

KUISIONER

Pentunjuk Pengisian :

Pilihlah jawaban yang paling sesuai menurut Anda dengan memberikan tanda (X) pada jawaban, pada kolom yang disediakan.

1. Berdomisili di Surabaya
 - a. Ya
 - b. Tidak(berheti sampai disini)
2. Jenis Kelamin
 - a. Pria
 - b. Wanita
3. Usia :
 - a. 18-35 Tahun
 - b. 36-50 Tahun
 - c. 51-60 Tahun
 - d. >60 Tahun
4. Apakah Anda pernah melakukan pembelian barang di Superindo minimal dua kali dalam tiga bulan terakhir?
 - a. Ya
 - b. Tidak (berhenti sampai disini)

BAGIAN B

Silahkan beri tanda silang (X) untuk jawaban dari setiap pernyataan dibawah ini.

Satu pernyataan hanya dapat dijawab oleh satu jawaban.

1= Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3= Netral (N)

4= Setuju (S)

5= Sangat Setuju (SS)

No	Pernyataan	STS	TS	N	S	SS
<i>Physical Aspects</i>						
1.	Tampilan Keseluruhan Superindo membuat saya nyaman saat berbelanja					
2.	Menurut saya Superindo memiliki kebersihan yang baik					
3.	Desain Superindo yang membuat saya leluasa saat berbelanja					
4.	Penataan produk di Superindo membuat saya menjadi mudah saat berbelanja					
<i>Reliability</i>						
5.	Ketepatan Informasi pada Promosi Penjualan Superindo					
6.	Lama waktu menunggu dalam antrian saat di kasir Superindo dapat ditoleransi					
7.	Selalu ada ketersediaan Produk yang saya butuhkan di Superindo					
8.	Harga Produk di Superindo terlihat jelas sehingga saya nyaman saat berbelanja					
<i>Personal Interaction</i>						

9.	Karyawan Superindo mempunyai pengetahuan yang baik untuk menjawab pertanyaan saya					
10.	Karyawan Superindo ramah dalam melayani saya					
11.	Karyawan Superindo berusaha membantu saat saya membutuhkan bantuan					
<i>Problem Solving</i>						
12.	Superindo menanggapi keluhan saya secara Profesional					
13.	Superindo secara Efisien menjawab pertanyaan konsumennya					
14.	Superindo menyediakan produk yang berkualitas sesuai kebutuhan saya					
<i>Policy</i>						
15.	Superindo menawarkan pilihan cara pembayaran yang bervariasi					
16.	Jam operasional Superindo yang sesuai dengan keinginan saya					
17.	Superindo memiliki kebijakan yang jelas dilarang memberikan tip kepada pegawai					
18.	Superindo menyediakan tempat parkir yang terjamin keamanannya					
<i>Customer Satisfaction</i>						
19.	Saya puas dengan layanan Superindo					
20.	Saya puas dengan kualitas produk Superindo					
21.	Saya sangat senang ketika ekspektasi saya terpenuhi saat berbelanja di Superindo					

22.	Saya puas dengan variasi produk yang ditawarkan Superindo					
23.	Secara keseluruhan, Saya puas dengan Superindo yang memenuhi kebutuhan berbelanja saya					
<i>Customer Loyalty</i>						
24.	saya akan terus berbelanja ulang di Superindo dikemudian hari					
25.	saya akan merekomendasikan ke orang lain untuk berbelanja di Superindo					
26.	saya akan mencari informasi lebih mengenai Superindo					
27.	Superindo akan selalu menjadi pilihan utama saya.					

LAMPIRAN B: TABULASI DATA KUESIONER

X 1	X 2	X 3	X 4	X 5	X 6	X 7	X 8	X 9	X1 0	X1 1	X1 2	X1 3	X1 4	X1 5	X1 6	X1 7	X1 8	X1 9	X2 0	X2 1	X2 2	X2 3	Y 1	Y 2	Y 3	Y 4
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LAMPIRAN C: HASIL UJI STATISTIK DESKRIPTIF

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1	136	1.00	5.00	4.2721	.77428
X2	136	1.00	5.00	4.2132	.71397
X3	136	1.00	5.00	4.0662	.91248
X4	136	1.00	5.00	4.0588	.87572
X5	136	1.00	5.00	4.0515	.92151
X6	136	1.00	5.00	3.8456	.96516
X7	136	1.00	5.00	4.0809	.88657
X8	136	2.00	5.00	4.1838	.73234
X9	136	1.00	5.00	4.1618	.84521
X10	136	1.00	5.00	4.1691	.73591
X11	136	1.00	5.00	4.2279	.78850
X12	136	1.00	5.00	4.1029	.99092
X13	136	1.00	5.00	4.2279	.96584
X14	136	1.00	5.00	4.2206	.84056
X15	136	1.00	5.00	4.3603	.70630
X16	136	2.00	5.00	4.1103	.84039
X17	136	2.00	5.00	4.0294	.91846
X18	136	2.00	5.00	4.1176	.80791
X19	136	2.00	5.00	4.2794	.66323
X20	136	2.00	5.00	4.1838	.69070
X21	136	2.00	5.00	4.2500	.72776
X22	136	2.00	5.00	4.2059	.70045
X23	136	1.00	5.00	4.1912	.73550
Y1	136	3.00	5.00	4.2426	.70444
Y2	136	2.00	5.00	4.0294	.76923
Y3	136	2.00	5.00	4.0294	.90219
Y4	136	1.00	5.00	3.9779	.90649
Valid N (listwise)	136				

Jenis Kelamin

	Jenis Kelamin	Frequency	Percent	Cumulative Percent
Valid	Pria	65	47.8	47.8
	Wanita	71	52.2	100
	Total	136	100	

Usia

	Usia	Frequency	Percent	Cumulative Percent
Valid	18-35	119	87.5	87.5
	35-50	10	7.3	94.8
	50-60	7	5.2	100
	Total	136	100	

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	1.5	1.5	1.5
	2.00	2	1.5	1.5	2.9
	3.00	9	6.6	6.6	9.6
	4.00	67	49.3	49.3	58.8
	5.00	56	41.2	41.2	100.0
	Total	136	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	2.00	2	1.5	1.5	2.2
	3.00	11	8.1	8.1	10.3
	4.00	75	55.1	55.1	65.4
	5.00	47	34.6	34.6	100.0
	Total	136	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	2.9	2.9	2.9
	2.00	3	2.2	2.2	5.1
	3.00	19	14.0	14.0	19.1
	4.00	64	47.1	47.1	66.2
	5.00	46	33.8	33.8	100.0
	Total	136	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	3.7	3.7	3.7
	3.00	18	13.2	13.2	16.9
	4.00	72	52.9	52.9	69.9
	5.00	41	30.1	30.1	100.0
	Total	136	100.0	100.0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	2.2	2.2	2.2
	2.00	6	4.4	4.4	6.6
	3.00	18	13.2	13.2	19.9
	4.00	63	46.3	46.3	66.2
	5.00	46	33.8	33.8	100.0
	Total	136	100.0	100.0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	2.2	2.2	2.2
	2.00	10	7.4	7.4	9.6
	3.00	27	19.9	19.9	29.4
	4.00	61	44.9	44.9	74.3
	5.00	35	25.7	25.7	100.0
	Total	136	100.0	100.0	

X7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	2.2	2.2	2.2
	2.00	3	2.2	2.2	4.4
	3.00	21	15.4	15.4	19.9
	4.00	62	45.6	45.6	65.4
	5.00	47	34.6	34.6	100.0
	Total	136	100.0	100.0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	1.5	1.5	1.5
	3.00	20	14.7	14.7	16.2
	4.00	65	47.8	47.8	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	2.2	2.2	2.2
	2.00	3	2.2	2.2	4.4
	3.00	12	8.8	8.8	13.2
	4.00	69	50.7	50.7	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	2.00	2	1.5	1.5	2.2
	3.00	15	11.0	11.0	13.2
	4.00	73	53.7	53.7	66.9
	5.00	45	33.1	33.1	100.0
	Total	136	100.0	100.0	

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	2.00	3	2.2	2.2	2.9
	3.00	15	11.0	11.0	14.0
	4.00	62	45.6	45.6	59.6
	5.00	55	40.4	40.4	100.0
	Total	136	100.0	100.0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	5.1	5.1	5.1
	2.00	4	2.9	2.9	8.1
	3.00	6	4.4	4.4	12.5
	4.00	70	51.5	51.5	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	5.1	5.1	5.1
	2.00	3	2.2	2.2	7.4
	4.00	68	50.0	50.0	57.4
	5.00	58	42.6	42.6	100.0
	Total	136	100.0	100.0	

X14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	1.5	1.5	1.5
	2.00	3	2.2	2.2	3.7
	3.00	15	11.0	11.0	14.7
	4.00	59	43.4	43.4	58.1
	5.00	57	41.9	41.9	100.0
	Total	136	100.0	100.0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	3.00	12	8.8	8.8	9.6
	4.00	59	43.4	43.4	52.9
	5.00	64	47.1	47.1	100.0
	Total	136	100.0	100.0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	5.1	5.1	5.1
	3.00	20	14.7	14.7	19.9
	4.00	60	44.1	44.1	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	7.4	7.4	7.4
	3.00	25	18.4	18.4	25.7
	4.00	52	38.2	38.2	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	2.9	2.9	2.9
	3.00	25	18.4	18.4	21.3
	4.00	58	42.6	42.6	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.7	.7	.7
	3.00	13	9.6	9.6	10.3
	4.00	69	50.7	50.7	61.0
	5.00	53	39.0	39.0	100.0
	Total	136	100.0	100.0	

X20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	1.5	1.5	1.5
	3.00	16	11.8	11.8	13.2
	4.00	73	53.7	53.7	66.9
	5.00	45	33.1	33.1	100.0
	Total	136	100.0	100.0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.7	.7	.7
	3.00	20	14.7	14.7	15.4
	4.00	59	43.4	43.4	58.8
	5.00	56	41.2	41.2	100.0
	Total	136	100.0	100.0	

X22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.7	.7	.7
	3.00	19	14.0	14.0	14.7
	4.00	67	49.3	49.3	64.0
	5.00	49	36.0	36.0	100.0
	Total	136	100.0	100.0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	2.00	1	.7	.7	1.5
	3.00	17	12.5	12.5	14.0
	4.00	69	50.7	50.7	64.7
	5.00	48	35.3	35.3	100.0
	Total	136	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	21	15.4	15.4	15.4
	4.00	61	44.9	44.9	60.3
	5.00	54	39.7	39.7	100.0
	Total	136	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	3.7	3.7	3.7
	3.00	23	16.9	16.9	20.6
	4.00	71	52.2	52.2	72.8
	5.00	37	27.2	27.2	100.0
	Total	136	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	5.1	5.1	5.1
	3.00	32	23.5	23.5	28.7
	4.00	47	34.6	34.6	63.2
	5.00	50	36.8	36.8	100.0
	Total	136	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.7	.7	.7
	2.00	8	5.9	5.9	6.6
	3.00	27	19.9	19.9	26.5
	4.00	57	41.9	41.9	68.4
	5.00	43	31.6	31.6	100.0
	Total	136	100.0	100.0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore(X1)	136	-4.22594	.94015	.0000000	1.0000000
Zscore(X2)	136	-4.50053	1.10196	.0000000	1.0000000
Zscore(X3)	136	-3.36026	1.02339	.0000000	1.0000000
Zscore(X4)	136	-3.49293	1.07475	.0000000	1.0000000
Zscore(X5)	136	-3.31138	1.02932	.0000000	1.0000000
Zscore(X6)	136	-2.94830	1.19608	.0000000	1.0000000
Zscore(X7)	136	-3.47507	1.03671	.0000000	1.0000000
Zscore(X8)	136	-2.98196	1.11447	.0000000	1.0000000
Zscore(X9)	136	-3.74081	.99175	.0000000	1.0000000
Zscore(X10)	136	-4.30642	1.12906	.0000000	1.0000000
Zscore(X11)	136	-4.09378	.97915	.0000000	1.0000000
Zscore(X12)	136	-3.13138	.90528	.0000000	1.0000000
Zscore(X13)	136	-3.34211	.79937	.0000000	1.0000000
Zscore(X14)	136	-3.83149	.92726	.0000000	1.0000000
Zscore(X15)	136	-4.75762	.90572	.0000000	1.0000000
Zscore(X16)	136	-2.51107	1.05868	.0000000	1.0000000
Zscore(X17)	136	-2.20958	1.05675	.0000000	1.0000000
Zscore(X18)	136	-2.62113	1.09214	.0000000	1.0000000
Zscore(X19)	136	-3.43685	1.08649	.0000000	1.0000000
Zscore(X20)	136	-3.16174	1.18166	.0000000	1.0000000
Zscore(X21)	136	-3.09169	1.03056	.0000000	1.0000000
Zscore(X22)	136	-3.14923	1.13372	.0000000	1.0000000
Zscore(X23)	136	-4.33879	1.09969	.0000000	1.0000000
Zscore(Y1)	136	-1.76401	1.07511	.0000000	1.0000000
Zscore(Y2)	136	-2.63822	1.26176	.0000000	1.0000000
Zscore(Y3)	136	-2.24943	1.07582	.0000000	1.0000000
Zscore(Y4)	136	-3.28512	1.12749	.0000000	1.0000000
Zscore: Zscore(X1)	136	-4.22594	.94015	.0000000	1.0000000
Zscore: Zscore(X2)	136	-4.50053	1.10196	.0000000	1.0000000
Zscore: Zscore(X3)	136	-3.36026	1.02339	.0000000	1.0000000
Zscore: Zscore(X4)	136	-3.49293	1.07475	.0000000	1.0000000
Zscore: Zscore(X5)	136	-3.31138	1.02932	.0000000	1.0000000
Zscore: Zscore(X6)	136	-2.94830	1.19608	.0000000	1.0000000
Zscore: Zscore(X7)	136	-3.47507	1.03671	.0000000	1.0000000
Zscore: Zscore(X8)	136	-2.98196	1.11447	.0000000	1.0000000
Zscore: Zscore(X9)	136	-3.74081	.99175	.0000000	1.0000000
Zscore: Zscore(X10)	136	-4.30642	1.12906	.0000000	1.0000000

Zscore: Zscore(X11)	136	-4.09378	.97915	.0000000	1.0000000
Zscore: Zscore(X12)	136	-3.13138	.90528	.0000000	1.0000000
Zscore: Zscore(X13)	136	-3.34211	.79937	.0000000	1.0000000
Zscore: Zscore(X14)	136	-3.83149	.92726	.0000000	1.0000000
Zscore: Zscore(X15)	136	-4.75762	.90572	.0000000	1.0000000
Zscore: Zscore(X16)	136	-2.51107	1.05868	.0000000	1.0000000
Zscore: Zscore(X17)	136	-2.20958	1.05675	.0000000	1.0000000
Zscore: Zscore(X18)	136	-2.62113	1.09214	.0000000	1.0000000
Zscore: Zscore(X19)	136	-3.43685	1.08649	.0000000	1.0000000
Zscore: Zscore(X20)	136	-3.16174	1.18166	.0000000	1.0000000
Zscore: Zscore(X21)	136	-3.09169	1.03056	.0000000	1.0000000
Zscore: Zscore(X22)	136	-3.14923	1.13372	.0000000	1.0000000
Zscore: Zscore(X23)	136	-4.33879	1.09969	.0000000	1.0000000
Zscore: Zscore(Y1)	136	-1.76401	1.07511	.0000000	1.0000000
Zscore: Zscore(Y2)	136	-2.63822	1.26176	.0000000	1.0000000
Zscore: Zscore(Y3)	136	-2.24943	1.07582	.0000000	1.0000000
Zscore: Zscore(Y4)	136	-3.28512	1.12749	.0000000	1.0000000
Zscore(X1)	136	-4.22594	.94015	.0000000	1.0000000
Zscore(X2)	136	-4.50053	1.10196	.0000000	1.0000000
Zscore(X3)	136	-3.36026	1.02339	.0000000	1.0000000
Zscore(X4)	136	-3.49293	1.07475	.0000000	1.0000000
Zscore(X5)	136	-3.31138	1.02932	.0000000	1.0000000
Zscore(X6)	136	-2.94830	1.19608	.0000000	1.0000000
Zscore(X7)	136	-3.47507	1.03671	.0000000	1.0000000
Zscore(X8)	136	-2.98196	1.11447	.0000000	1.0000000
Zscore(X9)	136	-3.74081	.99175	.0000000	1.0000000
Zscore(X10)	136	-4.30642	1.12906	.0000000	1.0000000
Zscore(X11)	136	-4.09378	.97915	.0000000	1.0000000
Zscore(X12)	136	-3.13138	.90528	.0000000	1.0000000
Zscore(X13)	136	-3.34211	.79937	.0000000	1.0000000
Zscore(X14)	136	-3.83149	.92726	.0000000	1.0000000
Zscore(X15)	136	-4.75762	.90572	.0000000	1.0000000
Zscore(X16)	136	-2.51107	1.05868	.0000000	1.0000000
Zscore(X17)	136	-2.20958	1.05675	.0000000	1.0000000
Zscore(X18)	136	-2.62113	1.09214	.0000000	1.0000000
Zscore(X19)	136	-3.43685	1.08649	.0000000	1.0000000
Zscore(X20)	136	-3.16174	1.18166	.0000000	1.0000000
Zscore(X21)	136	-3.09169	1.03056	.0000000	1.0000000
Zscore(X22)	136	-3.14923	1.13372	.0000000	1.0000000
Zscore(X23)	136	-4.33879	1.09969	.0000000	1.0000000

Zscore(Y1)	136	-1.76401	1.07511	.0000000	1.0000000
Zscore(Y2)	136	-2.63822	1.26176	.0000000	1.0000000
Zscore(Y3)	136	-2.24943	1.07582	.0000000	1.0000000
Zscore(Y4)	136	-3.28512	1.12749	.0000000	1.0000000
Zscore(X1)	136	-4.22594	.94015	.0000000	1.0000000
Zscore(X2)	136	-4.50053	1.10196	.0000000	1.0000000
Zscore(X3)	136	-3.36026	1.02339	.0000000	1.0000000
Zscore(X4)	136	-3.49293	1.07475	.0000000	1.0000000
Zscore(X5)	136	-3.31138	1.02932	.0000000	1.0000000
Zscore(X6)	136	-2.94830	1.19608	.0000000	1.0000000
Zscore(X7)	136	-3.47507	1.03671	.0000000	1.0000000
Zscore(X8)	136	-2.98196	1.11447	.0000000	1.0000000
Zscore(X9)	136	-3.74081	.99175	.0000000	1.0000000
Zscore(X10)	136	-4.30642	1.12906	.0000000	1.0000000
Zscore(X11)	136	-4.09378	.97915	.0000000	1.0000000
Zscore(X12)	136	-3.13138	.90528	.0000000	1.0000000
Zscore(X13)	136	-3.34211	.79937	.0000000	1.0000000
Zscore(X14)	136	-3.83149	.92726	.0000000	1.0000000
Zscore(X15)	136	-4.75762	.90572	.0000000	1.0000000
Zscore(X16)	136	-2.51107	1.05868	.0000000	1.0000000
Zscore(X17)	136	-2.20958	1.05675	.0000000	1.0000000
Zscore(X18)	136	-2.62113	1.09214	.0000000	1.0000000
Zscore(X19)	136	-3.43685	1.08649	.0000000	1.0000000
Zscore(X20)	136	-3.16174	1.18166	.0000000	1.0000000
Zscore(X21)	136	-3.09169	1.03056	.0000000	1.0000000
Zscore(X22)	136	-3.14923	1.13372	.0000000	1.0000000
Zscore(X23)	136	-4.33879	1.09969	.0000000	1.0000000
Zscore(Y1)	136	-1.76401	1.07511	.0000000	1.0000000
Zscore(Y2)	136	-2.63822	1.26176	.0000000	1.0000000
Zscore(Y3)	136	-2.24943	1.07582	.0000000	1.0000000
Zscore(Y4)	136	-3.28512	1.12749	.0000000	1.0000000
Valid N (listwise)	136				

LAMPIRAN D: HASIL PENGUJIAN STRUCTURAL EQUATION MODEL (SEM)

Analysis Summary

Date and Time

Date: Monday, July 29, 2019

Time: 9:08:48 PM

Title

amos mario: Monday, July 29, 2019 9:08 PM

Notes for Group (Group number 1)

The model is recursive.

Sample size = 136

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X4

X3

X2

X1

X8

X7

X6

X5

X11

X10

X9

X14

X13

X12

X18

X17

X16

X15

X22

X21

X20

X19

Y1

Y2

Y3

Y4

X23

Unobserved, endogenous variables

Customer_Satisfaction

Customer_Loyalty

Unobserved, exogenous variables

Physical_aspect

e4

e3

e2

e1

Reliability

e8

e7

e6

e5

Personal_Interaction

e11

e10

e9

Problem_Solving

e14

e13

e12

Policy

e18

e17

e16

e15

e22

e21

e20

e19

e24

e25

e26

e27

e23

Z1

Z2

Variable counts (Group number 1)

Number of variables in your model: 63
 Number of observed variables: 27
 Number of unobserved variables: 36
 Number of exogenous variables: 34
 Number of endogenous variables: 29

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	36	0	0	0	0	36
Labeled	0	0	0	0	0	0
Unlabeled	26	5	34	0	0	65
Total	62	5	34	0	0	101

Assessment of normality (Group number 1)

Variable	Min	Max	Skew	c.r.	kurtosis	c.r.
X23	1	5	-0.875	-2.167	1.631	1.883
Y4	1	5	-0.675	-2.215	0.014	0.033
Y3	2	5	-0.483	-2.299	-0.758	-1.805
Y2	2	5	-0.54	-2.57	0.058	0.138
Y1	3	5	-0.377	-1.793	-0.938	-2.233
X19	2	5	-0.529	-2.517	-0.048	-0.114
X20	2	5	-0.527	-2.51	0.179	0.427
X21	2	5	-0.535	-2.548	-0.542	-1.29
X22	2	5	-0.435	-2.07	-0.413	-0.982
X15	1	5	-1.143	-2.44	2.406	1.729

X16	2	5	-0.736	-2.502	-0.009	-0.021
X17	2	5	-0.634	-2.018	-0.471	-1.121
X18	2	5	-0.554	-1.639	-0.387	-0.922
X12	1	5	-1.674	-1.97	2.942	2.004
X13	1	5	-2.003	-2.536	4.329	2.306
X14	1	5	-1.259	-1.995	2.121	2.049
X9	1	5	-1.421	-1.764	3.016	2.179
X10	1	5	-0.947	-2.508	1.953	1.65
X11	1	5	-1.062	-2.055	1.562	1.717
X5	1	5	-1.128	-2.37	1.404	2.343
X6	1	5	-0.779	-1.71	0.343	0.816
X7	1	5	-1.118	-2.324	1.696	2.036
X8	2	5	-0.526	-2.503	-0.235	-0.559
X1	1	5	-1.47	-2	3.69	1.784
X2	1	5	-1.069	-2.091	2.646	2.298
X3	1	5	-1.246	-1.933	2.035	1.844
X4	1	5	-1.442	-1.868	3.249	1.735
Multivariate					23.685	1.8

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

Observation number	Mahalanobis d-squared	p1	p2
71	54.146	0.001	0
14	49.67	0.005	0
88	49.55	0.005	0
7	48.954	0.006	0
13	48.414	0.007	0
68	47.18	0.009	0
75	46.629	0.011	0
21	45.844	0.013	0

83	44.251	0.019	0
72	44.013	0.021	0
96	41.788	0.035	0
91	41.386	0.038	0
73	39.945	0.052	0
125	39.555	0.056	0
40	38.219	0.074	0
80	38.041	0.077	0
131	36.639	0.102	0
12	36.62	0.102	0
23	36.157	0.112	0
62	35.651	0.123	0
134	35.334	0.131	0
121	35.172	0.135	0
81	33.559	0.179	0.015
6	33.391	0.184	0.013
35	33.113	0.193	0.016
28	33.075	0.195	0.011
66	32.799	0.204	0.013
44	31.276	0.26	0.207
8	31.162	0.265	0.189
122	31.044	0.269	0.173
129	30.682	0.284	0.232
97	30.636	0.286	0.193
60	30.331	0.3	0.238
36	30.242	0.303	0.213
39	29.817	0.322	0.311
30	29.126	0.355	0.55
114	28.815	0.37	0.623

32	28.746	0.373	0.587
11	28.481	0.386	0.64
38	28.338	0.394	0.638
64	28.325	0.394	0.576
16	27.758	0.424	0.761
19	27.568	0.433	0.779
3	27.391	0.443	0.793
67	26.867	0.471	0.903
115	26.739	0.478	0.901
51	26.558	0.488	0.911
63	26.466	0.493	0.902
22	26.098	0.513	0.945
93	26.062	0.515	0.929
5	25.816	0.529	0.947
98	25.253	0.56	0.986
9	25.174	0.565	0.983
104	24.494	0.603	0.998
52	24.332	0.612	0.998
117	24.028	0.629	0.999
82	23.983	0.631	0.999
136	23.911	0.635	0.998
112	23.823	0.64	0.998
123	23.594	0.653	0.999
41	23.33	0.667	0.999
86	23.291	0.669	0.999
74	22.751	0.698	1
119	22.171	0.729	1
99	22.171	0.729	1
84	22.01	0.737	1

61	21.937	0.741	1
65	21.793	0.748	1
94	21.661	0.754	1
29	21.378	0.768	1
92	21.182	0.778	1
107	21.174	0.778	1
42	21.121	0.781	1
95	20.956	0.788	1
37	20.334	0.816	1
25	20.33	0.817	1
102	20.291	0.818	1
133	19.953	0.833	1
49	19.643	0.845	1
103	19.055	0.868	1
55	18.875	0.875	1
109	18.398	0.891	1
48	18.124	0.9	1
106	17.59	0.916	1
128	17.273	0.924	1
24	15.222	0.966	1
53	14.806	0.972	1
108	14.369	0.977	1

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 378

Number of distinct parameters to be estimated: 65

Degrees of freedom (378 - 65): 313

Result (Default model)

Minimum was achieved

Chi-square = 576.891

Degrees of freedom = 313

Probability level = .000

Scalar Estimates (Group number 1 - Default model)**Maximum Likelihood Estimates****Regression Weights: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Customer_Satisfaction <--- Physical_aspect	.358	.174	2.062	.039	par_20
Customer_Satisfaction <--- Reliability	.462	.156	2.958	.003	par_21
Customer_Satisfaction <--- Personal_Interaction	.116	.083	1.398	.162	par_22
Customer_Satisfaction <--- Problem_Solving	.100	.094	1.062	.288	par_23
Customer_Satisfaction <--- Policy	.128	.098	1.311	.190	par_24
Customer_Loyalty <--- Customer_Satisfaction	.891	.089	10.037	***	par_25
X4 <--- Physical_aspect	1.000				
X3 <--- Physical_aspect	1.115	.144	7.732	***	par_1
X2 <--- Physical_aspect	.919	.114	8.085	***	par_2
X1 <--- Physical_aspect	.924	.123	7.486	***	par_3
X8 <--- Reliability	1.000				
X7 <--- Reliability	1.250	.190	6.586	***	par_4
X6 <--- Reliability	1.635	.228	7.178	***	par_5
X5 <--- Reliability	1.163	.197	5.907	***	par_6
X11 <--- Personal_Interaction	1.000				
X10 <--- Personal_Interaction	.715	.142	5.030	***	par_7

		Estimate	S.E.	C.R.	P	Label
X9	<--- Personal_Interaction	.776	.160	4.844	***	par_8
X14	<--- Problem_Solving	1.000				
X13	<--- Problem_Solving	.554	.148	3.734	***	par_9
X12	<--- Problem_Solving	.733	.194	3.786	***	par_10
X18	<--- Policy	1.000				
X17	<--- Policy	1.664	.328	5.068	***	par_11
X16	<--- Policy	1.093	.192	5.708	***	par_12
X15	<--- Policy	.876	.177	4.940	***	par_13
X22	<--- Customer_Satisfaction	1.000				
X21	<--- Customer_Satisfaction	.998	.088	11.378	***	par_14
X20	<--- Customer_Satisfaction	.987	.081	12.123	***	par_15
X19	<--- Customer_Satisfaction	.934	.079	11.823	***	par_16
Y1	<--- Customer_Loyalty	1.000				
Y2	<--- Customer_Loyalty	1.053	.088	12.029	***	par_17
Y3	<--- Customer_Loyalty	1.127	.109	10.381	***	par_18
Y4	<--- Customer_Loyalty	1.246	.103	12.119	***	par_19
X23	<--- Customer_Satisfaction	.939	.091	10.270	***	par_26

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

	Estimate
Customer_Satisfaction <--- Physical_aspect	.375
Customer_Satisfaction <--- Reliability	.470
Customer_Satisfaction <--- Personal_Interaction	.153
Customer_Satisfaction <--- Problem_Solving	.149
Customer_Satisfaction <--- Policy	.131
Customer_Loyalty <--- Customer_Satisfaction	.804

		Estimate
X4	<--- Physical_aspect	.615
X3	<--- Physical_aspect	.668
X2	<--- Physical_aspect	.712
X1	<--- Physical_aspect	.649
X8	<--- Reliability	.657
X7	<--- Reliability	.679
X6	<--- Reliability	.815
X5	<--- Reliability	.607
X11	<--- Personal_Interaction	.793
X10	<--- Personal_Interaction	.607
X9	<--- Personal_Interaction	.574
X14	<--- Problem_Solving	.837
X13	<--- Problem_Solving	.404
X12	<--- Problem_Solving	.521
X18	<--- Policy	.597
X17	<--- Policy	.874
X16	<--- Policy	.627
X15	<--- Policy	.598
X22	<--- Customer_Satisfaction	.779
X21	<--- Customer_Satisfaction	.739
X20	<--- Customer_Satisfaction	.780
X19	<--- Customer_Satisfaction	.765
Y1	<--- Customer_Loyalty	.830
Y2	<--- Customer_Loyalty	.793
Y3	<--- Customer_Loyalty	.711
Y4	<--- Customer_Loyalty	.797

		Estimate
X23	<--- Customer_Satisfaction	.675

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Physical_aspect	<--> Reliability	.138	.038	3.632	***	par_27
Physical_aspect	<--> Personal_Interaction	.092	.035	2.594	.009	par_28
Physical_aspect	<--> Problem_Solving	.167	.048	3.479	***	par_29
Physical_aspect	<--> Policy	.008	.028	.284	.776	par_30
e26	<--> e27	.071	.034	2.097	.036	par_31

Correlations: (Group number 1 - Default model)

		Estimate
Physical_aspect	<--> Reliability	.584
Physical_aspect	<--> Personal_Interaction	.299
Physical_aspect	<--> Problem_Solving	.483
Physical_aspect	<--> Policy	.034
e26	<--> e27	.246

Standardized Total Effects (Group number 1 - Default model)

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
Customer_Satisfaction	.131	.149	.153	.470	.375	.000	.000
Customer_Loyalty	.105	.120	.123	.378	.301	.804	.000
X23	.088	.100	.103	.317	.253	.675	.000
Y4	.084	.095	.098	.301	.240	.641	.797
Y3	.075	.085	.087	.269	.214	.572	.711

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
Y2	.083	.095	.098	.300	.239	.638	.793
Y1	.087	.099	.102	.314	.250	.667	.830
X19	.100	.114	.117	.360	.286	.765	.000
X20	.102	.116	.119	.367	.292	.780	.000
X21	.097	.110	.113	.347	.277	.739	.000
X22	.102	.116	.119	.366	.292	.779	.000
X15	.598	.000	.000	.000	.000	.000	.000
X16	.627	.000	.000	.000	.000	.000	.000
X17	.874	.000	.000	.000	.000	.000	.000
X18	.597	.000	.000	.000	.000	.000	.000
X12	.000	.521	.000	.000	.000	.000	.000
X13	.000	.404	.000	.000	.000	.000	.000
X14	.000	.837	.000	.000	.000	.000	.000
X9	.000	.000	.574	.000	.000	.000	.000
X10	.000	.000	.607	.000	.000	.000	.000
X11	.000	.000	.793	.000	.000	.000	.000
X5	.000	.000	.000	.607	.000	.000	.000
X6	.000	.000	.000	.815	.000	.000	.000
X7	.000	.000	.000	.679	.000	.000	.000
X8	.000	.000	.000	.657	.000	.000	.000
X1	.000	.000	.000	.000	.649	.000	.000
X2	.000	.000	.000	.000	.712	.000	.000
X3	.000	.000	.000	.000	.668	.000	.000
X4	.000	.000	.000	.000	.615	.000	.000

Direct Effects (Group number 1 - Default model)

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
Customer_Satisf	.128	.100	.116	.462	.358	.000	.000

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
action							
Customer_Loyalty	.000	.000	.000	.000	.000	.891	.000
X23	.000	.000	.000	.000	.000	.939	.000
Y4	.000	.000	.000	.000	.000	.000	1.246
Y3	.000	.000	.000	.000	.000	.000	1.127
Y2	.000	.000	.000	.000	.000	.000	1.053
Y1	.000	.000	.000	.000	.000	.000	1.000
X19	.000	.000	.000	.000	.000	.934	.000
X20	.000	.000	.000	.000	.000	.987	.000
X21	.000	.000	.000	.000	.000	.998	.000
X22	.000	.000	.000	.000	.000	1.000	.000
X15	.876	.000	.000	.000	.000	.000	.000
X16	1.09 3	.000	.000	.000	.000	.000	.000
X17	1.66 4	.000	.000	.000	.000	.000	.000
X18	1.00 0	.000	.000	.000	.000	.000	.000
X12	.000	.733	.000	.000	.000	.000	.000
X13	.000	.554	.000	.000	.000	.000	.000
X14	.000	1.000	.000	.000	.000	.000	.000
X9	.000	.000	.776	.000	.000	.000	.000
X10	.000	.000	.715	.000	.000	.000	.000
X11	.000	.000	1.000	.000	.000	.000	.000
X5	.000	.000	.000	1.163	.000	.000	.000
X6	.000	.000	.000	1.635	.000	.000	.000
X7	.000	.000	.000	1.250	.000	.000	.000
X8	.000	.000	.000	1.000	.000	.000	.000
X1	.000	.000	.000	.000	.924	.000	.000
X2	.000	.000	.000	.000	.919	.000	.000

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
X3	.000	.000	.000	.000	1.115	.000	.000
X4	.000	.000	.000	.000	1.000	.000	.000

Standardized Direct Effects (Group number 1 - Default model)

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
Customer_Satisfaction	.131	.149	.153	.470	.375	.000	.000
Customer_Loyalty	.000	.000	.000	.000	.000	.804	.000
X23	.000	.000	.000	.000	.000	.675	.000
Y4	.000	.000	.000	.000	.000	.000	.797
Y3	.000	.000	.000	.000	.000	.000	.711
Y2	.000	.000	.000	.000	.000	.000	.793
Y1	.000	.000	.000	.000	.000	.000	.830
X19	.000	.000	.000	.000	.000	.765	.000
X20	.000	.000	.000	.000	.000	.780	.000
X21	.000	.000	.000	.000	.000	.739	.000
X22	.000	.000	.000	.000	.000	.779	.000
X15	.598	.000	.000	.000	.000	.000	.000
X16	.627	.000	.000	.000	.000	.000	.000
X17	.874	.000	.000	.000	.000	.000	.000
X18	.597	.000	.000	.000	.000	.000	.000
X12	.000	.521	.000	.000	.000	.000	.000
X13	.000	.404	.000	.000	.000	.000	.000
X14	.000	.837	.000	.000	.000	.000	.000
X9	.000	.000	.574	.000	.000	.000	.000
X10	.000	.000	.607	.000	.000	.000	.000
X11	.000	.000	.793	.000	.000	.000	.000
X5	.000	.000	.000	.607	.000	.000	.000

	Policy	Problem_Solving	Personal_Interaction	Reliability	Physical_aspect	Customer_Satisfaction	Customer_Loyalty
X14	.000	.000	.000	.000	.000	.000	.000
X9	.000	.000	.000	.000	.000	.000	.000
X10	.000	.000	.000	.000	.000	.000	.000
X11	.000	.000	.000	.000	.000	.000	.000
X5	.000	.000	.000	.000	.000	.000	.000
X6	.000	.000	.000	.000	.000	.000	.000
X7	.000	.000	.000	.000	.000	.000	.000
X8	.000	.000	.000	.000	.000	.000	.000
X1	.000	.000	.000	.000	.000	.000	.000
X2	.000	.000	.000	.000	.000	.000	.000
X3	.000	.000	.000	.000	.000	.000	.000
X4	.000	.000	.000	.000	.000	.000	.000

Standardized Indirect Effects (Group number 1 - Default model)

	Perceived_ease_of_use	Compatibility	Perceived_usefulness	Emotional_value	Functional_value	Price_value	Behavioral_intention
Perceived_usefulness	0	0	0	0	0	0	0
Emotional_value	0.2	0	0	0	0	0	0
Functional_value	0.3	0	0	0	0	0	0
Price_value	0.2	0	0	0	0	0	0
Behavioral_intention	0.5	0.2	0.4	0	0	0	0
Actual_usage	0.3	0.1	0.2	0.1	0.3	0.1	0
X3	0.3	0	0	0	0	0	0
X1	0.2	0	0	0	0	0	0
X4	0.3	0	0	0	0	0	0
X2	0.3	0	0	0	0	0	0
X11	0	0	0	0	0	0	0
X9	0	0	0	0	0	0	0
X10	0	0	0	0	0	0	0
X7	0	0	0	0	0	0	0
X5	0	0	0	0	0	0	0

X8	0	0	0	0	0	0	0
X6	0	0	0	0	0	0	0
Y17	0.2	0.1	0.2	0.1	0.2	0.1	0.4
Y16	0.2	0.1	0.2	0.1	0.2	0.1	0.4
Y15	0.2	0.1	0.2	0.1	0.2	0.1	0.4
Y14	0.3	0.1	0.2	0.1	0.3	0.1	0
Y13	0.4	0.1	0.3	0.2	0.4	0.1	0
Y12	0.4	0.1	0.3	0.2	0.4	0.1	0
Y11	0.3	0.1	0.3	0.1	0.3	0.1	0
Y10	0.4	0.1	0.3	0	0	0	0
Y9	0.4	0.1	0.4	0	0	0	0
Y8	0.3	0.1	0.2	0	0	0	0
Y3	0.4	0.2	0.3	0	0	0	0
Y2	0.4	0.2	0.3	0	0	0	0
Y1	0.4	0.2	0.2	0	0	0	0
Y7	0.3	0.1	0.2	0	0	0	0
Y6	0.4	0.1	0.2	0	0	0	0
Y5	0.3	0.1	0.2	0	0	0	0
Y4	0.4	0.1	0.2	0	0	0	0

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

			M.I.	Par Change
Problem_Solving	<-->	Policy	34.145	.195
Personal_Interaction	<-->	Policy	22.528	.150
Personal_Interaction	<-->	Problem_Solving	20.062	.197
Reliability	<-->	Policy	40.592	.132
Reliability	<-->	Problem_Solving	23.200	.137
Reliability	<-->	Personal_Interaction	17.574	.114
Z2	<-->	Z1	12.203	-.040
e19	<-->	e24	4.093	.028
e22	<-->	Z2	4.288	-.029
e22	<-->	e23	4.040	.036
e22	<-->	e24	8.346	-.042
e16	<-->	Problem_Solving	4.040	.088

			M.I.	Par Change
e16	<-->	Reliability	7.280	.073
e16	<-->	e23	8.014	.085
e16	<-->	e27	4.438	.065
e16	<-->	e26	5.593	-.082
e16	<-->	e15	8.691	-.103
e17	<-->	Problem_Solving	7.313	.112
e17	<-->	Reliability	4.466	.054
e17	<-->	Z2	5.054	.051
e17	<-->	e26	5.452	.076
e17	<-->	e22	10.440	-.075
e18	<-->	Personal_Interaction	4.933	.090
e18	<-->	Z1	4.636	.042
e18	<-->	e22	5.162	.055
e18	<-->	e16	4.927	.089
e12	<-->	Policy	6.470	.102
e12	<-->	Personal_Interaction	10.346	.170
e12	<-->	Reliability	5.529	.082
e12	<-->	e23	6.005	.094
e12	<-->	e16	4.389	.110
e14	<-->	Policy	11.270	.103
e14	<-->	Personal_Interaction	5.245	.093
e14	<-->	Reliability	8.188	.076
e14	<-->	e17	4.303	.079
e9	<-->	Policy	4.827	.073
e9	<-->	Problem_Solving	6.195	.116
e9	<-->	Reliability	4.466	.061
e9	<-->	e26	4.412	.078
e10	<-->	e26	5.849	-.076
e10	<-->	e25	5.148	.058
e11	<-->	Policy	4.837	.063

			M.I.	Par Change
e11	<-->	Reliability	4.924	.055
e11	<-->	e12	9.535	.149
e5	<-->	e23	6.018	-.082
e5	<-->	e26	5.689	.091
e5	<-->	e15	9.497	.120
e5	<-->	e16	6.136	-.113
e5	<-->	e17	6.972	.114
e5	<-->	e18	4.626	-.096
e5	<-->	e9	5.446	.113
e6	<-->	e19	6.434	-.059
e6	<-->	e16	6.625	.103
e7	<-->	Problem_Solving	5.494	.104
e7	<-->	e18	7.848	.114
e8	<-->	Policy	6.070	.065
e8	<-->	e14	4.578	.073
e1	<-->	e25	4.604	-.050
e3	<-->	Z2	6.347	.057
e3	<-->	e25	8.210	.077
e4	<-->	e15	8.450	-.099
e4	<-->	e5	5.769	-.106

Variances: (Group number 1 - Default model)

		M.I.	Par Change

Regression Weights: (Group number 1 - Default model)

		M.I.	Par Change
Y3	<--- X5	4.908	.121
Y2	<--- X3	6.809	.129

	M.I.	Par Change
X19 <--- X6	4.756	-.078
X22 <--- Y1	4.807	-.123
X22 <--- X17	5.647	-.092
X15 <--- X16	4.759	-.133
X15 <--- X5	6.308	.139
X15 <--- X4	5.679	-.152
X16 <--- Problem_Solving	5.439	.226
X16 <--- Reliability	10.542	.439
X16 <--- Physical_aspect	13.185	.480
X16 <--- Customer_Satisfaction	15.847	.528
X16 <--- Customer_Loyalty	9.522	.373
X16 <--- X23	20.773	.413
X16 <--- Y4	10.071	.231
X16 <--- Y2	7.936	.241
X16 <--- X19	5.877	.250
X16 <--- X20	6.985	.263
X16 <--- X21	7.379	.253
X16 <--- X22	13.999	.367
X16 <--- X15	5.126	-.191
X16 <--- X12	7.689	.167
X16 <--- X11	4.038	.152
X16 <--- X6	13.397	.226
X16 <--- X7	5.625	.160
X16 <--- X8	4.507	.173
X16 <--- X1	9.054	.255
X16 <--- X4	6.983	.196
X17 <--- Problem_Solving	6.704	.237
X17 <--- Reliability	4.020	.256

	M.I.	Par Change
X17 <--- Physical_aspect	5.616	.297
X17 <--- Customer_Loyalty	5.305	.264
X17 <--- Y4	5.771	.165
X17 <--- Y3	10.735	.222
X17 <--- Y1	6.613	.230
X17 <--- X12	4.457	.120
X17 <--- X14	7.091	.179
X17 <--- X5	9.701	.191
X18 <--- Problem_Solving	5.771	.228
X18 <--- Personal_Interaction	7.055	.288
X18 <--- Reliability	4.397	.278
X18 <--- Physical_aspect	12.132	.452
X18 <--- Customer_Satisfaction	14.341	.493
X18 <--- Customer_Loyalty	5.991	.291
X18 <--- X23	6.579	.228
X18 <--- Y1	4.774	.202
X18 <--- X19	12.904	.364
X18 <--- X20	11.217	.327
X18 <--- X21	4.143	.186
X18 <--- X22	16.974	.397
X18 <--- X14	4.723	.151
X18 <--- X10	7.017	.211
X18 <--- X7	10.352	.212
X18 <--- X8	4.480	.169
X18 <--- X2	4.836	.202
X18 <--- X4	9.529	.225
X12 <--- Policy	6.628	.445
X12 <--- Personal_Interaction	12.962	.508

	M.I.	Par Change
X12 <--- Reliability	10.186	.551
X12 <--- Physical_aspect	10.724	.553
X12 <--- Customer_Satisfaction	13.809	.629
X12 <--- Customer_Loyalty	8.896	.461
X12 <--- X23	16.963	.476
X12 <--- Y4	6.367	.235
X12 <--- Y3	5.629	.217
X12 <--- Y2	4.253	.226
X12 <--- Y1	4.243	.248
X12 <--- X19	7.598	.364
X12 <--- X20	6.196	.317
X12 <--- X21	9.301	.364
X12 <--- X22	4.134	.255
X12 <--- X16	9.096	.273
X12 <--- X17	5.915	.202
X12 <--- X9	4.261	.186
X12 <--- X11	15.115	.376
X12 <--- X5	6.822	.216
X12 <--- X6	11.062	.263
X12 <--- X1	7.585	.298
X12 <--- X2	4.141	.243
X12 <--- X4	4.229	.195
X14 <--- Policy	11.228	.447
X14 <--- Personal_Interaction	5.279	.250
X14 <--- Reliability	9.953	.419
X14 <--- Physical_aspect	6.402	.328
X14 <--- Customer_Satisfaction	9.920	.411
X14 <--- Customer_Loyalty	12.270	.417

	M.I.	Par Change
X14 <--- Y4	8.399	.208
X14 <--- Y3	6.886	.185
X14 <--- Y2	4.854	.186
X14 <--- Y1	13.615	.343
X14 <--- X19	5.130	.230
X14 <--- X20	7.272	.264
X14 <--- X21	7.139	.245
X14 <--- X17	11.299	.215
X14 <--- X18	7.187	.195
X14 <--- X9	6.981	.184
X14 <--- X6	5.901	.148
X14 <--- X7	10.048	.210
X14 <--- X8	11.687	.274
X9 <--- Policy	4.918	.321
X9 <--- Problem_Solving	8.990	.310
X9 <--- Reliability	7.549	.397
X9 <--- Physical_aspect	10.725	.462
X9 <--- Customer_Satisfaction	14.039	.530
X9 <--- Customer_Loyalty	12.298	.453
X9 <--- Y4	6.751	.202
X9 <--- Y3	13.863	.285
X9 <--- Y1	10.643	.329
X9 <--- X19	9.010	.331
X9 <--- X20	11.936	.367
X9 <--- X21	12.021	.345
X9 <--- X22	4.303	.217
X9 <--- X17	4.503	.147
X9 <--- X14	8.533	.221

	M.I.	Par Change
X9 <--- X5	10.862	.228
X9 <--- X6	6.694	.171
X9 <--- X2	5.911	.242
X9 <--- X3	4.378	.161
X10 <--- Y2	6.767	.204
X10 <--- X8	4.273	.154
X11 <--- Policy	4.644	.268
X11 <--- X23	4.685	.180
X11 <--- X16	5.488	.153
X11 <--- X17	4.271	.123
X11 <--- X12	9.940	.174
X11 <--- X6	4.087	.115
X5 <--- Policy	4.007	.301
X5 <--- Y3	4.277	.165
X5 <--- X15	11.875	.323
X5 <--- X17	6.113	.178
X5 <--- X9	4.061	.158
X6 <--- X16	7.232	.186
X6 <--- X12	6.318	.148
X7 <--- Problem_Solving	4.624	.210
X7 <--- X18	9.903	.235
X7 <--- X14	4.958	.160
X8 <--- Policy	6.060	.283
X8 <--- Y1	5.529	.189
X8 <--- X20	4.223	.174
X8 <--- X17	5.388	.128
X8 <--- X18	5.131	.142
X8 <--- X14	4.878	.133

	M.I.	Par Change
X8 <--- X10	5.992	.169
X3 <--- Y2	6.683	.211
X3 <--- X15	4.087	.163
X4 <--- X15	8.285	-.235
X4 <--- X5	4.444	-.132

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	65	576.891	313	.000	1.843
Saturated model	378	.000	0		
Independence model	27	2307.332	351	.000	6.574

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.750	.720	.868	.849	.865
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.892	.669	.771
Saturated model	.000	.000	.000

Independence model	1.000	.000	.000
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NCP

Model	NCP	LO 90	HI 90
Default model	263.891	200.319	335.288
Saturated model	.000	.000	.000

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	4.273	1.955	1.484	2.484
Saturated model	.000	.000	.000	.000
Independence model	17.091	14.491	13.393	15.644

AIC

Model	AIC	BCC	BIC	CAIC
Default model	706.891	740.909	896.213	961.213
Saturated model	756.000	953.832	1856.984	2234.984
Independence model	2361.332	2375.463	2439.974	2466.974

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	5.236	4.765	5.765	5.488
Saturated model	5.600	5.600	5.600	7.065

Independence model	17.491	16.393	18.644	17.596
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HOELTER

Model	HOELTER .05	HOELTER .01
Default model	84	88
Independence model	24	25

Execution time summary

Minimization: .016

Miscellaneous: .922

Bootstrap: .000

Total: .938