.038	.978
19	32.262	.055	.976
14	30.520	.082	.991
55	28.164	.136	1.000
64	27.811	.146	.999
32	27.447	.157	.999
69	27.303	.161	.998
12	27.247	.163	.995
6	27.167	.165	.990
27	26.630	.183	.993
42	26.158	.200	.994
38	25.981	.207	.992
21	25.680	.219	.992
13	25.528	.225	.988
93	25.236	.237	.988
87	25.199	.239	.979
67	25.057	.245	.972
36	25.046	.245	.953
98	25.008	.247	.928
63	24.715	.260	.933
47	24.612	.264	.914
52	24.466	.271	.898
53	24.423	.273	.860
60	24.369	.276	.817
77	24.070	.290	.838
41	23.831	.301	.844
33	23.758	.305	.806
15	23.218	.332	.890
48	23.121	.338	.867
22	23.052	.341	.835
3	23.033	.342	.782
18	22.930	.348	.752
75	22.928	.348	.681
56	22.784	.356	.663
97	22.718	.359	.613

Observation number	Mahalanobis d-squared	p1	p2
9	22.638	.364	.567
43	22.627	.364	.489
4	22.563	.368	.436
26	22.148	.391	.546
45	22.110	.393	.482
62	22.098	.394	.407
70	21.665	.419	.530
2	21.636	.421	.464
51	21.619	.422	.392
81	21.451	.432	.393
76	21.268	.443	.401
100	21.201	.447	.356
72	21.100	.453	.327
90	20.941	.463	.326
59	20.688	.478	.367
94	20.678	.479	.300
29	20.565	.486	.279
88	20.491	.490	.244
1	20.413	.495	.213
31	20.393	.496	.166
54	20.348	.499	.133
86	20.175	.510	.136
85	20.027	.520	.134
66	19.688	.541	.189
79	19.599	.547	.166
95	19.499	.553	.149
82	19.464	.555	.115
23	19.421	.558	.088
24	19.370	.561	.068
8	19.361	.562	.046
91	19.280	.567	.037
46	19.267	.568	.024
89	19.131	.577	.022
99	18.885	.593	.028
10	18.760	.601	.025
35	18.758	.601	.015
11	18.667	.607	.012
57	18.531	.615	.011
25	18.430	.622	.009
20	18.395	.624	.005

Observation number	Mahalanobis d-squared	p1	p2
84	18.108	.642	.008
49	18.040	.646	.005
74	18.019	.648	.003
17	17.850	.658	.003
58	17.561	.677	.004
16	17.219	.698	.008
96	17.073	.707	.007
92	16.743	.727	.011
68	16.579	.736	.010
83	16.563	.737	.005
73	16.541	.739	.003
61	16.223	.757	.004
5	16.190	.759	.002
50	15.581	.793	.008
40	15.121	.817	.017
78	15.097	.818	.008
44	14.976	.824	.005
28	14.855	.830	.003
80	14.705	.837	.002
30	14.651	.840	.001
39	14.254	.858	.001
65	13.967	.871	.001
34	13.055	.907	.004
37	12.514	.925	.004
7	9.848	.981	.144



LAMPIRAN 5. UJI MULTIKOLINIERITAS DAN SINGULARITAS

Condition number = 40.067

Eigenvalues 3.527 1.659 1.456 1.031 .832 .781 .404 .389 .361 .335 .306 .275 .238
.226 .210 .174 .165 .138 .122 .104 .088

Determinant of sample covariance matrix = 1.564

Sample Correlations (Group number 1)

	X15	X14	X13	X12	X11	X10	X3	X2	X1	X6	X5	X4	Y3	Y1	Y2	Y6	Y4	Y5	X9	X8	X7	
X15																						
X14	0.55																					
X13	0.69	0.49																				
X12	0.01	-0.11	0.00																			
X11	0.03	-0.20	-0.03	0.51																		
X10	-0.07	-0.09	-0.12	0.67	0.60																	
X3	0.09	0.02	0.01	0.11	0.10	0.11																
X2	0.31	0.22	0.23	0.12	0.06	0.19	0.45															
X1	0.15	0.04	0.20	0.11	0.05	0.09	0.49	0.64														
X6	-0.01	0.04	0.02	0.15	0.06	0.10	0.14	0.14	0.08													
X5	0.10	0.07	0.17	0.03	-0.07	-0.06	0.14	0.26	0.26	0.51												
X4	0.06	0.01	0.08	0.16	0.03	0.00	0.19	0.22	0.22	0.54	0.55											
Y3	0.25	0.22	0.24	0.39	0.26	0.36	0.27	0.47	0.42	0.33	0.40	0.38										
Y1	0.23	0.15	0.18	0.39	0.30	0.33	0.34	0.41	0.45	0.32	0.35	0.45	0.72									
Y2	0.10	-0.01	0.10	0.26	0.28	0.26	0.34	0.47	0.39	0.50	0.41	0.43	0.60	0.64								
Y6	0.20	0.06	0.24	0.24	0.25	0.22	0.14	0.23	0.27	0.08	0.08	0.20	0.43	0.40	0.38							
Y4	0.17	-0.03	0.18	0.34	0.32	0.31	0.17	0.31	0.20	0.15	0.18	0.20	0.42	0.36	0.41	0.70						
Y5	0.09	0.01	0.07	0.34	0.28	0.25	0.10	0.15	0.18	0.07	0.15	0.13	0.34	0.29	0.37	0.58	0.55					
X9	-0.07	0.01	0.00	-0.08	-0.05	-0.06	0.00	0.15	0.11	0.11	0.00	0.12	0.16	0.23	0.17	0.04	0.00	-0.04				
X8	0.05	0.08	0.11	0.07	-0.03	-0.03	0.17	0.26	0.30	0.23	0.09	0.16	0.31	0.28	0.25	0.17	0.12	0.08	0.64			
X7	0.03	0.02	-0.07	0.03	0.02	-0.08	0.18	0.28	0.27	0.15	0.09	0.18	0.27	0.36	0.34	0.17	0.19	0.12	0.66	0.60		

Minimum = -.20

Maximum = .72

Correlations: (Group number 1 - Default model)

			Estimate
Aesthetics	<-->	Cost	-.083
Cleanness	<-->	Aesthetics	-.054
Cleanness	<-->	Social_Enjoyment	.206
Social_Enjoyment	<-->	Service_Quality	.350
Cleanness	<-->	Service_Quality	.337
Cleanness	<-->	Cost	.007
Social_Enjoyment	<-->	Aesthetics	.061
Service_Quality	<-->	Aesthetics	.186
Social_Enjoyment	<-->	Cost	.110
Service_Quality	<-->	Cost	.302

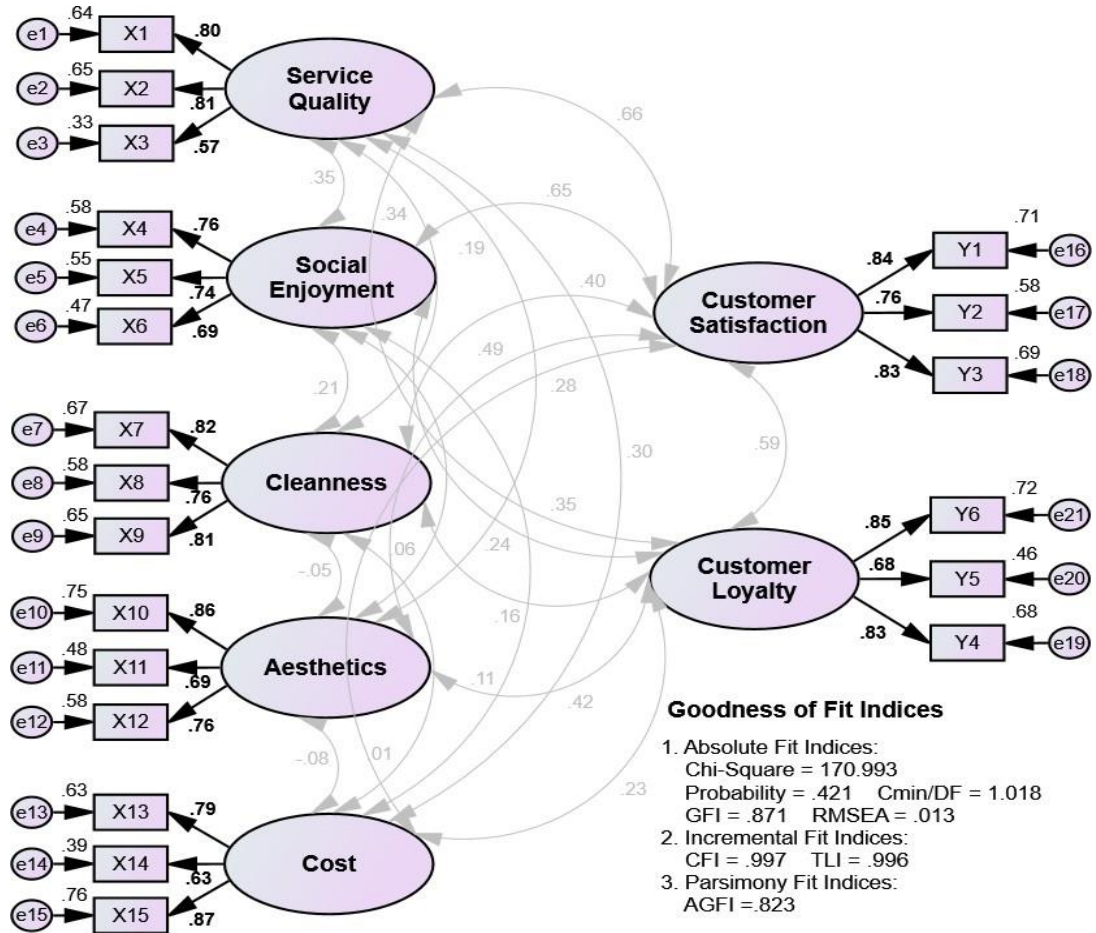
Maximum = .350

Multicollinearity Analysis^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	Service Quality	.829	1.207
	Social Enjoyment	.915	1.093
	Cleanness	.916	1.091
	Aesthetics	.958	1.044
	Cost	.945	1.058

a. Dependent Variable: Customer Satisfaction;
Customer Loyalty

LAMPIRAN 6. HASIL ESTIMASI MEASUREMENT MODEL



Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X7 <--- Cleanness	1.000				
X8 <--- Cleanness	1.186	.167	7.099	***	par_1
X9 <--- Cleanness	1.264	.167	7.569	***	par_2
Y5 <--- Loyalty	.951	.142	6.697	***	par_3
Y2 <--- Satisfaction	.986	.117	8.452	***	par_4
X4 <--- Social_Enjoyment	1.000				
X5 <--- Social_Enjoyment	.877	.144	6.099	***	par_5
X6 <--- Social_Enjoyment	.786	.130	6.026	***	par_6
X1 <--- Service_Quality	1.000				

	Estimate	S.E.	C.R.	P	Label
X2 <--- Service_Quality	.913	.137	6.675	***	par_7
X3 <--- Service_Quality	.763	.141	5.413	***	par_8
X10 <--- Aesthetics	1.000				
X11 <--- Aesthetics	.727	.106	6.844	***	par_9
X12 <--- Aesthetics	.864	.114	7.599	***	par_10
X13 <--- Cost	1.000				
X14 <--- Cost	.736	.124	5.920	***	par_11
X15 <--- Cost	1.316	.188	6.991	***	par_12
Y1 <--- Satisfaction	1.000				
Y3 <--- Satisfaction	1.073	.109	9.847	***	par_13
Y4 <--- Loyalty	1.000				
Y6 <--- Loyalty	1.385	.172	8.035	***	par_14

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

	Estimate
X7 <--- Cleanness	.820
X8 <--- Cleanness	.762
X9 <--- Cleanness	.808
Y5 <--- Loyalty	.677
Y2 <--- Satisfaction	.764
X4 <--- Social_Enjoyment	.764
X5 <--- Social_Enjoyment	.741
X6 <--- Social_Enjoyment	.687
X1 <--- Service_Quality	.800
X2 <--- Service_Quality	.809
X3 <--- Service_Quality	.573
X10 <--- Aesthetics	.865
X11 <--- Aesthetics	.690
X12 <--- Aesthetics	.763
X13 <--- Cost	.791
X14 <--- Cost	.626
X15 <--- Cost	.870
Y1 <--- Satisfaction	.840
Y3 <--- Satisfaction	.833
Y4 <--- Loyalty	.825
Y6 <--- Loyalty	.847

Covariances: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P
Aesthetics	<-->	Cost	-.036	.054	-.679	.497
Cleanness	<-->	Aesthetics	-.021	.047	-.448	.654
Cleanness	<-->	Social_Enjoyment	.066	.042	1.577	.115
Social_Enjoyment	<-->	Service_Quality	.126	.050	2.536	.011
Cleanness	<-->	Service_Quality	.109	.044	2.495	.013
Cleanness	<-->	Cost	.002	.039	.063	.950
Social_Enjoyment	<-->	Aesthetics	.026	.055	.484	.628
Service_Quality	<-->	Aesthetics	.081	.054	1.493	.135
Social_Enjoyment	<-->	Cost	.040	.046	.873	.382
Service_Quality	<-->	Cost	.111	.048	2.327	.020
Satisfaction	<-->	Service_Quality	.262	.060	4.372	***
Loyalty	<-->	Cost	.077	.041	1.868	.062
Loyalty	<-->	Satisfaction	.208	.050	4.155	***
Satisfaction	<-->	Social_Enjoyment	.256	.061	4.202	***
Cleanness	<-->	Satisfaction	.142	.047	3.017	.003
Satisfaction	<-->	Aesthetics	.235	.063	3.717	***
Satisfaction	<-->	Cost	.114	.050	2.258	.024
Loyalty	<-->	Aesthetics	.166	.053	3.161	.002
Cleanness	<-->	Loyalty	.047	.036	1.316	.188
Loyalty	<-->	Social_Enjoyment	.078	.042	1.835	.067
Loyalty	<-->	Service_Quality	.116	.043	2.675	.007

Correlations: (Group number 1 - Default model)

			Estimate
Aesthetics	<-->	Cost	-.083
Cleanness	<-->	Aesthetics	-.054
Cleanness	<-->	Social_Enjoyment	.206
Social_Enjoyment	<-->	Service_Quality	.350
Cleanness	<-->	Service_Quality	.337
Cleanness	<-->	Cost	.007
Social_Enjoyment	<-->	Aesthetics	.061
Service_Quality	<-->	Aesthetics	.186
Social_Enjoyment	<-->	Cost	.110
Service_Quality	<-->	Cost	.302
Satisfaction	<-->	Service_Quality	.661
Loyalty	<-->	Cost	.233
Loyalty	<-->	Satisfaction	.586
Satisfaction	<-->	Social_Enjoyment	.652

#

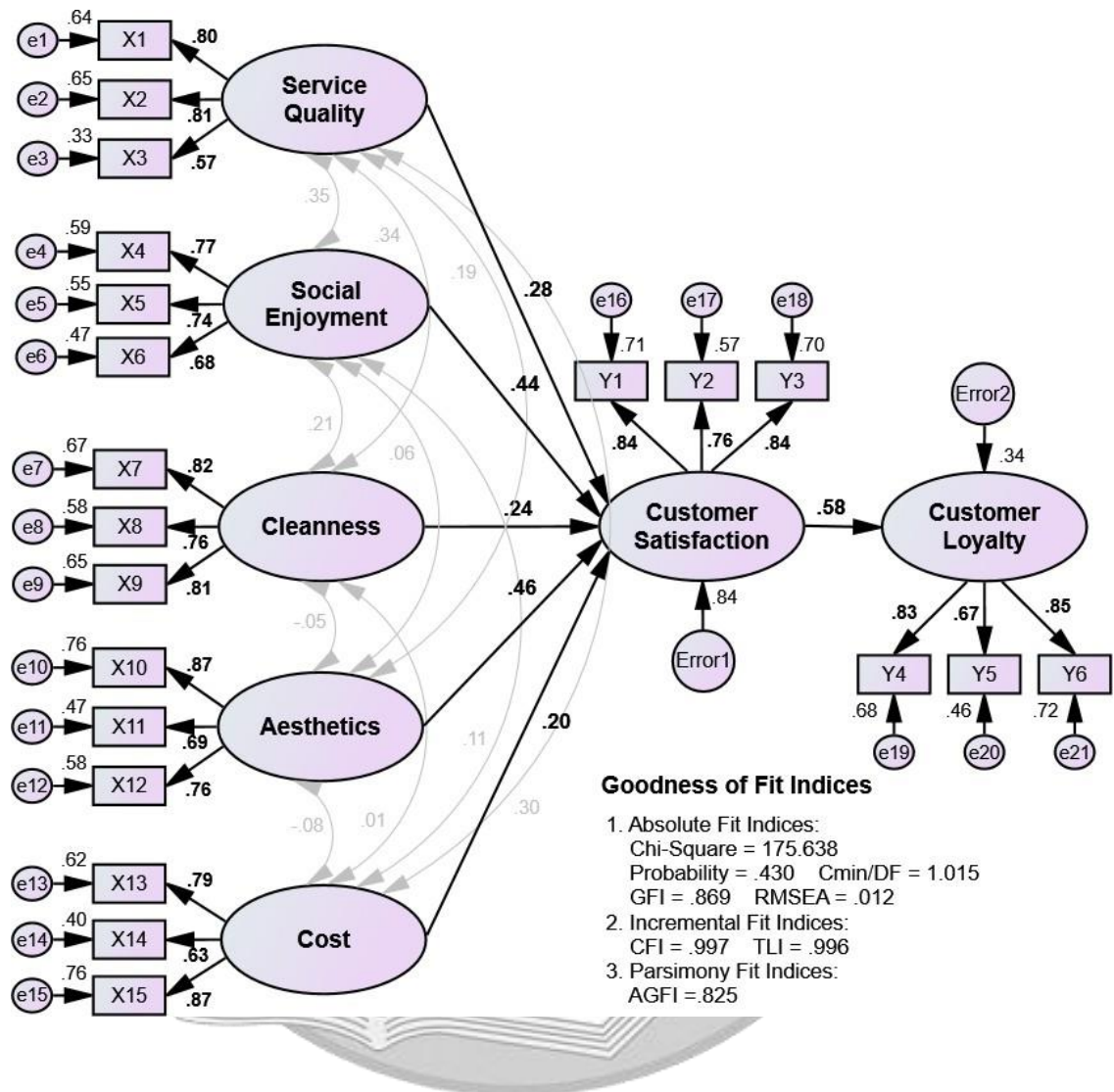
			Estimate
Cleanness	<-->	Satisfaction	.405
Satisfaction	<-->	Aesthetics	.493
Satisfaction	<-->	Cost	.284
Loyalty	<-->	Aesthetics	.424
Cleanness	<-->	Loyalty	.163
Loyalty	<-->	Social_Enjoyment	.241
Loyalty	<-->	Service_Quality	.354



LAMPIRAN 7. PERHITUNGAN CONSTRUCT RELIABILITY DAN AVE

Konstruk	Indikator	FL	FL ²	Error	Construct Reliability	Average Variance Extracted (AVE)
<i>Service Quality</i>	X1	0.800	0.640	0.360	0.776	0.541
	X2	0.809	0.654	0.346		
	X3	0.573	0.328	0.672		
<i>Social Enjoyment</i>	X4	0.764	0.584	0.416	0.775	0.535
	X5	0.741	0.549	0.451		
	X6	0.687	0.472	0.528		
<i>Cleanness</i>	X7	0.820	0.672	0.328	0.839	0.635
	X8	0.762	0.581	0.419		
	X9	0.808	0.653	0.347		
<i>Aesthetics</i>	X10	0.865	0.748	0.252	0.818	0.602
	X11	0.690	0.476	0.524		
	X12	0.763	0.582	0.418		
<i>Cost</i>	X13	0.791	0.626	0.374	0.810	0.591
	X14	0.626	0.392	0.608		
	X15	0.870	0.757	0.243		
<i>Customer Satisfaction</i>	Y1	0.840	0.706	0.294	0.854	0.661
	Y2	0.764	0.584	0.416		
	Y3	0.833	0.694	0.306		
<i>Customer Loyalty</i>	Y4	0.825	0.681	0.319	0.828	0.619
	Y5	0.677	0.458	0.542		
	Y6	0.847	0.717	0.283		

LAMPIRAN 8. HASIL ESTIMASI STRUCTURAL MODEL



Notes for Group (Group number 1)

The model is recursive. Sample size = 100

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Totals
Fixed	30	0	0	0	0	30
Labeled	0	0	0	0	0	0
Unlabeled	20	10	28	0	0	58

	Weights	Covariances	Variances	Means	Intercepts	Totals
Total	50	10	28	0	0	88

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 231
 Number of distinct parameters to be estimated: 58
 Degrees of freedom (231 - 58): 173

Result (Default model)

Minimum was achieved

Chi-square = 175.638

Degrees of freedom = 173

Probability level = .430

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Satisfaction <-- Cleanliness	.291	.104	2.783	.005	par_13
Satisfaction <-- Cost	.214	.091	2.349	.017	par_27

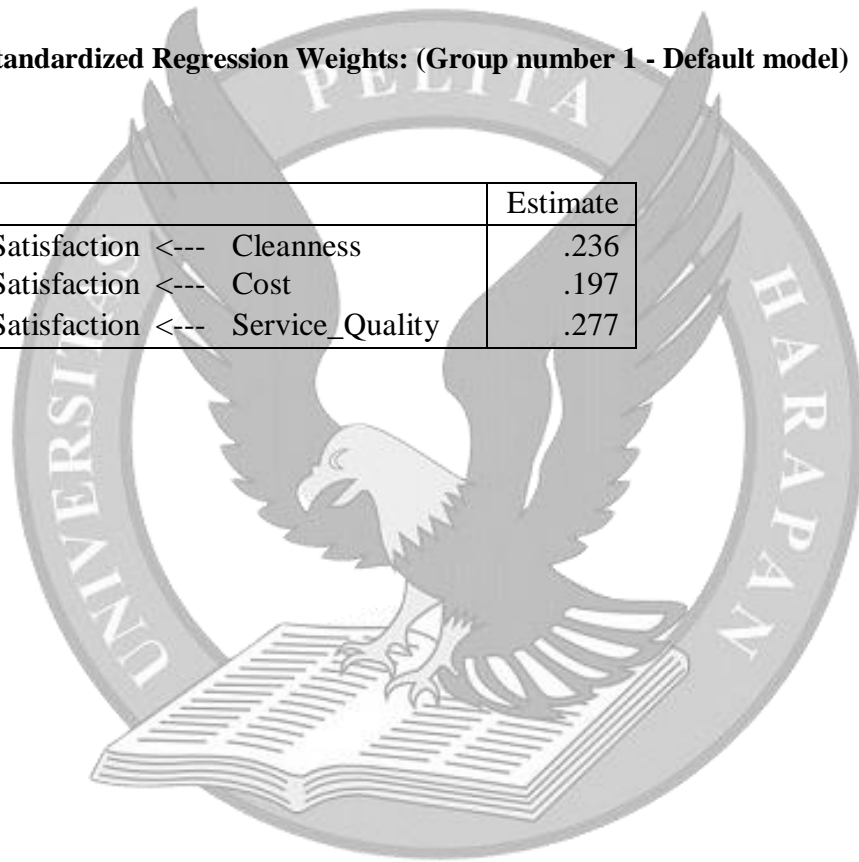
Satisfaction	<--	Service_Quality	.303	.11	2.74	.006	par_28
Satisfaction	<--	Social_Enjoyment	.484	.10	4.53	****	par_29
Satisfaction	<--	Aesthetics	.415	.08	5.11	****	par_30
Loyalty	<--	Satisfaction	.476	.09	5.02	***	par_14
X7	<--	Cleaness	1.000				
X8	<--	Cleaness	1.184	.16	7.08	***	par_13
X9	<--	Cleaness	1.259	.16	7.58	***	par_24
Y5	<--	Loyalty	.948	.14	6.66	***	par_32

			Estimate	S.E.	C.R.	P	Label
Y2	<--	Satisfaction	.972	.11	8.46	***	par_44
X4	<--	Social_Enjoyment	1.000				
X5	<--	Social_Enjoyment	.870	.14	6.05	***	par_54
X6	<--	Social_Enjoyment	.776	.12	6.00	***	par_64
X1	<--	Service_Quality	1.000				
X2	<--	Service_Quality	.912	.13	6.66	***	par_77
X3	<--	Service_Quality	.762	.14	5.41	***	par_81
X10	<--	Aesthetics	1.000				
X11	<--	Aesthetics	.718	.10	6.81	***	par_91
X12	<--	Aesthetics	.856	.11	7.55	***	par_100
X13	<--	Cost	1.000				
X14	<--	Cost	.742	.12	5.96	***	par_111

X15	- ^--	Cost	1.322	4 .18 8	3 7.04 9	***	par_1 2
Y1	- ^--	Satisfaction	1.000				
Y3	- ^--	Satisfaction	1.073	.10 8	9.94 2	***	par_1 5
Y4	- ^--	Loyalty	1.000				
Y6	- ^--	Loyalty	1.387	.17 3	8.01 8	***	par_1 6

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

			Estimate
Satisfaction	<---	Cleanness	.236
Satisfaction	<---	Cost	.197
Satisfaction	<---	Service_Quality	.277



		Estimate
Satisfaction	<--- Social_Enjoyment	.440
Satisfaction	<--- Aesthetics	.457
Loyalty	<--- Satisfaction	.581
X7	<--- Cleanness	.821
X8	<--- Cleanness	.762
X9	<--- Cleanness	.806
Y5	<--- Loyalty	.675
Y2	<--- Satisfaction	.757
X4	<--- Social_Enjoyment	.769
X5	<--- Social_Enjoyment	.739
X6	<--- Social_Enjoyment	.683
X1	<--- Service_Quality	.801
X2	<--- Service_Quality	.809
X3	<--- Service_Quality	.573
X10	<--- Aesthetics	.870
X11	<--- Aesthetics	.687
X12	<--- Aesthetics	.761
X13	<--- Cost	.788
X14	<--- Cost	.629
X15	<--- Cost	.871
Y1	<--- Satisfaction	.844
Y3	<--- Satisfaction	.837
Y4	<--- Loyalty	.825
Y6	<--- Loyalty	.849

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P
Aesthetics	<--> Cost	-.037	.054	-.687	.492
Cleanness	<--> Aesthetics	-.021	.047	-.456	.649
Cleanness	<--> Social_Enjoyment	.066	.042	1.583	.113
Social_Enjoyment	<--> Service_Quality	.127	.050	2.544	.011
Cleanness	<--> Service_Quality	.110	.044	2.504	.012
Cleanness	<--> Cost	.003	.039	.064	.949
Social_Enjoyment	<--> Aesthetics	.026	.055	.471	.638
Service_Quality	<--> Aesthetics	.082	.055	1.497	.134
Social_Enjoyment	<--> Cost	.040	.046	.872	.383
Service_Quality	<--> Cost	.111	.048	2.324	.020

Correlations: (Group number 1 - Default model)

			Estimate
Aesthetics	<-->	Cost	-.084
Cleanness	<-->	Aesthetics	-.055
Cleanness	<-->	Social_Enjoyment	.206
Social_Enjoyment	<-->	Service_Quality	.350
Cleanness	<-->	Service_Quality	.338
Cleanness	<-->	Cost	.008
Social_Enjoyment	<-->	Aesthetics	.059
Service_Quality	<-->	Aesthetics	.186
Social_Enjoyment	<-->	Cost	.110
Service_Quality	<-->	Cost	.302

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

	Estimate
Satisfaction	.843
Loyalty	.337

Standardized Total Effects (Group number 1 - Default model)

	Cost	Aesthetics	Service Quality	Social Enjoyment	Cleanness	Satisfaction	Loyalty
Satisfaction	.197	.457	.277	.440	.236	.000	.000
Loyalty	.114	.265	.161	.256	.137	.581	.000

Standardized Direct Effects (Group number 1 - Default model)

	Cost	Aesthetics	Service Quality	Social Enjoyment	Cleanness	Satisfaction	Loyalty
Satisfaction	.197	.457	.277	.440	.236	.000	.000
Loyalty	.000	.000	.000	.000	.000	.581	.000

Standardized Indirect Effects (Group number 1 - Default model)

	Cost	Aesthetics	Service Quality	Social Enjoyment	Cleanness	Satisfaction	Loyalty
Satisfaction	.000	.000	.000	.000	.000	.000	.000
Loyalty	.114	.265	.161	.256	.137	.000	.000

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

	M.I.	Par Change
e11 <--> e14	6.362	-.088
e2 <--> e10	5.109	.061
e16 <--> e2	4.371	-.049
e17 <--> Cost	4.743	-.082
e17 <--> e6	7.310	.088
e19 <--> e2	4.345	.045
e9 <--> Service_Quality	4.449	-.074
e7 <--> e13	7.471	-.068
e7 <--> e10	4.231	-.051

Model Fit Summary CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	58	175.638	173	.430	1.015
Saturated model	231	.000	0		
Independence model	21	1066.174	210	.000	5.077

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.037	.869	.825	.651
Saturated model	.000	1.000		
Independence model	.165	.387	.326	.352

Baseline Comparisons

Model	NFI	RFI	IFI	TLI	CFI
	Delta1	rho1	Delta2	rho2	
Default model	.835	.800	.997	.996	.997
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.824	.688	.821
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	2.638	.000	37.986
Saturated model	.000	.000	.000
Independence model	856.174	757.902	961.954

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1.774	.027	.000	.384
Saturated model	.000	.000	.000	.000
Independence model	10.769	8.648	7.656	9.717

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.012	.000	.047	.968
Independence model	.203	.191	.215	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	291.638	324.781	442.738	500.738
Saturated model	462.000	594.000	1063.794	1294.794
Independence model	1108.174	1120.174	1162.882	1183.882

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2.946	2.919	3.303	3.281
Saturated model	4.667	4.667	4.667	6.000
Independence model	11.194	10.201	12.262	11.315

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	116	124
Independence model	23	25

