

DAFTAR PUSTAKA

- Ahmed, M., & Islam, R. a. (2006). *Developing quality healthcare software using quality function deployment: A case study based on Sultan Qaboos University Hospital*. International Jurnal Business Information Systems , 1 (408-425), 408.
- Amran, Tiena Agustina. *Analisis model kepuasan kerja dalam organisasi Jasa dengan Struktural Equation Modelling (SEM)*. Universitas Trisakti. Eksekutif, Volume 6 No.1. 2009
- Andini, Rita. *Analisis Pengaruh Kepuasan Gaji, Kepuasan Kerja, Komitmen Organisasional Terhadap Turnover Intention*. Semarang. 2006.
- Boshoff C, Mels G: *A causal model to evaluate the relationships among supervision, role stress, organizational commitment and internal service quality*. European Journal of marketing 1995, 29:23-42
- Chen CK, Lin YH, Ho CS: *Research on the relationship between internal marketing and medical personnel's turnover intension in the situation of a dangerous outbreak of illness like SARS. - A regional Hospital for example*. *Cheng Chin Med J* 2006, 2(4):28-36.
- Cooper, J., Cronin J (2000). *Internal Marketing A Competitive Strategy for The Long-Term Care Industry*. Journal of Business Research
- Donabedian, A. (2005). *Evaluating the Quality of Medical Care. The Milbank Quartely* , 83, 691-929.
- Dudek-Burlikowska, M. (2011). *Application of estimation method of customer's satisfaction in enterprise focused on quality*. Journal of Achievements in Materials and Manufacturing Engineering , 47 (1), 83-96.
- Fitriani, L. K. (2008). *Analisis Kualitas Pelayanan dengan Penerapan Metode Quality Function Deployment pada Pasien Unit Rawat Jalan Poliklinik Penyakit Badan Rumah Sakit Umum Daerah " 45 " Kuningan*. Equilibrium , 4, 36-53.
- George Pooja, E. (2008). *Customer Experience Management—A Marketing Initiative*. Dalam A.V. Srinivasan (Penyunt.), *Managing a Modern Hospital* (hal. 173). New Delhi: Response Books.
- George WR: *Internal marketing and organizational behavior: a partnership in developing customer-conscious employees at every level*. *J Bus Res* 1990, 20(1):63-70.

- Haryo, S. (2006). *Meningkatkan kualitas layanan industri jasa melalui pendekatan metode servqual - six sigma atau servqual - QFD*. Jati Undip , 1, 1.
- Hofman, P., & Worsfold, E. (1997, May). *Quality/Selection Definitions, Models and Methode in Use*. Development of European Service for Information on Research and Education .
- Ho W, Chang C, Shih Y, Liang R. *Effects of job rotation and role stress among nurses on job satisfaction and organizational commitment*, BMC Health Services (2009)
- Husna, A. R., & Sumarliyah, E. T. (2005). *Hubungan komunikasi terapetuik terhadap kepuasan pasien dalam pelayanan keperawatan di Rumah sakit Siti Khodijah sepajang*. Surabaya: UMS .
- James S. Lawson, A. R. (2000). *From Clinician to Manager*. Sidney: McGraw-Hill Book Company.
- Jan Walburg, H. B. (2006). *Performance Management in Health Care, Improving patient outcomes: an integrated approach*. London and New York: Routledge.
- Kartika, E.W dan Kaihatu, T.S. *Analisis Pengaruh Motivasi Kerja Terhadap Kepuasan Kerja (Studi Kasus Pada Karyawan Restoran di Pakuwon Fodd Festival Surabaya)*. Jurnal Manajemen dan Kewirausahaan, Vo. 12, No. 1, Maret 2010.
- Kelly, D. L. (2006). *Applying Quality Management in healthcare, A system Approach* (second ed.). Washington, DC: Health Administration Press, AUPHA Press.
- Kitcharoen, K. (2004). *The Importance-Performance Analysis of Service Quality Administrative Departments of Private Universities in Thailand*. *ABAC Journal* , 24, 20-46.
- Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran*. Dalam A. Maulana, & W. Hardani (Penyunt.). Yogyakarta: Penerbit Erlangga.
- Kurniawan, H. (2007). *Indikator-Indikator Pelayanan Rumah Sakit*. Jakarta: www.heryant.web.ugm.ac.id.
- Laruffa, J. B. (2006). *Patient Satisfaction, a Tool to Help Improve Patient-Centered Quality Service at New York Methodist Hospital*. New York: Binghamton University.

- Lawson, J. S., Rotem, A., & Bates, P. W. (2000). *From Clinician to Manager*. Sydney: McGraw - Hill Book Company.
- Lilo Sintani (2009). *Komitmen Manajemen, Pemasaran Internal, Kepuasan Kerja Karyawan dalam Mempengaruhi Kualitas Pelayanan Rumah Sakit*. Fakultas Ekonomi Universitas Palangkaraya.
- Maria, I., & Kurnia, E. (2012). *Kepatuhan perawat dalam melaksanakan standar prosedur operasional pemasangan infus terhadap phlebitis*. Kediri: stikespbaptisjurnal.com.
- Ming Yeh, T. (2010). *Determining medical service improvement priority by*. African Journal of Business Management , 4(12), 2543-2545.
- Muchlasin. (2004). *Analisis pengaruh kompetensi interpersonal perawat terhadap persepsi kepuasan pasien rawat inap di RSUD Batang*. Semarang: Program Pascasarjana, Universitas Diponegoro.
- Nurcaya, I. N. (2007). *Analisis Kualitas Pelayanan Rumah Sakit di Propinsi Bali*. Denpasar: Fakultas Ekonomi Universitas Udayana.
- Puspita, I. (2009). *Hubungan persepsi pasien tentang kualitas pelayanan dengan citra Rumah Sakit Umum Daerah Kabupaten Aceh Tamiang*. Medan: FKM USU.
- Rafiq M, Ahmed P: *Advances in the internal marketing concept: definition, synthesis and extension*. J Serv Market 2000, 14(6):449-462.
- Rahmqvist, M., & Claudia Bara, A. (2010). Patient characteristics and quality dimensions related to patients satisfaction. International journal for quality in health care , 22 (2), 86-92.
- Ratna Sitorus, R. P. (2011). *Manajemen Keperawatan, Manajemen Keperawatan di Ruang Rawat Inap*. Jakarta: Sagung Seto.
- Robbins, S. P. (1996). *Organization Behavior Concept, Controversies, and Applications*. Englewood Cliffs, NJ: Prentice-Hall.
- Shiu Y-M, Yu T-W: *Internal marketing, organisational culture, job satisfaction, and organisational performance in non-life insurance*. The Serv Indus J 2010, 30(6):793-809.
- Sianturi, H. P., & singgih, M. L. (2011). *Peningkatan Kualitas Pelayanan Kesehatan Pasien Unit Instalasi Rawat jalan Rumkital Dr. Ramelan Surabaya dengan Menggunakan Metode Selvqual dan QFD*. Prosiding Seminar Nasional Manajemen Teknologi XIV .

- Sihombing, Sabrina O. and Maredo Gustam. (2007). *The Effects of Internal Marketing on Job Satisfaction and Organizational Commitment: An Empirical Study in a University Setting*. The 1st PPM National Conference on Management Research.
- Snipes, L.R., dkk. (2005). *The Effects of Spesifict Job Satisfaction Facets on Customer Perceptions of Services Quality: An Employee-Level Analysis*. Journal of Business Research.
- Stephan M. Shortell, A. D. (2000). *Health Care Management Organization Design and Behavior*. California: Delmar Thomson Learning.
- Suhardi. (2009). *Analisis kesesuaian antara harapan dan kenyataan mutu pelayanan yang diterima di unit rawat inap RSUD Dr. Raden Soedjati Soemodiardjo Kab. Grobogan*. Semarang: Universitas Diponegoro.
- Suki, N. M., & Suki, N. M. (2011). Patient Satisfaction, Trust, Commitment and Loyalty toward Doctors. *International Conference on Sociality and Economics Development*, 0
- Sukotjo, H. (2005). *Pengaruh Orientasi Riset Pemasaran, Komitmen Manajemen, Pemasaran Internal dan Kepuasan Kerja terhadap Kualitas Pelayanan, Kepuasan Pelanggan dan Loyalitas Pelanggan*. Disertasi Universitas Brawijaya Malang. Jawa Timur
- Tjiptono, F. (2011). *Service Management, Mewujudkan Pelayanan Prima*. Yogyakarta: Penerbit Andi.
- Tjiptono, F., & Gregorius, C. (2011). *Srvice, Quality & Satisfaction* (3 ed.). Yogyakarta: C.V Andi Offset.
- Trisnantoro, L. (2009). *Memahami Penggunaan Ilmu Ekonomi dalam Manajemen Rumah Sakit*. Yogyakarta: Gadjah Mada University Press.
- Tunggal, H. S. (2010). *Himpunan Undang-Undang Kesehatan dan Rumah Sakit*. Jakarta: Harvarindo.
- Veithzal Rivai, E. J. (2011). *Manajemen Sumber Daya Manusia untuk Perusahaan, Dari Teori ke Praktek* (2 ed.). Jakarta: Rajawali Pers.
- Widiharti, Sunaryo, & Purwaningsih. (2011). pengembangan strategi peningkatan mutu pelayanan keperawatan berdasarkan analisis posisi perilaku caring dengan jendela pelanggan. *Jurnal Ners*, 6 (1), 21-30.

Lampiran 1.**KUESIONER****A. DATA RESPONDEN**

Sebelum menjawab pertanyaan kuesioner ini, mohon Saudara mengisi data berikut terlebih dahulu. (Jawaban yang Saudara berikan akan diperlakukan secara rahasia)

Lingkari untuk menjawab pilihan Saudara.

- a) Jabatan (ditulis) :
- b) Jenis Kelamin : 1.Laki – laki 2. Perempuan
- c) Masa/lama Kerja : 1. Dibawah 5 thn
2. 5-10 thn
3. 11-15 thn
4. 16-20 thn
5. diatas 21 thn
- d) Berapa usia anda saat ini : 1. Dibawah 30 thn
2. 30-40 thn
3. 41-50 thn
4. diatas 50 thn
- e) Pendidikan terakhir : 1. Tamat DIII
2. Tamat S1
3. Lainnya,.....

f) Apa status kepegawaian saudara di tempat kerja sekarang ?

1. Pegawai tetap
2. Pegawai Kontrak
3. Pegawai magang

B. PETUNJUK PENGISIAN KUESIONER

1. Responden diharapkan membaca terlebih dahulu diskripsi masing– masing pertanyaan sebelum memberikan jawaban.
2. Responden dapat memberikan jawaban dengan memberikan tanda (√) pada salah satu pilihan jawaban tersedia. **Hanya satu jawaban saja yang dimungkinkan untuk setiap pertanyaan.**
3. Pada masing – masing pertanyaan terdapat empat alternatif jawaban yang mengacu pada teknik skala likert, yaitu :
 - Sangat Setuju (SS) = 4
 - Setuju (S) = 3
 - Tidak Setuju (TS) = 2
 - Sangat Tidak Setuju (STS) = 1
4. Data responden dan semua informasi yang diberikan akan dijamin kerahasiaannya, oleh sebab itu dimohon untk mengisi kuesioner dengan sebenarnya dan seobjektif mungkin.

DAFTAR KUESIONER KARYAWAN
Analisis Pengaruh Pemasaran Internal dan Komitmen Organisasi Terhadap
Kualitas Pelayanan di RSUD K. H. Hayyung Kepulauan Selayar

1.KUESIONER PEMASARAN INTERNAL

No	Pernyataan	Alternatif Jawaban			
		SS	S	TS	STS
Pendidikan dan Pelatihan Karyawan					
1	Rumah sakit memberikan kesempatan yang sama pada semua karyawan untuk melakukan pendidikan dan pelatihan				
2.	Rumah sakit mempersiapkan karyawan untuk melakukan pelayanan dengan baik				
3.	Rumah sakit memandang pengembangan pengetahuan dan keterampilan dalam karyawan sebagai investasi				
Pemberdayaan Karyawan					
1.	Rumah sakit mengajarkan karyawan "mengapa harus melakukan hal-hal" dan bukan "bagaimana harus melakukan hal-hal"				
2	Setiap karyawan memiliki otoritas untuk membuat keputusan sendiri sesuai dengan kewenangannya.				
3.	Setiap karyawan memiliki rasa tanggung jawab terhadap pekerjaannya.				
Penghargaan					
1.	Pemberian penghargaan kepada karyawan atas prestasi kerja				
2.	Pujian dari pelanggan atas pekerjaannya, membuat mereka ingin bekerja lebih baik lagi				
3.	Saya merasa pengakuan yang di dapat sesuai dengan pelayanan yang saya berikan				
Kerjasama Karyawan					
1.	Dorongan dari dalam diri karyawan untuk memperlihatkan prestasi kerja				
2.	Dorongan dari dalam diri karyawan untuk membantu pekerjaan karyawan lainnya				
3.	Adanya rasa percaya untuk menerima bantuan rekan kerja				

Imbalan					
1.	Karyawan yang baik adalah karyawan yang selalu mendapat peluang promosi				
2.	Karyawan mendapatkan bonus sesuai dengan hasil kerja				
3.	Imbalan yang diterima sesuai dengan risiko pekerjaan				

2.KUESIONER KEPUASAN KERJA

No	Pernyataan	Alternatif Jawaban			
		SS	S	TS	STS
A. Pekerjaan					
1.	Senang karena pekerjaan tidak bertentangan hati nurani				
2.	Kecewa karena tidak mandiri				
3.	Bahagia karena ikut berperan membantu pasien				
4.	Puas karena pekerjaan buat sibuk dan kurang waktu				
5.	Dapat bekerja baik karena beban kerja sesuai kemampuan				
B. Imbalan					
1	Puas karena gaji/imbalan sesuai				
2	Sistem pembagian gaji/imbalan yang diterima sesuai dengan profesi				
3	Sistem pembagian gaji/imbalan yang diterima sesuai dengan beban kerja				
4	Gaji/imbalan yang diterima selalu tepat waktu dan rutin				
5	Sistem pembagian gaji/imbalan yang diterima sebanding dengan resiko pekerjaan				
C. Kesempatan Promosi					
1	Tidak puas kebijakan promosi				
2	Bahagia karena pekerjaan janjikan status yang lebih baik				
3	Puas karena diberi kesempatan untuk maju				
4	Puas karena manajemen rumah sakit member kebijakan sesuatu yang berbeda				
5	Senang karena ada kesempatan kerjakan sesuatu yang berbeda				
D. Supervisi					
1	Puas terhadap sistem pengawasan oleh manajemen				

2	Puas karena atasan selalu memberi teguran				
3	Tidak puas dengan hasil penilaian kinerja oleh manajemen				
4	Puas karena pengawasan baik				
5	Puas karena atasan mudah dan mampu				

E. Rekan Kerja

1.	Senang karena harus kerjasama dengan rekan kerja				
2.	Hubungan dengan rekan kerja baik				
3.	Adanya rasa saling menghargai diantara rekan kerja				
4.	Adanya rasa saling membantu antar sejawat dan karyawan dalam penyelesaian tugas				
5.	Adanya rasa saling percaya diantara karyawan				

F. Pengakuan

1.	Hasil kerja yang baik mendapat pengakuan dari atasan				
2.	Atasan memberikan pujian kepada karyawan yang menyelesaikan tugas tepat waktu				
3.	Atasan member kritikan kepada karyawan bertujuan untuk memperbaiki kesalahan				
4.	Karyawan mendapatkan penghargaan karena hasil kerjanya				

G. Kondisi Kerja

1.	Karyawan Mentaati jam kerja yang berlaku				
2.	Jam kerja karyawan dimanfaatkan semaksimal mungkin				
3.	Peralatan yang menunjang pekerjaan tersedia dengan steril				
4.	Lingkungan rumah sakit bersih				

KUESIONER PENELITIAN PELANGGAN

“Analisis Pengaruh Pemasaran Internal dan Komitmen Organisasi Terhadap Kualitas
Pelayanan di RSUD K.H. Hayyung

Identitas Responden

1. No RM :
 2. Nama Responden :
 3. Jenis Kelamin : 1. Laki-laki 2. Perempuan
 4. Umur : Tahun
 5. Pendidikan :
 1. Tidak tamat SD
 2. SD
 3. SMP
 4. Diploma
 5. Sarjan
 6. Jenis Kunjungan : 1. Baru 2. Lama
 7. Pekerjaan :
 1. PNS
 2. TNI/POLRI
 3. Swasta
 4. Petani/nelayan
 5. Dan lain-lain(mohon disebutkan).....
- B. Waktu Wawancara : Tanggal.....Jam.....

DAFTAR KUESIONER PELANGGAN
Analisis Pengaruh Pemasaran Internal dan Komitmen Organisasi Terhadap
Kualitas Pelayanan di RSUD K. H. Hayyung Kepulauan Selayar

No	Pernyataan	Alternatif Jawaban			
		SB	B	TB	STB
Lingkungan Rumah Sakit					
1	Kebersihan lingkungan rumah sakit				
2.	Kenyamanan dan keteraturan ruangan di rumah sakit				
3.	Keadaan alat atau barang di dalam ruang perawatan				
Aktifitas					
1.	Dokter melakukan pemeriksaan secara berkala				
2.	Dokter memeriksa keadaan pasien dengan teliti				
3	Perawat cepat tanggap dalam menerima keluhan pasien				
Individual					
1.	Selama perawatan pasien tidak diharuskan memakai seragam dari rumah sakit				
2.	Ruang perawatan masing memiliki fasilitas yang bisa dirasakan pasien				
3	Bagaimana pendapat anda tentang kerapihan dokter, perawat dan staff				
Privasi					
1.	Hak pasien terpenuhi				
2.	Ketersediaan akses pribadi untuk pasien				
3.	Keamanan pasien selama masa perawatan				
Kebutuhan Fisik dan Mental					
1.	Perlindungan hukum bagi pasien dan karyawan				
2.	Tingkat pengetahuan karyawan tentang agama				
Akses Masyarakat					
1.	Kestrategisan dan kemudahn dalam menjangkau lokasi rumah sakit				
2.	Kemudahan mendapat ruang pelayanan				

3.	Kemudahan dalam mendapatkan ruang perawatan				
4.	Pelayanan diberikan kepada semua pasien tanpa memandang status				

Hubungan/Staff					
1.	Petugas bersikap baik terhadap pasien				
2.	Kerjasama antar dokter dan perawat dalam penanganan pasien				
Pencatatan					
1.	Pasien mudah mendapatkan informasi dari petugas tentang riwayat penyakit yang bersangkutan				
2.	Kerahasiaan riwayat pasien terjaga				

Lampiran 3. Frekuensi Jawaban Responden

```
GET FILE='D:\Dian Tesis\Hasil Kuisisioner Karyawan.sav'.
FREQUENCIES VARIABLES=JK MK US PT SK /ORDER=ANALYSIS.
```

Frequencies

Notes		
Output Created		04-May-2013 21:01:54
Comments		
Input	Data	D:\Dian Tesis\Hasil Kuisisioner Karyawan.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	120
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=JK MK US PT SK /ORDER=ANALYSIS.
Resources	Processor Time	0:00:00.015
	Elapsed Time	0:00:00.015

[DataSet3] D:\Dian Tesis\Hasil Kuisisioner Karyawan.sav

Statistics						
		Jenis Kelamin	Masa/Lama Kerja	Usia	Pendidikan Terakhir	Status Kepegawaian
N	Valid	120	120	120	120	120
	Missing	0	0	0	0	0

Frequency Table

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	43	35.8	35.8	35.8
Perempuan	77	64.2	64.2	100.0
Total	120	100.0	100.0	

Masa/Lama Kerja

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Dibawah 5 Tahun	63	52.5	52.5	52.5
5-10 Tahun	36	30.0	30.0	82.5
11-15 Tahun	17	14.2	14.2	96.7
16-20 Tahun	2	1.7	1.7	98.3
Diatas 21 Tahun	2	1.7	1.7	100.0
Total	120	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Dibawah 30 Tahun	51	42.5	42.5	42.5
30-40 Tahun	53	44.2	44.2	86.7
41-50 Tahun	14	11.7	11.7	98.3
Diatas 50 Tahun	2	1.7	1.7	100.0
Total	120	100.0	100.0	

Pendidikan Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Tamat DIII	57	47.5	47.5	47.5
Tamat S1	58	48.3	48.3	95.8
Lainya	5	4.2	4.2	100.0
Total	120	100.0	100.0	

Status Kepegawaian

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pegawai Tetap	103	85.8	85.8	85.8
Pegawai Kontrak	17	14.2	14.2	100.0
Total	120	100.0	100.0	

```
GET FILE='D:\Dian Tesis\Hasil Kuisisioner Pasien.sav'. SAVE
OUTFILE='D:\Dian Tesis\Hasil Kuisisioner Pasien.sav' /COMPRESSED.
GET FILE='D:\Dian Tesis\Hasil Kuisisioner Karyawan.sav'. SAVE
OUTFILE='D:\Dian Tesis\Hasil Kuisisioner Karyawan.sav' /COMPRESSED.
DATASET ACTIVATE DataSet1. DATASET CLOSE DataSet2. FREQUENCIES
VARIABLES=JK UMR DIDIK PKR /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		04-May-2013 20:59:43
Comments		
Input	Data	D:\Dian Tesis\Hasil Kuisisioner Pasien.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	120
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=JK DIDIK PKR /ORDER=ANALYSIS.
Resources	Processor Time	0:00:00.000
	Elapsed Time	0:00:00.000

[DataSet1] D:\Dian Tesis\Hasil Kuisisioner Pasien.sav

Statistics

	Jenis kelamin	Pendidikan	Pekerjaan
N Valid	120	120	120
Missing	0	0	0

Frequency Table

Jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	55	45.8	45.8	45.8
	perempuan	65	54.2	54.2	100.0
	Total	120	100.0	100.0	

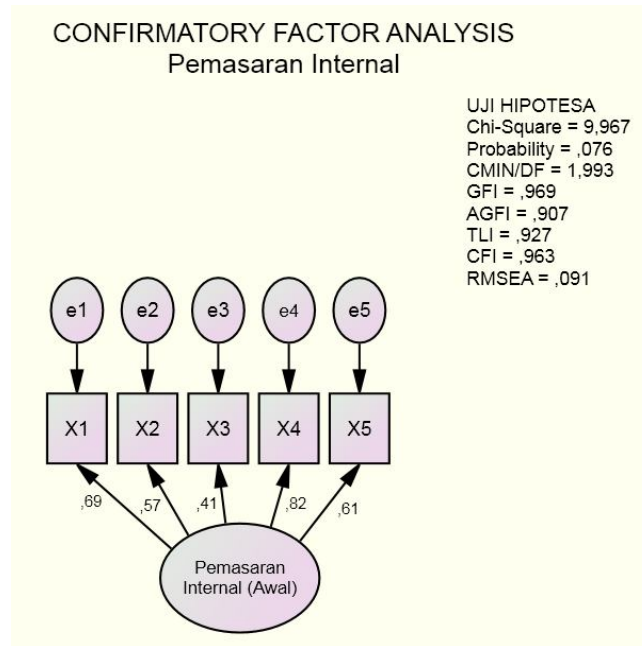
Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak tamat SD	14	11.7	11.7	11.7
	SD	12	10.0	10.0	21.7
	SMP	9	7.5	7.5	29.2
	SMA	34	28.3	28.3	57.5
	Diploma/Sarjana	51	42.5	42.5	100.0
	Total	120	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS	55	45.8	45.8	45.8
	TNI/POLRI	2	1.7	1.7	47.5
	Swasta	13	10.8	10.8	58.3
	Petani/nelayan	21	17.5	17.5	75.8
	lain-lain	29	24.2	24.2	100.0
	Total	120	100.0	100.0	

Lampiran 4. Confirmatory Factor Analysis



Notes for Group (Group number 1)

The model is recursive.

Sample size = 120

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X2

X3

X4

X1

X5

Unobserved, exogenous variables

e2

e3

e4

e1

Pemasaran_Internal (Awal)

e5

Variable counts (Group number 1)

Number of variables in your model:	11
Number of observed variables:	5
Number of unobserved variables:	6
Number of exogenous variables:	6
Number of endogenous variables:	5

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	6	0	0	0	0	6
Labeled	0	0	0	0	0	0
Unlabeled	4	0	6	0	0	10
Total	10	0	6	0	0	16

Notes for Model (Default model)**Computation of degrees of freedom (Default model)**

Number of distinct sample moments:	15
Number of distinct parameters to be estimated:	10
Degrees of freedom (15 - 10):	5

Result (Default model)

Minimum was achieved
 Chi-square = 9,967
 Degrees of freedom = 5
 Probability level = ,076

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

	Estimate	S.E.	C.R.	P	Label
X2 <--- Pemasaran_Internal (Awal)	1,000				
X3 <--- Pemasaran_Internal (Awal)	,785	,218	3,606	***	
X4 <--- Pemasaran_Internal (Awal)	1,594	,289	5,520	***	
X1 <--- Pemasaran_Internal (Awal)	1,295	,247	5,254	***	
X5 <--- Pemasaran_Internal (Awal)	1,405	,288	4,884	***	

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

	Estimate
X2 <--- Pemasaran_Internal (Awal)	,567
X3 <--- Pemasaran_Internal (Awal)	,407

	Estimate
X4 <--- Pemasaran_Internal (Awal)	,815
X1 <--- Pemasaran_Internal (Awal)	,693
X5 <--- Pemasaran_Internal (Awal)	,613

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Pemasaran_Internal (Awal)	,141	,047	3,021	,003	
e2	,297	,044	6,796	***	
e3	,437	,060	7,341	***	
e4	,180	,047	3,850	***	
e1	,255	,044	5,806	***	
e5	,461	,071	6,528	***	

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	10	9,967	5	,076	1,993
Saturated model	15	,000	0		
Independence model	5	145,886	10	,000	14,589

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,030	,969	,907	,323
Saturated model	,000	1,000		
Independence model	,176	,614	,421	,409

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,932	,863	,965	,927	,963
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,500	,466	,482
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	4,967	,000	18,066

Model	NCP	LO 90	HI 90
Saturated model	,000	,000	,000
Independence model	135,886	100,492	178,725

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,084	,042	,000	,152
Saturated model	,000	,000	,000	,000
Independence model	1,226	1,142	,844	1,502

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,091	,000	,174	,172
Independence model	,338	,291	,388	,000

AIC

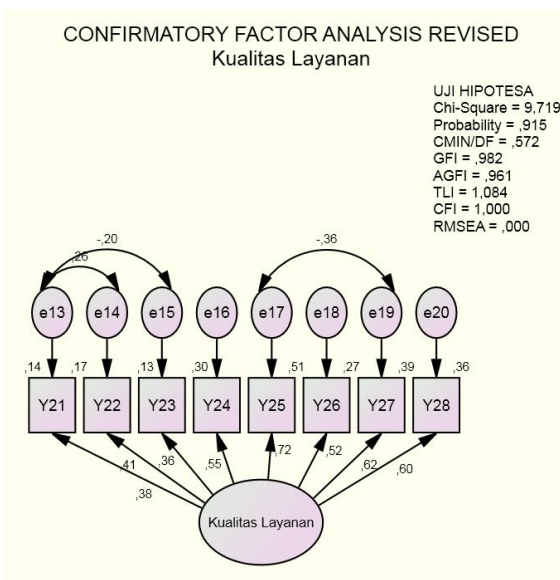
Model	AIC	BCC	BIC	CAIC
Default model	29,967	31,029	57,842	67,842
Saturated model	30,000	31,593	71,812	86,812
Independence model	155,886	156,417	169,823	174,823

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,252	,210	,362	,261
Saturated model	,252	,252	,252	,265
Independence model	1,310	1,013	1,670	1,314

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	133	181
Independence model	15	19

**Notes for Group (Group number 1)**

The model is recursive.

Sample size = 120

Variable Summary (Group number 1)**Your model contains the following variables (Group number 1)**

Observed, endogenous variables

Y22

Y23

Y24

Y21

Y25

Y26

Y27

Y28

Unobserved, exogenous variables

e14

e15

e16

e13

Kualitas Layanan

e17

e18

e19

e20

Variable counts (Group number 1)

Number of variables in your model:	17
Number of observed variables:	8
Number of unobserved variables:	9
Number of exogenous variables:	9
Number of endogenous variables:	8

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	9	0	0	0	0	9
Labeled	0	0	0	0	0	0
Unlabeled	7	3	9	0	0	19
Total	16	3	9	0	0	28

Notes for Model (Default model)**Computation of degrees of freedom (Default model)**

Number of distinct sample moments:	36
Number of distinct parameters to be estimated:	19
Degrees of freedom (36 - 19):	17

Result (Default model)

Minimum was achieved

Chi-square = 9,719

Degrees of freedom = 17

Probability level = ,915

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

	Estimate	S.E.	C.R.	P	Label
Y22 <--- Kualitas Layanan	1,000				
Y23 <--- Kualitas Layanan	,605	,214	2,828	,005	
Y24 <--- Kualitas Layanan	1,592	,444	3,583	***	
Y21 <--- Kualitas Layanan	,717	,211	3,405	***	
Y25 <--- Kualitas Layanan	1,856	,491	3,779	***	

	Estimate	S.E.	C.R.	P	Label
Y26 <--- Kualitas Layanan	1,194	,341	3,505	***	
Y27 <--- Kualitas Layanan	1,655	,463	3,578	***	
Y28 <--- Kualitas Layanan	1,760	,473	3,721	***	

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

	Estimate
Y22 <--- Kualitas Layanan	,408
Y23 <--- Kualitas Layanan	,356
Y24 <--- Kualitas Layanan	,547
Y21 <--- Kualitas Layanan	,376
Y25 <--- Kualitas Layanan	,716
Y26 <--- Kualitas Layanan	,521
Y27 <--- Kualitas Layanan	,623
Y28 <--- Kualitas Layanan	,600

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e14 <--> e13	,097	,037	2,598	,009	
e17 <--> e19	-,127	,049	-2,605	,009	
e15 <--> e13	-,054	,025	-2,203	,028	

Correlations: (Group number 1 - Default model)

	Estimate
e14 <--> e13	,258
e17 <--> e19	-,356
e15 <--> e13	-,204

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kualitas Layanan	,095	,045	2,089	,037	
e14	,475	,065	7,336	***	
e15	,239	,032	7,443	***	
e16	,564	,082	6,896	***	
e13	,297	,040	7,403	***	
e17	,311	,065	4,828	***	
e18	,364	,052	7,010	***	
e19	,411	,072	5,695	***	
e20	,524	,079	6,600	***	

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

	Estimate
Y28	,360
Y27	,388
Y26	,271
Y25	,512
Y21	,141
Y24	,299
Y23	,127
Y22	,167

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

	Estimate	S.E.	C.R.	P	Label
Y22 <--- Kualitas Layanan	1,000				
Y23 <--- Kualitas Layanan	,605	,214	2,828	,005	
Y24 <--- Kualitas Layanan	1,592	,444	3,583	***	
Y21 <--- Kualitas Layanan	,717	,211	3,405	***	
Y25 <--- Kualitas Layanan	1,856	,491	3,779	***	
Y26 <--- Kualitas Layanan	1,194	,341	3,505	***	
Y27 <--- Kualitas Layanan	1,655	,463	3,578	***	
Y28 <--- Kualitas Layanan	1,760	,473	3,721	***	

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

	Estimate
Y22 <--- Kualitas Layanan	,408
Y23 <--- Kualitas Layanan	,356
Y24 <--- Kualitas Layanan	,547
Y21 <--- Kualitas Layanan	,376
Y25 <--- Kualitas Layanan	,716
Y26 <--- Kualitas Layanan	,521
Y27 <--- Kualitas Layanan	,623
Y28 <--- Kualitas Layanan	,600

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e14 <--> e13	,097	,037	2,598	,009	

	Estimate	S.E.	C.R.	P	Label
e17 <--> e19	-,127	,049	-2,605	,009	
e15 <--> e13	-,054	,025	-2,203	,028	

Correlations: (Group number 1 - Default model)

	Estimate
e14 <--> e13	,258
e17 <--> e19	-,356
e15 <--> e13	-,204

Variiances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kualitas Layanan	,095	,045	2,089	,037	
e14	,475	,065	7,336	***	
e15	,239	,032	7,443	***	
e16	,564	,082	6,896	***	
e13	,297	,040	7,403	***	
e17	,311	,065	4,828	***	
e18	,364	,052	7,010	***	
e19	,411	,072	5,695	***	
e20	,524	,079	6,600	***	

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

	Estimate
Y28	,360
Y27	,388
Y26	,271
Y25	,512
Y21	,141
Y24	,299
Y23	,127
Y22	,167

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	19	9,719	17	,915	,572
Saturated model	36	,000	0		
Independence model	8	170,616	28	,000	6,093

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,022	,982	,961	,464
Saturated model	,000	1,000		
Independence model	,152	,646	,545	,502

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,943	,906	1,047	1,084	1,000
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,607	,573	,607
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	,000	,000	1,991
Saturated model	,000	,000	,000
Independence model	142,616	105,137	187,602

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,082	,000	,000	,017
Saturated model	,000	,000	,000	,000
Independence model	1,434	1,198	,884	1,576

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,000	,000	,031	,979
Independence model	,207	,178	,237	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	47,719	50,828	100,681	119,681
Saturated model	72,000	77,891	172,350	208,350

Model	AIC	BCC	BIC	CAIC
Independence model	186,616	187,925	208,916	216,916

ECVI

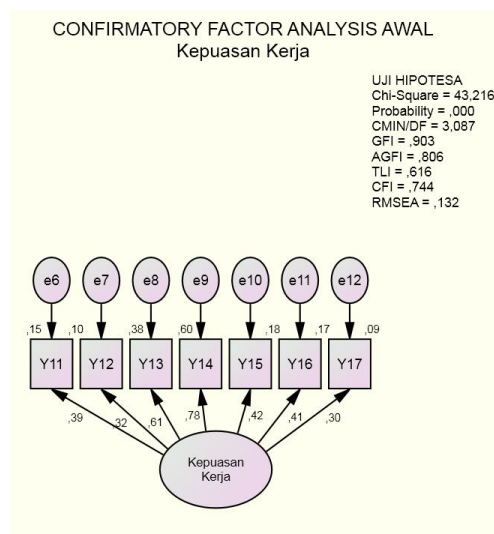
Model	ECVI	LO 90	HI 90	MECVI
Default model	,401	,462	,479	,427
Saturated model	,605	,605	,605	,655
Independence model	1,568	1,253	1,946	1,579

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	338	410
Independence model	29	34

Execution time summary

Minimization: ,031
 Miscellaneous: ,983
 Bootstrap: ,000
 Total: 1,014

**Notes for Group (Group number 1)**

The model is recursive.
 Sample size = 120

Variable Summary (Group number 1)**Your model contains the following variables (Group number 1)**

Observed, endogenous variables

Y12

Y13

Y14

Y11

Y15

Y16

Y17

Unobserved, exogenous variables

e7

e8

e9

e6

Kepuasan_Kerja

e10

e11

e12

Variable counts (Group number 1)

Number of variables in your model: 15

Number of observed variables: 7

Number of unobserved variables: 8

Number of exogenous variables: 8

Number of endogenous variables: 7

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	8	0	0	0	0	8
Labeled	0	0	0	0	0	0
Unlabeled	6	0	8	0	0	14
Total	14	0	8	0	0	22

Notes for Model (Default model)**Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 28

Number of distinct parameters to be estimated: 14

Degrees of freedom (28 - 14): 14

Result (Default model)

Minimum was achieved

Chi-square = 43,216

Degrees of freedom = 14

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
Y12 <--- Kepuasan_Kerja	1,000				
Y13 <--- Kepuasan_Kerja	1,396	,489	2,855	,004	
Y14 <--- Kepuasan_Kerja	2,050	,703	2,914	,004	
Y11 <--- Kepuasan_Kerja	,842	,343	2,452	,014	
Y15 <--- Kepuasan_Kerja	1,364	,537	2,541	,011	
Y16 <--- Kepuasan_Kerja	1,448	,576	2,515	,012	
Y17 <--- Kepuasan_Kerja	1,043	,487	2,140	,032	

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

	Estimate
Y12 <--- Kepuasan_Kerja	,321
Y13 <--- Kepuasan_Kerja	,614
Y14 <--- Kepuasan_Kerja	,775
Y11 <--- Kepuasan_Kerja	,389
Y15 <--- Kepuasan_Kerja	,422
Y16 <--- Kepuasan_Kerja	,412
Y17 <--- Kepuasan_Kerja	,298

Variiances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kepuasan_Kerja	,082	,053	1,544	,123	
e7	,715	,097	7,404	***	
e8	,264	,045	5,878	***	
e9	,229	,064	3,558	***	
e6	,327	,045	7,227	***	
e10	,702	,099	7,114	***	
e11	,840	,117	7,150	***	
e12	,913	,123	7,451	***	

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

	Estimate
Y17	,089
Y16	,170
Y15	,178
Y11	,151
Y14	,601
Y13	,377
Y12	,103

Model Fit Summary**CMIN**

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	14	43,216	14	,000	3,087
Saturated model	28	,000	0		
Independence model	7	135,119	21	,000	6,434

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,082	,903	,806	,452
Saturated model	,000	1,000		
Independence model	,153	,721	,628	,541

Baseline Comparisons

Model	NFI Delta1	RFI rho 1	IFI Delta2	TLI rho2	CFI
Default model	,680	,520	,759	,616	,744
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,667	,453	,496
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	29,216	13,103	52,944
Saturated model	,000	,000	,000
Independence model	114,119	81,074	154,664

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,363	,246	,110	,445
Saturated model	,000	,000	,000	,000
Independence model	1,135	,959	,681	1,300

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,132	,089	,178	,002
Independence model	,214	,180	,249	,000

AIC

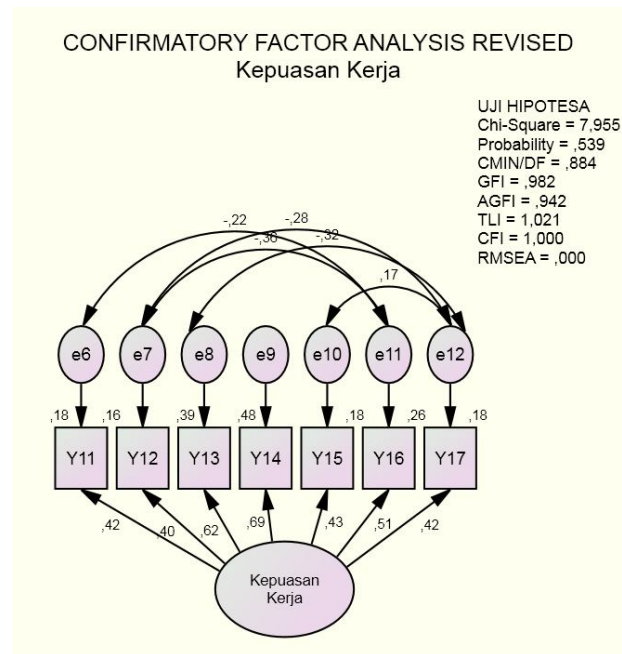
Model	AIC	BCC	BIC	CAIC
Default model	71,216	73,234	110,241	124,241
Saturated model	56,000	60,036	134,050	162,050
Independence model	149,119	150,128	168,632	175,632

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,598	,463	,798	,615
Saturated model	,471	,471	,471	,505
Independence model	1,253	,975	1,594	1,262

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	66	81
Independence model	29	35

**Notes for Group (Group number 1)**

The model is recursive.
 Sample size = 120

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

Y12

Y13

Y14

Y11

Y15

Y16

Y17

Unobserved, exogenous variables

e7

e8

e9

e6

Kepuasan_Kerja

e10

e11

e12

Variable counts (Group number 1)

Number of variables in your model:	15
Number of observed variables:	7
Number of unobserved variables:	8
Number of exogenous variables:	8
Number of endogenous variables:	7

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	8	0	0	0	0	8
Labeled	0	0	0	0	0	0
Unlabeled	6	5	8	0	0	19
Total	14	5	8	0	0	27

Notes for Model (Default model)**Computation of degrees of freedom (Default model)**

Number of distinct sample moments:	28
Number of distinct parameters to be estimated:	19
Degrees of freedom (28 - 19):	9

Result (Default model)

Minimum was achieved
 Chi-square = 7,955
 Degrees of freedom = 9
 Probability level = ,539

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

	Estimate	S.E.	C.R.	P	Label
Y12 <--- Kepuasan_Kerja	1,000				
Y13 <--- Kepuasan_Kerja	1,138	,341	3,335	***	
Y14 <--- Kepuasan_Kerja	1,471	,431	3,413	***	
Y11 <--- Kepuasan_Kerja	,734	,258	2,841	,004	
Y15 <--- Kepuasan_Kerja	1,108	,385	2,879	,004	
Y16 <--- Kepuasan_Kerja	1,433	,518	2,764	,006	
Y17 <--- Kepuasan_Kerja	1,178	,464	2,540	,011	

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

	Estimate
Y12 <--- Kepuasan_Kerja	,402
Y13 <--- Kepuasan_Kerja	,622
Y14 <--- Kepuasan_Kerja	,692
Y11 <--- Kepuasan_Kerja	,421
Y15 <--- Kepuasan_Kerja	,427
Y16 <--- Kepuasan_Kerja	,510
Y17 <--- Kepuasan_Kerja	,420

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e7 <--> e11	-,252	,075	-3,343	***	
e10 <--> e12	,127	,082	1,538	,124	
e8 <--> e12	-,149	,052	-2,852	,004	
e7 <--> e12	-,204	,077	-2,628	,009	
e6 <--> e11	-,108	,050	-2,163	,031	

Correlations: (Group number 1 - Default model)

	Estimate
e7 <--> e11	-,361
e10 <--> e12	,167
e8 <--> e12	-,322
e7 <--> e12	-,277
e6 <--> e11	-,224

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kepuasan_Kerja	,127	,068	1,876	,061	
e7	,658	,094	7,023	***	
e8	,260	,043	6,017	***	
e9	,299	,054	5,584	***	
e6	,317	,044	7,118	***	
e10	,698	,098	7,142	***	
e11	,742	,112	6,617	***	
e12	,823	,121	6,788	***	

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

	Estimate
Y17	,176
Y16	,260

	Estimate
Y15	,182
Y11	,177
Y14	,479
Y13	,387
Y12	,162

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	19	7,955	9	,539	,884
Saturated model	28	,000	0		
Independence model	7	135,119	21	,000	6,434

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,031	,982	,942	,315
Saturated model	,000	1,000		
Independence model	,153	,721	,628	,541

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,941	,863	1,008	1,021	1,000
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,429	,403	,429
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	,000	,000	9,584
Saturated model	,000	,000	,000
Independence model	114,119	81,074	154,664

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,067	,000	,000	,081
Saturated model	,000	,000	,000	,000
Independence model	1,135	,959	,681	1,300

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,000	,000	,095	,735
Independence model	,214	,180	,249	,000

AIC

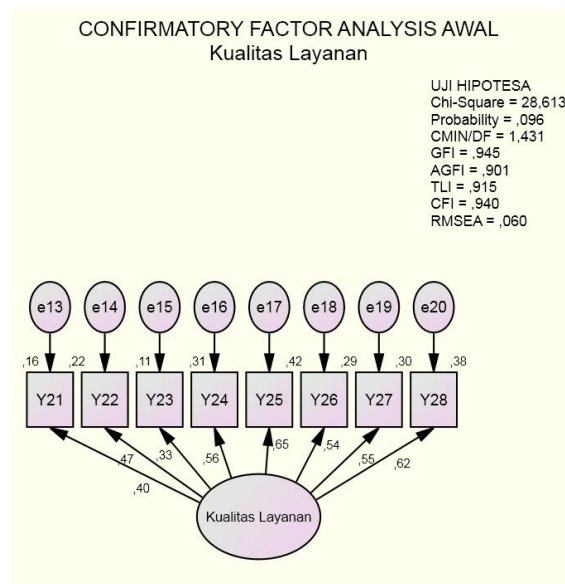
Model	AIC	BCC	BIC	CAIC
Default model	45,955	48,693	98,917	117,917
Saturated model	56,000	60,036	134,050	162,050
Independence model	149,119	150,128	168,632	175,632

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,386	,395	,475	,409
Saturated model	,471	,471	,471	,505
Independence model	1,253	,975	1,594	1,262

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	254	325
Independence model	29	35

**Notes for Group (Group number 1)**

The model is recursive.

Sample size = 120

Variable Summary (Group number 1)**Your model contains the following variables (Group number 1)**

Observed, endogenous variables

Y22

Y23

Y24

Y21

Y25

Y26

Y27

Y28

Unobserved, exogenous variables

e14

e15

e16

e13

Kualitas Layanan

e17

e18

e19

e20

Variable counts (Group number 1)

Number of variables in your model: 17
 Number of observed variables: 8
 Number of unobserved variables: 9
 Number of exogenous variables: 9
 Number of endogenous variables: 8

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	9	0	0	0	0	9
Labeled	0	0	0	0	0	0
Unlabeled	7	0	9	0	0	16
Total	16	0	9	0	0	25

Notes for Model (Default model)**Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 36
 Number of distinct parameters to be estimated: 16
 Degrees of freedom (36 - 16): 20

Result (Default model)

Minimum was achieved
 Chi-square = 28,613
 Degrees of freedom = 20
 Probability level = ,096

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTrises	Ratio
0	e	2	-,361	9999,000	169,022	0	9999,000
1	e	1	-,025	1,378	69,391	20	,459

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTrises	Ratio
2	e	0	7,990	,784	39,501	5	,794
3	e	0	28,693	,529	31,666	1	1,212
4	e	0	84,899	,377	29,261	1	1,226
5	e	0	193,355	,292	28,697	1	1,162
6	e	0	298,383	,127	28,616	1	1,109
7	e	0	328,554	,034	28,613	1	1,029
8	e	0	335,449	,002	28,613	1	1,002
9	e	0	335,468	,000	28,613	1	1,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	16	28,613	20	,096	1,431
Saturated model	36	,000	0		
Independence model	8	170,616	28	,000	6,093

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,031	,945	,901	,525
Saturated model	,000	1,000		
Independence model	,152	,646	,545	,502

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,832	,765	,943	,915	,940
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,714	,594	,671
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	8,613	,000	26,935
Saturated model	,000	,000	,000
Independence model	142,616	105,137	187,602

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,240	,072	,000	,226
Saturated model	,000	,000	,000	,000
Independence model	1,434	1,198	,884	1,576

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,060	,000	,106	,337
Independence model	,207	,178	,237	,000

AIC

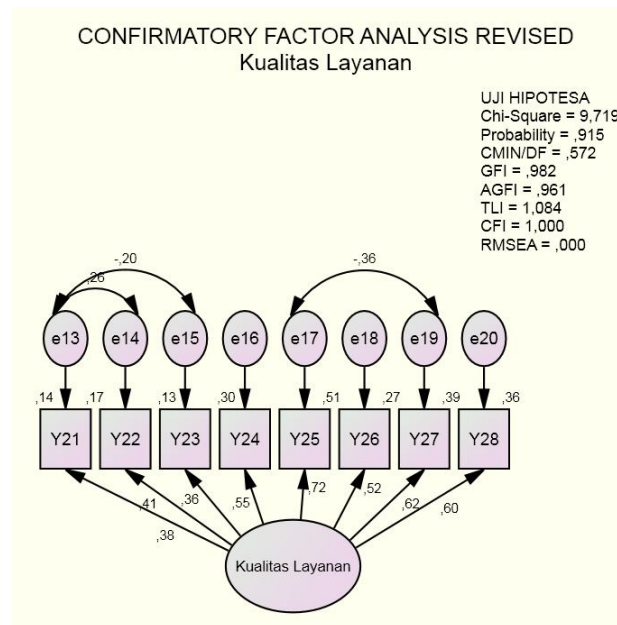
Model	AIC	BCC	BIC	CAIC
Default model	60,613	63,232	105,213	121,213
Saturated model	72,000	77,891	172,350	208,350
Independence model	186,616	187,925	208,916	216,916

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,509	,437	,663	,531
Saturated model	,605	,605	,605	,655
Independence model	1,568	1,253	1,946	1,579

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	131	157
Independence model	29	34

**Notes for Group (Group number 1)**

The model is recursive.

Sample size = 120

Variable Summary (Group number 1)**Your model contains the following variables (Group number 1)**

Observed, endogenous variables

Y22

Y23

Y24

Y21

Y25

Y26

Y27

Y28

Unobserved, exogenous variables

e14

e15

e16

e13

Kualitas Layanan

e17

e18

e19

e20

Variable counts (Group number 1)

Number of variables in your model: 17

Number of observed variables: 8

Number of unobserved variables: 9

Number of exogenous variables: 9

Number of endogenous variables: 8

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	9	0	0	0	0	9
Labeled	0	0	0	0	0	0
Unlabeled	7	3	9	0	0	19
Total	16	3	9	0	0	28

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 36

Number of distinct parameters to be estimated: 19

Degrees of freedom (36 - 19): 17

Result (Default model)

Minimum was achieved

Chi-square = 9,719

Degrees of freedom = 17

Probability level = ,915

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Y22 <--- Kualitas Layanan	1,000				
Y23 <--- Kualitas Layanan	,605	,214	2,828	,005	
Y24 <--- Kualitas Layanan	1,592	,444	3,583	***	
Y21 <--- Kualitas Layanan	,717	,211	3,405	***	
Y25 <--- Kualitas Layanan	1,856	,491	3,779	***	
Y26 <--- Kualitas Layanan	1,194	,341	3,505	***	
Y27 <--- Kualitas Layanan	1,655	,463	3,578	***	
Y28 <--- Kualitas Layanan	1,760	,473	3,721	***	

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

	Estimate
Y22 <--- Kualitas Layanan	,408
Y23 <--- Kualitas Layanan	,356
Y24 <--- Kualitas Layanan	,547
Y21 <--- Kualitas Layanan	,376
Y25 <--- Kualitas Layanan	,716
Y26 <--- Kualitas Layanan	,521
Y27 <--- Kualitas Layanan	,623
Y28 <--- Kualitas Layanan	,600

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e14 <--> e13	,097	,037	2,598	,009	
e17 <--> e19	-,127	,049	-2,605	,009	
e15 <--> e13	-,054	,025	-2,203	,028	

Correlations: (Group number 1 - Default model)

	Estimate
e14 <--> e13	,258
e17 <--> e19	-,356
e15 <--> e13	-,204

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kualitas Layanan	,095	,045	2,089	,037	
e14	,475	,065	7,336	***	
e15	,239	,032	7,443	***	
e16	,564	,082	6,896	***	
e13	,297	,040	7,403	***	
e17	,311	,065	4,828	***	

	Estimate	S.E.	C.R.	P	Label
e18	,364	,052	7,010	***	
e19	,411	,072	5,695	***	
e20	,524	,079	6,600	***	

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

	Estimate
Y28	,360
Y27	,388
Y26	,271
Y25	,512
Y21	,141
Y24	,299
Y23	,127
Y22	,167

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	19	9,719	17	,915	,572
Saturated model	36	,000	0		
Independence model	8	170,616	28	,000	6,093

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,022	,982	,961	,464
Saturated model	,000	1,000		
Independence model	,152	,646	,545	,502

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,943	,906	1,047	1,084	1,000
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,607	,573	,607
Saturated model	,000	,000	,000

Model	PRATIO	PNFI	PCFI
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	,000	,000	1,991
Saturated model	,000	,000	,000
Independence model	142,616	105,137	187,602

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,082	,000	,000	,017
Saturated model	,000	,000	,000	,000
Independence model	1,434	1,198	,884	1,576

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,000	,000	,031	,979
Independence model	,207	,178	,237	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	47,719	50,828	100,681	119,681
Saturated model	72,000	77,891	172,350	208,350
Independence model	186,616	187,925	208,916	216,916

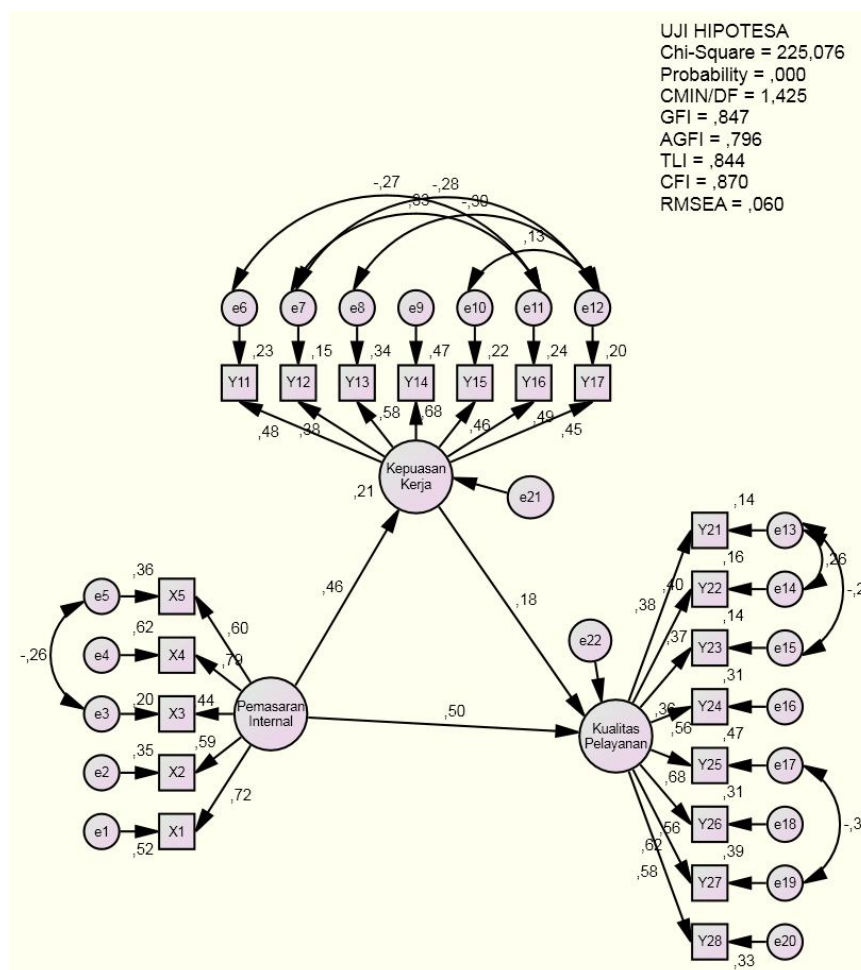
ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,401	,462	,479	,427
Saturated model	,605	,605	,605	,655
Independence model	1,568	1,253	1,946	1,579

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	338	410
Independence model	29	34

Lampiran 5. Hasil Measurement Model



Notes for Group (Group number 1)

The model is recursive.
 Sample size = 120

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X1
 X2
 X3
 X4
 X5
 Y11
 Y12
 Y13

Y14
 Y15
 Y16
 Y17
 Y21
 Y22
 Y23
 Y24
 Y25
 Y26
 Y27
 Y28
 Unobserved, endogenous variables
 Kepuasan_Kerja
 Kualitas_Pelayanan
 Unobserved, exogenous variables
 Pemasaran_Internal
 e1
 e2
 e3
 e4
 e5
 e6
 e7
 e8
 e9
 e10
 e11
 e12
 e13
 e14
 e15
 e16
 e17
 e18
 e19
 e20
 e21
 e22

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	25	0	0	0	0	25
Labeled	0	0	0	0	0	0
Unlabeled	20	9	23	0	0	52
Total	45	9	23	0	0	77

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y28	1,000	4,000	,523	2,339	-,565	-1,262
Y27	1,000	4,000	,549	2,457	-,080	-,178
Y26	1,000	4,000	,665	2,975	,652	1,459
Y25	1,000	4,000	,742	3,318	-,061	-,136
Y24	1,000	4,000	,544	2,435	-,755	-1,689
Y23	1,000	4,000	,567	2,535	2,694	6,023
Y22	1,000	4,000	1,234	5,517	,789	1,764
Y21	1,000	4,000	1,005	4,494	1,919	4,291
Y17	1,000	4,000	,750	3,353	-,616	-1,377
Y16	1,000	4,000	,612	2,736	-,912	-2,039
Y15	1,000	4,000	,994	4,443	-,167	-,375
Y14	1,000	4,000	,798	3,568	,134	,299
Y13	1,000	4,000	1,100	4,918	1,356	3,033
Y12	1,000	4,000	,065	,292	-1,104	-2,468
Y11	1,200	4,000	1,057	4,727	,857	1,917
X5	1,000	4,000	1,407	6,291	1,010	2,258
X4	1,000	4,000	1,078	4,823	1,036	2,316
X3	1,000	4,000	,955	4,273	,733	1,638
X2	1,000	4,000	1,256	5,619	1,918	4,288
X1	1,000	4,000	,857	3,834	,575	1,286
Multivariate					13,072	2,414

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

Observation number	Mahalanobis d-squared	p1	p2
4	37,544	,010	,703
37	37,057	,012	,403
13	32,749	,036	,809
10	32,258	,041	,723
62	32,000	,043	,598
61	31,016	,055	,651
108	30,696	,059	,573
5	29,977	,070	,612
96	29,537	,078	,593
99	29,382	,081	,502
3	29,320	,082	,391
107	28,467	,099	,527
83	28,136	,106	,513
64	28,109	,107	,406
67	27,612	,119	,460
66	27,480	,122	,396
33	27,205	,130	,386

Observation number	Mahalanobis d-squared	p1	p2
2	26,960	,136	,371
35	26,848	,140	,314
120	26,733	,143	,264
60	26,731	,143	,190
1	26,232	,158	,260
97	26,069	,164	,235
75	25,773	,173	,254
98	25,687	,176	,210
74	25,372	,188	,238
100	25,313	,190	,191
32	25,265	,191	,147
56	25,253	,192	,105
110	24,992	,202	,116
49	24,828	,208	,109
31	24,782	,210	,081
45	24,723	,212	,061
59	24,633	,216	,049
92	24,569	,218	,037
21	24,408	,225	,035
119	24,084	,239	,049
117	24,002	,242	,039
15	23,800	,251	,042
22	23,792	,252	,028
78	23,680	,257	,024
58	23,302	,274	,042
106	23,268	,276	,030
63	22,913	,293	,050
93	22,751	,301	,050
87	22,690	,304	,039
28	22,625	,308	,031
82	22,436	,317	,034
118	22,106	,335	,055
112	22,015	,340	,048
70	21,961	,343	,037
48	21,776	,353	,041
54	21,625	,361	,042
103	21,429	,372	,049
57	21,289	,380	,049
109	20,820	,408	,112
111	20,580	,422	,141
34	20,475	,429	,132
40	19,961	,460	,275
79	19,432	,494	,483
84	19,363	,498	,449

Observation number	Mahalanobis d-squared	p1	p2
73	19,083	,516	,535
47	18,929	,526	,550
89	18,805	,535	,548
9	18,804	,535	,475
72	18,788	,536	,412
16	18,760	,537	,357
25	18,723	,540	,310
50	18,682	,543	,268
8	18,478	,556	,305
20	18,271	,570	,347
36	18,088	,582	,378
116	17,759	,603	,495
101	17,139	,644	,765
94	17,128	,645	,709
43	17,048	,650	,685
65	16,787	,667	,753
115	16,657	,675	,755
44	16,574	,680	,734
114	16,481	,686	,716
7	16,368	,694	,709
11	16,187	,705	,735
69	16,132	,708	,696
88	16,094	,711	,645
6	16,064	,713	,586
81	15,975	,718	,561
105	15,922	,721	,512
38	15,870	,725	,462
102	15,821	,728	,410
52	15,721	,734	,388
80	15,494	,747	,440
86	15,359	,755	,436
85	15,223	,763	,432
113	15,209	,764	,357
90	14,771	,789	,528
17	14,751	,790	,451
12	13,671	,847	,900
26	13,434	,858	,919
23	13,300	,864	,913
76	13,076	,874	,926

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	Y 2 8	Y 2 7	Y 2 6	Y 2 5	Y 2 4	Y 2 3	Y 2 2	Y 2 1	Y 1 7	Y 1 6	Y 1 5	Y 1 4	Y 1 3	Y 1 2	Y 1 1	X 5	X 4	X 3	X 2	X 1
Y 2 8	,8 1 8																			
Y 2 7	,3 0 0	,6 7 1																		
Y 2 6	,2 3 3	,1 7 3	,4 9 9																	
Y 2 5	,2 9 3	,1 6 4	,2 1 1	,6 3 9																
Y 2 4	,1 9 5	,2 2 9	,2 1 2	,3 1 1	,8 0 5															
Y 2 3	,1 0 3	,0 8 7	,0 7 5	,1 1 8	,0 6 5	,2 7 4														
Y 2 2	,2 0 6	,1 5 2	,0 7 7	,1 6 7	,1 8 9	,0 5 7	,5 7 0													
Y 2 1	,1 2 7	,1 3 9	,0 5 8	,1 0 7	,1 2 6	- 0 3	, 1 5	, 3 6												
Y 1 7	,1 5 1	,1 3 0	,1 2 4	,1 9 6	,2 3 8	- 0 5	, 1 4	, 1 4	1, 0 2											
Y 1 6	- 0 1	,0 6 3	,1 2 9	- 0 2	,2 7 4	- 0 4	, 0 6	, 0 3	1, 0 2											
Y 1 5	,1 2 4	,1 7 2	,2 4 5	,1 2 3	,1 6 7	,0 2 3	, 0 2	, 0 7	,3 0 4	,2 6 8	,8 5 4									
Y 1 4	,1 1 4	,1 6 4	,1 0 2	,0 9 5	,1 7 5	,0 5 8	, 0 3	, 0 8	,1 7 4	,2 4 3	,1 9 9	,5 7 3								
Y 1 3	,0 2 3	,0 9 0	,0 7 5	,0 2 7	,0 3 2	,0 3 5	, 0 0	, 0 4	,0 2 2	,1 8 9	,1 5 8	, 2 2	, 4 4							
Y 1 2	,0 0 8	,0 0 7	,0 1 1	- 0 5	- 0 4	,0 2 7	, 0 1	, 0 6	,0 9 0	,1 0 0	, 8 3	, 1 9	, 1 5	, 7 2						
Y 1 1	,0 8 3	,1 0 1	,0 9 5	,1 1 5	,1 3 1	,0 8 8	, 0 7	, 0 8	,1 1 2	,0 1 2	,1 2 6	, 1 9	, 0 7	, 1 3	,3 8 5					
X 5	,0 5 4	,1 8 2	,0 8 9	,0 8 9	,0 8 9	,0 1 1	, 0 4	, 0 7	,1 9 8	,0 9 4	,1 3 0	, 0 3	, 0 3	, 0 4	,1 4 3	,7 3 9				

	Y 28	Y 27	Y 26	Y 25	Y 24	Y 23	Y 22	Y 21	Y 17	Y 16	Y 15	Y 14	Y 13	Y 12	Y 11	X 5	X 4	X 3	X 2	X 1
						8				0										
Y 1 6	- ,0 1 7	,0 7 6	,1 8 2	- ,0 2 7	,3 0 4	- ,1 2 2	,0 0 8	- ,0 5 0	,3 0 0	1, 0 0										
Y 1 5	,1 4 8	,2 2 7	,3 7 5	,1 6 7	,2 0 2	,0 4 8	,1 0 3	,1 6 1	,3 2 9	,2 8 9	1, 0 0									
Y 1 4	,1 6 6	,2 6 4	,1 9 1	,1 5 7	,2 5 8	,1 4 7	,1 6 2	,1 9 8	,2 2 9	,3 1 9	,2 5 5	1, 0 0								
Y 1 3	,0 3 9	,1 6 8	,1 6 3	- ,0 5	,0 5 5	,1 0 2	,0 8 2	,1 1 3	,0 3 3	,2 8 8	,2 6 3	,4 9 0	1, 0 0							
Y 1 2	,0 1 0	,0 0 9	,0 1 7	- ,0 8	- ,0 5	,0 5 9	,0 9 0	,1 4 4	- ,1 0	- ,1 1	,1 0 1	,2 9 4	1, 0 0							
Y 1 1	,1 4 7	,1 9 9	,2 1 6	,2 3 2	,2 3 5	,2 7 0	,1 2 3	,2 4 0	,1 8 0	,0 1 9	,2 2 0	,3 1 6	,1 9 0	,2 3 5	1, 0 0					
X 5	,0 7 0	,2 5 9	,1 4 6	,1 3 0	,1 1 6	,0 2 5	,0 6 8	,1 4 9	,2 3 0	,1 0 9	,1 6 4	,0 4 7	- ,0 6	,0 5 9	,2 6 8	1, 0 0				
X 4	,1 4 6	,2 4 7	,3 8 0	,4 0 0	,2 5 0	,3 0 7	,1 9 6	,0 8 5	,1 7 2	,0 0 0	,2 1 1	,1 3 7	,0 1 4	,1 7 6	,4 0 1	,5 3 5	, 0 0	, 0 0	1, 0 0	
X 3	,0 5 8	,1 8 8	,2 7 7	,1 0 3	,1 1 4	,2 4 7	- ,0 5	- ,0 2	,0 8 9	,2 0 5	,0 8 1	,1 4 0	,0 8 2	,1 0 5	,0 8 3	, 3 5	, 0 7	, 0 0	1, 0 0	
X 2	,1 2 3	,3 2 2	,4 1 7	,1 9 5	,2 0 6	,3 0 1	,0 1 6	,0 2 6	,2 3 4	,1 1 7	,3 9 3	,2 0 0	,2 0 3	,0 5 3	,2 8 2	,3 3 8	, 4 5	, 2 3	, 9 0	1, 0 0
X 1	,2 4 7	,2 7 0	,2 3 9	,2 6 2	,2 8 2	,2 1 0	,2 1 8	,2 1 7	,2 9 3	,1 1 4	,1 6 8	,3 1 4	,2 1 4	,2 5 8	,3 2 1	,4 2 6	, 4 4	, 1 7	, 2 5	1, 0 0

Condition number = 19,283

Eigenvalues

4,852 1,823 1,753 1,571 1,340 ,982 ,876 ,829 ,767 ,719 ,707 ,570 ,555 ,518 ,451 ,444 ,377 ,324 ,290 ,252

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 210
 Number of distinct parameters to be estimated: 52
 Degrees of freedom (210 - 52): 158

Result (Default model)

Minimum was achieved

Chi-square = 225,076

Degrees of freedom = 158

Probability level = ,000

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

			Estimate	S.E.	C.R.	P	Label
Kepuasan_Kerja	<---	Pemasaran_Internal	,269	,085	3,167	,002	par_20
Kualitas_Pelayanan	<---	Kepuasan_Kerja	,137	,098	1,401	,161	par_18
Kualitas_Pelayanan	<---	Pemasaran_Internal	,218	,077	2,820	,005	par_19
X1	<---	Pemasaran_Internal	1,000				
X2	<---	Pemasaran_Internal	,774	,135	5,753	***	par_1
X3	<---	Pemasaran_Internal	,635	,148	4,280	***	par_2
X4	<---	Pemasaran_Internal	1,143	,156	7,310	***	par_3
X5	<---	Pemasaran_Internal	1,024	,177	5,778	***	par_4
Y11	<---	Kepuasan_Kerja	1,000				
Y12	<---	Kepuasan_Kerja	1,140	,381	2,988	,003	par_5
Y13	<---	Kepuasan_Kerja	1,263	,321	3,931	***	par_6
Y14	<---	Kepuasan_Kerja	1,735	,401	4,329	***	par_7
Y15	<---	Kepuasan_Kerja	1,439	,412	3,488	***	par_8
Y16	<---	Kepuasan_Kerja	1,637	,505	3,242	,001	par_9
Y17	<---	Kepuasan_Kerja	1,504	,461	3,263	,001	par_10
Y21	<---	Kualitas_Pelayanan	1,000				
Y22	<---	Kualitas_Pelayanan	1,372	,402	3,408	***	par_11
Y23	<---	Kualitas_Pelayanan	,881	,345	2,552	,011	par_12
Y24	<---	Kualitas_Pelayanan	2,254	,664	3,394	***	par_13
Y25	<---	Kualitas_Pelayanan	2,455	,693	3,544	***	par_14
Y26	<---	Kualitas_Pelayanan	1,767	,522	3,388	***	par_15
Y27	<---	Kualitas_Pelayanan	2,292	,668	3,433	***	par_16
Y28	<---	Kualitas_Pelayanan	2,346	,683	3,434	***	par_17

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

			Estimate
Kepuasan_Kerja	<---	Pemasaran_Internal	,456
Kualitas_Pelayanan	<---	Kepuasan_Kerja	,184

		Estimate
Kualitas_Pelayanan	<--- Pemasaran_Internal	,496
X1	<--- Pemasaran_Internal	,722
X2	<--- Pemasaran_Internal	,592
X3	<--- Pemasaran_Internal	,444
X4	<--- Pemasaran_Internal	,789
X5	<--- Pemasaran_Internal	,603
Y11	<--- Kepuasan_Kerja	,481
Y12	<--- Kepuasan_Kerja	,384
Y13	<--- Kepuasan_Kerja	,579
Y14	<--- Kepuasan_Kerja	,684
Y15	<--- Kepuasan_Kerja	,465
Y16	<--- Kepuasan_Kerja	,487
Y17	<--- Kepuasan_Kerja	,451
Y21	<--- Kualitas_Pelayanan	,379
Y22	<--- Kualitas_Pelayanan	,405
Y23	<--- Kualitas_Pelayanan	,375
Y24	<--- Kualitas_Pelayanan	,559
Y25	<--- Kualitas_Pelayanan	,684
Y26	<--- Kualitas_Pelayanan	,557
Y27	<--- Kualitas_Pelayanan	,623
Y28	<--- Kualitas_Pelayanan	,577

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e3 <--> e5	-,115	,046	-2,512	,012	par_21
e6 <--> e11	-,128	,049	-2,586	,010	par_22
e7 <--> e11	-,237	,075	-3,173	,002	par_23
e7 <--> e12	-,202	,074	-2,721	,007	par_24
e8 <--> e12	-,140	,051	-2,779	,005	par_25
e10 <--> e12	,095	,078	1,210	,226	par_26
e13 <--> e14	,097	,037	2,601	,009	par_27
e17 <--> e19	-,115	,046	-2,504	,012	par_28
e13 <--> e15	-,056	,025	-2,297	,022	par_29

Correlations: (Group number 1 - Default model)

	Estimate
e3 <--> e5	-,259
e6 <--> e11	-,268
e7 <--> e11	-,331
e7 <--> e12	-,278
e8 <--> e12	-,298

	Estimate
e10 <--> e12	,130
e13 <--> e14	,257
e17 <--> e19	-,306
e13 <--> e15	-,214

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Pemasaran_Internal	,256	,061	4,167	***	par_30
e21	,071	,030	2,370	,018	par_31
e22	,032	,017	1,889	,059	par_32
e1	,235	,040	5,902	***	par_33
e2	,284	,042	6,839	***	par_34
e3	,420	,058	7,235	***	par_35
e4	,202	,041	4,977	***	par_36
e5	,470	,070	6,668	***	par_37
e6	,296	,043	6,938	***	par_38
e7	,670	,094	7,156	***	par_39
e8	,282	,044	6,469	***	par_40
e9	,305	,052	5,868	***	par_41
e10	,670	,095	7,048	***	par_42
e11	,767	,113	6,800	***	par_43
e12	,789	,116	6,808	***	par_44
e13	,296	,040	7,415	***	par_45
e14	,476	,065	7,362	***	par_46
e15	,235	,032	7,421	***	par_47
e16	,553	,080	6,906	***	par_48
e17	,340	,061	5,582	***	par_49
e18	,345	,050	6,917	***	par_50
e19	,411	,068	6,056	***	par_51
e20	,546	,080	6,821	***	par_52

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

	Estimate
Kepuasan_Kerja	,208
Kualitas_Pelayanan	,363
Y28	,333
Y27	,388
Y26	,310
Y25	,468
Y24	,313
Y23	,140
Y22	,164
Y21	,143

	Estimate
Y17	,203
Y16	,237
Y15	,216
Y14	,468
Y13	,335
Y12	,147
Y11	,231
X5	,364
X4	,623
X3	,197
X2	,351
X1	,522

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	52	225,076	158	,000	1,425
Saturated model	210	,000	0		
Independence model	20	705,843	190	,000	3,715

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,053	,847	,796	,637
Saturated model	,000	1,000		
Independence model	,132	,501	,448	,453

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,681	,617	,878	,844	,870
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,832	,566	,723
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	67,076	31,279	110,893
Saturated model	,000	,000	,000
Independence model	515,843	438,285	600,972

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1,891	,564	,263	,932
Saturated model	,000	,000	,000	,000
Independence model	5,931	4,335	3,683	5,050

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,060	,041	,077	,183
Independence model	,151	,139	,163	,000

AIC

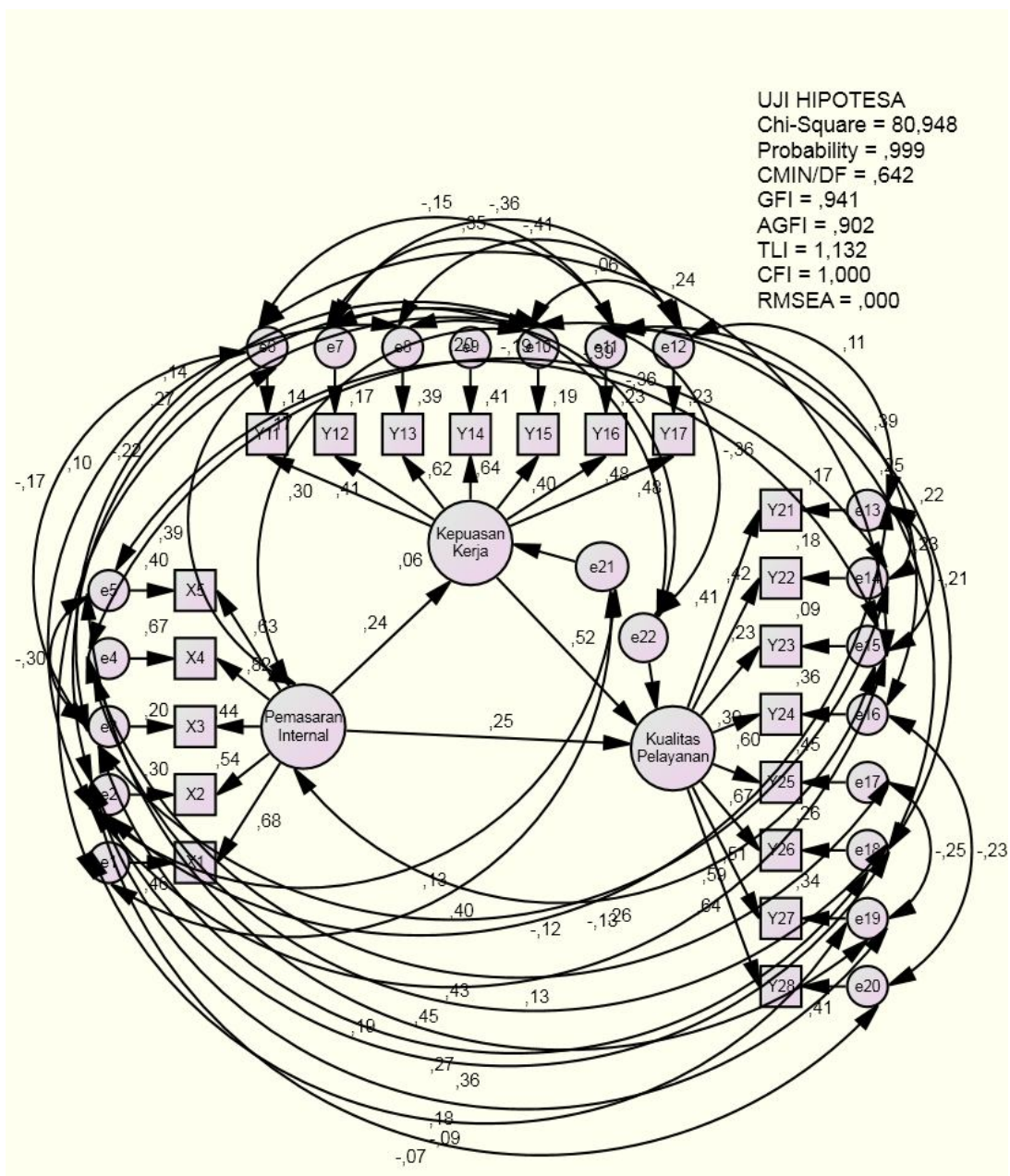
Model	AIC	BCC	BIC	CAIC
Default model	329,076	351,361	474,025	526,025
Saturated model	420,000	510,000	1005,373	1215,373
Independence model	745,843	754,415	801,593	821,593

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,765	2,465	3,134	2,953
Saturated model	3,529	3,529	3,529	4,286
Independence model	6,268	5,616	6,983	6,340

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	100	107
Independence model	38	41



Notes for Group (Group number 1)

The model is recursive.
 Sample size = 120

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X1

X2

X3
X4
X5
Y11
Y12
Y13
Y14
Y15
Y16
Y17
Y21
Y22
Y23
Y24
Y25
Y26
Y27
Y28
Unobserved, endogenous variables
Kepuasan_Kerja
Kualitas_Pelayanan
Unobserved, exogenous variables
Pemasaran_Internal
e1
e2
e3
e4
e5
e6
e7
e8
e9
e10
e11
e12
e13
e14
e15
e16
e17
e18
e19
e20
e21
e22

Variable counts (Group number 1)

Number of variables in your model:	45
Number of observed variables:	20
Number of unobserved variables:	25
Number of exogenous variables:	23
Number of endogenous variables:	22

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	25	0	0	0	0	25
Labeled	0	0	0	0	0	0
Unlabeled	20	41	23	0	0	84
Total	45	41	23	0	0	109

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y28	1,000	4,000	,523	2,339	-,565	-1,262
Y27	1,000	4,000	,549	2,457	-,080	-,178
Y26	1,000	4,000	,665	2,975	,652	1,459
Y25	1,000	4,000	,742	3,318	-,061	-,136
Y24	1,000	4,000	,544	2,435	-,755	-1,689
Y23	1,000	4,000	,567	2,535	2,694	6,023
Y22	1,000	4,000	1,234	5,517	,789	1,764
Y21	1,000	4,000	1,005	4,494	1,919	4,291
Y17	1,000	4,000	,750	3,353	-,616	-1,377
Y16	1,000	4,000	,612	2,736	-,912	-2,039
Y15	1,000	4,000	,994	4,443	-,167	-,375
Y14	1,000	4,000	,798	3,568	,134	,299
Y13	1,000	4,000	1,100	4,918	1,356	3,033
Y12	1,000	4,000	,065	,292	-1,104	-2,468
Y11	1,200	4,000	1,057	4,727	,857	1,917
X5	1,000	4,000	1,407	6,291	1,010	2,258
X4	1,000	4,000	1,078	4,823	1,036	2,316
X3	1,000	4,000	,955	4,273	,733	1,638
X2	1,000	4,000	1,256	5,619	1,918	4,288
X1	1,000	4,000	,857	3,834	,575	1,286
Multivariate					13,072	2,414

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

Observation number	Mahalanobis d-squared	p1	p2
4	37,544	,010	,703
37	37,057	,012	,403
13	32,749	,036	,809
10	32,258	,041	,723
62	32,000	,043	,598
61	31,016	,055	,651
108	30,696	,059	,573
5	29,977	,070	,612
96	29,537	,078	,593
99	29,382	,081	,502
3	29,320	,082	,391
107	28,467	,099	,527
83	28,136	,106	,513
64	28,109	,107	,406
67	27,612	,119	,460
66	27,480	,122	,396
33	27,205	,130	,386
2	26,960	,136	,371
35	26,848	,140	,314
120	26,733	,143	,264
60	26,731	,143	,190
1	26,232	,158	,260
97	26,069	,164	,235
75	25,773	,173	,254
98	25,687	,176	,210
74	25,372	,188	,238
100	25,313	,190	,191
32	25,265	,191	,147
56	25,253	,192	,105
110	24,992	,202	,116
49	24,828	,208	,109
31	24,782	,210	,081
45	24,723	,212	,061
59	24,633	,216	,049
92	24,569	,218	,037
21	24,408	,225	,035
119	24,084	,239	,049
117	24,002	,242	,039
15	23,800	,251	,042
22	23,792	,252	,028
78	23,680	,257	,024
58	23,302	,274	,042
106	23,268	,276	,030

Observation number	Mahalanobis d-squared	p1	p2
63	22,913	,293	,050
93	22,751	,301	,050
87	22,690	,304	,039
28	22,625	,308	,031
82	22,436	,317	,034
118	22,106	,335	,055
112	22,015	,340	,048
70	21,961	,343	,037
48	21,776	,353	,041
54	21,625	,361	,042
103	21,429	,372	,049
57	21,289	,380	,049
109	20,820	,408	,112
111	20,580	,422	,141
34	20,475	,429	,132
40	19,961	,460	,275
79	19,432	,494	,483
84	19,363	,498	,449
73	19,083	,516	,535
47	18,929	,526	,550
89	18,805	,535	,548
9	18,804	,535	,475
72	18,788	,536	,412
16	18,760	,537	,357
25	18,723	,540	,310
50	18,682	,543	,268
8	18,478	,556	,305
20	18,271	,570	,347
36	18,088	,582	,378
116	17,759	,603	,495
101	17,139	,644	,765
94	17,128	,645	,709
43	17,048	,650	,685
65	16,787	,667	,753
115	16,657	,675	,755
44	16,574	,680	,734
114	16,481	,686	,716
7	16,368	,694	,709
11	16,187	,705	,735
69	16,132	,708	,696
88	16,094	,711	,645
6	16,064	,713	,586
81	15,975	,718	,561
105	15,922	,721	,512

Observation number	Mahalanobis d-squared	p1	p2
38	15,870	,725	,462
102	15,821	,728	,410
52	15,721	,734	,388
80	15,494	,747	,440
86	15,359	,755	,436
85	15,223	,763	,432
113	15,209	,764	,357
90	14,771	,789	,528
17	14,751	,790	,451
12	13,671	,847	,900
26	13,434	,858	,919
23	13,300	,864	,913
76	13,076	,874	,926

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	Y28	Y27	Y26	Y25	Y24	Y23	Y22	Y21	Y17	Y16	Y15	Y14	Y13	Y12	Y11	X5	X4	X3	X2	X1
Y28	,818																			
Y27	,300	,671																		
Y26	,233	,173	,499																	
Y25	,293	,164	,211	,639																
Y24	,195	,229	,212	,311	,805															
Y23	,103	,087	,075	,118	,065	,274														
Y22	,206	,152	,077	,167	,189	,057	,570													
Y21	,127	,139	,058	,107	,126	,013	,165	,346												
Y17	,151	,130	,124	,196	,238	-,015	,104	,134	1,002											
Y16	-,015	,063	,129	-,022	,274	-,064	,006	,030	,302	1,012										
Y15	,124	,172	,245	,123	,167	,023	,072	,087	,304	,268	,854									
Y14	,114	,164	,102	,095	,175	,058	,093	,088	,174	,243	,179	,573								
Y13	,023	,090	,075	-,027	,032	,035	,040	,043	,022	,189	,158	,242	,424							
Y12	,008	,007	,011	-,057	-,042	,027	,061	,076	-,090	-,100	,083	,199	,152	,797						
Y11	,083	,101	,095	,115	,131	,088	,057	,088	,112	,012	,126	,149	,077	,130	,385					
X5	,054	,182	,089	,089	,089	,011	,044	,075	,198	,094	,130	,030	-,039	,004	,143	,739				
X4	,097	,148	,197	,234	,165	,118	,109	,036	,126	,000	,143	,076	,007	,115	,182	,337	537			
X3	,038	,111	,141	,060	,074	,093	,031	-,012	,064	-,037	,152	,028	,066	,053	,047	,052	,190	,524		
X2	,074	,174	,195	,103	,122	,104	,008	,010	,155	,078	,240	,100	,088	,031	,116	,192	,211	,140	,438	
X1	,156	,155	,118	,147	,177	,081	,115	,089	,206	,080	,109	,167	,098	,162	,140	,257	281	,161	,197	,491

Condition number = 22,080

Eigenvalues

2,983 1,350 1,139 1,001 ,770 ,722 ,625 ,527 ,478 ,415 ,398 ,294 ,290 ,280 ,260 ,226 ,186 ,170 ,146 ,135

Determinant of sample covariance matrix = ,000

			Estimate	S.E.	C.R.	P	Label
X3	<---	Pemasaran_Internal	,675	,158	4,263	***	par_2
X4	<---	Pemasaran_Internal	1,263	,172	7,331	***	par_3
X5	<---	Pemasaran_Internal	1,127	,184	6,115	***	par_4
Y11	<---	Kepuasan_Kerja	1,000				
Y12	<---	Kepuasan_Kerja	1,954	,758	2,579	,010	par_5
Y13	<---	Kepuasan_Kerja	2,159	,713	3,029	,002	par_6
Y14	<---	Kepuasan_Kerja	2,600	,814	3,195	,001	par_7
Y15	<---	Kepuasan_Kerja	1,945	,732	2,657	,008	par_8
Y16	<---	Kepuasan_Kerja	2,546	,931	2,735	,006	par_9
Y17	<---	Kepuasan_Kerja	2,584	,943	2,741	,006	par_10
Y21	<---	Kualitas_Pelayanan	1,000				
Y22	<---	Kualitas_Pelayanan	1,310	,347	3,772	***	par_11
Y23	<---	Kualitas_Pelayanan	,488	,248	1,963	,050	par_12
Y24	<---	Kualitas_Pelayanan	2,218	,577	3,847	***	par_13
Y25	<---	Kualitas_Pelayanan	2,192	,543	4,034	***	par_14
Y26	<---	Kualitas_Pelayanan	1,489	,403	3,696	***	par_15
Y27	<---	Kualitas_Pelayanan	1,979	,517	3,832	***	par_16
Y28	<---	Kualitas_Pelayanan	2,365	,601	3,936	***	par_17

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

			Estimate
Kepuasan_Kerja	<---	Pemasaran_Internal	,238
Kualitas_Pelayanan	<---	Kepuasan_Kerja	,520
Kualitas_Pelayanan	<---	Pemasaran_Internal	,249
X1	<---	Pemasaran_Internal	,676
X2	<---	Pemasaran_Internal	,545
X3	<---	Pemasaran_Internal	,444
X4	<---	Pemasaran_Internal	,821
X5	<---	Pemasaran_Internal	,629
Y11	<---	Kepuasan_Kerja	,302
Y12	<---	Kepuasan_Kerja	,414
Y13	<---	Kepuasan_Kerja	,623
Y14	<---	Kepuasan_Kerja	,644
Y15	<---	Kepuasan_Kerja	,396
Y16	<---	Kepuasan_Kerja	,482
Y17	<---	Kepuasan_Kerja	,484
Y21	<---	Kualitas_Pelayanan	,415
Y22	<---	Kualitas_Pelayanan	,423
Y23	<---	Kualitas_Pelayanan	,228
Y24	<---	Kualitas_Pelayanan	,601
Y25	<---	Kualitas_Pelayanan	,670
Y26	<---	Kualitas_Pelayanan	,511
Y27	<---	Kualitas_Pelayanan	,586
Y28	<---	Kualitas_Pelayanan	,637

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
e3 <--> e5	-,127	,042	-3,001	,003	par_21
e6 <--> e11	-,077	,042	-1,838	,066	par_22
e7 <--> e11	-,247	,069	-3,561	***	par_23
e7 <--> e12	-,257	,077	-3,314	***	par_24
e8 <--> e12	-,183	,052	-3,532	***	par_25
e10 <--> e12	,042	,071	,592	,554	par_26
e13 <--> e14	,083	,034	2,431	,015	par_27
e17 <--> e19	-,100	,043	-2,345	,019	par_28
e11 <--> e16	,242	,065	3,712	***	par_29
e2 <--> e10	,123	,043	2,849	,004	par_30
e1 <--> e21	,038	,016	2,352	,019	par_31
e1 <--> e10	-,094	,040	-2,382	,017	par_32
e6 <--> Pemasaran_Internal	,106	,032	3,295	***	par_33
e7 <--> e22	-,059	,023	-2,552	,011	par_34
e10 <--> e18	,124	,047	2,656	,008	par_35
e4 <--> e17	,106	,031	3,407	***	par_36
e13 <--> e15	-,055	,023	-2,387	,017	par_37
e2 <--> e18	,121	,033	3,703	***	par_38
e4 <--> e18	,115	,030	3,850	***	par_39
e5 <--> e15	-,064	,030	-2,126	,033	par_40
e3 <--> e14	-,054	,040	-1,336	,181	par_41
e2 <--> e19	,067	,035	1,883	,060	par_42
e2 <--> e15	,034	,024	1,433	,152	par_43
e5 <--> e19	,083	,046	1,814	,070	par_44
e16 <--> e20	-,115	,055	-2,103	,035	par_45
e3 <--> e6	-,061	,032	-1,936	,053	par_46
e3 <--> e18	,108	,038	2,871	,004	par_47
e3 <--> e10	,074	,047	1,562	,118	par_48
e11 <--> e18	,118	,046	2,533	,011	par_49
e6 <--> e15	,068	,026	2,611	,009	par_50
e11 <--> e22	-,059	,025	-2,329	,020	par_51
e15 <--> Pemasaran_Internal	,061	,027	2,286	,022	par_52
e8 <--> e22	-,034	,016	-2,149	,032	par_53
e12 <--> e13	,049	,041	1,201	,230	par_54
e2 <--> e21	,013	,011	1,192	,233	par_55
e4 <--> e14	,057	,031	1,855	,064	par_56
e2 <--> e8	,028	,027	1,033	,302	par_57
e2 <--> e13	-,039	,025	-1,547	,122	par_58
e2 <--> e20	-,026	,037	-,706	,480	par_59
e1 <--> e19	-,032	,034	-,951	,342	par_60
e10 <--> Pemasaran_Internal	,066	,039	1,708	,088	par_61

Correlations: (Group number 1 - Default model)

	Estimate
e3 <--> e5	-,298
e6 <--> e11	-,155
e7 <--> e11	-,354
e7 <--> e12	-,365
e8 <--> e12	-,413
e10 <--> e12	,058
e13 <--> e14	,229
e17 <--> e19	-,254
e11 <--> e16	,390
e2 <--> e10	,270
e1 <--> e21	,404
e1 <--> e10	-,219
e6 <--> Pemasaran_Internal	,388
e7 <--> e22	-,389
e10 <--> e18	,246
e4 <--> e17	,430
e13 <--> e15	-,208
e2 <--> e18	,363
e4 <--> e18	,452
e5 <--> e15	-,194
e3 <--> e14	-,122
e2 <--> e19	,183
e2 <--> e15	,127
e5 <--> e19	,188
e16 <--> e20	-,229
e3 <--> e6	-,166
e3 <--> e18	,275
e3 <--> e10	,138
e11 <--> e18	,223
e6 <--> e15	,240
e11 <--> e22	-,361
e15 <--> Pemasaran_Internal	,260
e8 <--> e22	-,356
e12 <--> e13	,106
e2 <--> e21	,127
e4 <--> e14	,201
e2 <--> e8	,102
e2 <--> e13	-,133
e2 <--> e20	-,069
e1 <--> e19	-,092
e10 <--> Pemasaran_Internal	,168

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Pemasaran_Internal	,226	,057	3,937	***	par_62
e21	,033	,020	1,656	,098	par_63
e22	,036	,017	2,116	,034	par_64
e1	,269	,040	6,666	***	par_65
e2	,301	,042	7,152	***	par_66
e3	,419	,058	7,272	***	par_67
e4	,174	,040	4,394	***	par_68
e5	,437	,065	6,733	***	par_69
e6	,329	,044	7,425	***	par_70
e7	,647	,092	7,015	***	par_71
e8	,258	,042	6,078	***	par_72
e9	,334	,049	6,768	***	par_73
e10	,688	,093	7,425	***	par_74
e11	,750	,107	7,018	***	par_75
e12	,765	,114	6,698	***	par_76
e13	,285	,038	7,459	***	par_77
e14	,466	,063	7,424	***	par_78
e15	,245	,033	7,542	***	par_79
e16	,516	,079	6,570	***	par_80
e17	,349	,057	6,132	***	par_81
e18	,372	,051	7,242	***	par_82
e19	,443	,067	6,601	***	par_83
e20	,485	,076	6,403	***	par_84

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

	Estimate
Kepuasan_Kerja	,057
Kualitas_Pelayanan	,394
Y28	,406
Y27	,343
Y26	,261
Y25	,449
Y24	,361
Y23	,094
Y22	,179
Y21	,172
Y17	,234
Y16	,233
Y15	,186
Y14	,415
Y13	,388
Y12	,172

	Estimate
Y11	,143
X5	,396
X4	,674
X3	,197
X2	,297
X1	,457

Total Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,094	,000	,000
Kualitas_Pelayanan	,191	,675	,000
Y28	,451	1,597	2,365
Y27	,377	1,337	1,979
Y26	,284	1,006	1,489
Y25	,418	1,481	2,192
Y24	,423	1,499	2,218
Y23	,093	,329	,488
Y22	,250	,885	1,310
Y21	,191	,675	1,000
Y17	,242	2,584	,000
Y16	,238	2,546	,000
Y15	,182	1,945	,000
Y14	,243	2,600	,000
Y13	,202	2,159	,000
Y12	,183	1,954	,000
Y11	,094	1,000	,000
X5	1,127	,000	,000
X4	1,263	,000	,000
X3	,675	,000	,000
X2	,751	,000	,000
X1	1,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,238	,000	,000
Kualitas_Pelayanan	,372	,520	,000
Y28	,237	,331	,637
Y27	,218	,305	,586
Y26	,190	,266	,511
Y25	,249	,348	,670
Y24	,224	,312	,601
Y23	,085	,119	,228
Y22	,158	,220	,423

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Y21	,154	,216	,415
Y17	,115	,484	,000
Y16	,115	,482	,000
Y15	,094	,396	,000
Y14	,153	,644	,000
Y13	,148	,623	,000
Y12	,098	,414	,000
Y11	,072	,302	,000
X5	,629	,000	,000
X4	,821	,000	,000
X3	,444	,000	,000
X2	,545	,000	,000
X1	,676	,000	,000

Direct Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,094	,000	,000
Kualitas_Pelayanan	,127	,675	,000
Y28	,000	,000	2,365
Y27	,000	,000	1,979
Y26	,000	,000	1,489
Y25	,000	,000	2,192
Y24	,000	,000	2,218
Y23	,000	,000	,488
Y22	,000	,000	1,310
Y21	,000	,000	1,000
Y17	,000	2,584	,000
Y16	,000	2,546	,000
Y15	,000	1,945	,000
Y14	,000	2,600	,000
Y13	,000	2,159	,000
Y12	,000	1,954	,000
Y11	,000	1,000	,000
X5	1,127	,000	,000
X4	1,263	,000	,000
X3	,675	,000	,000
X2	,751	,000	,000
X1	1,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,238	,000	,000
Kualitas_Pelayanan	,249	,520	,000
Y28	,000	,000	,637
Y27	,000	,000	,586
Y26	,000	,000	,511
Y25	,000	,000	,670
Y24	,000	,000	,601
Y23	,000	,000	,228
Y22	,000	,000	,423
Y21	,000	,000	,415
Y17	,000	,484	,000
Y16	,000	,482	,000
Y15	,000	,396	,000
Y14	,000	,644	,000
Y13	,000	,623	,000
Y12	,000	,414	,000
Y11	,000	,302	,000
X5	,629	,000	,000
X4	,821	,000	,000
X3	,444	,000	,000
X2	,545	,000	,000
X1	,676	,000	,000

Indirect Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,000	,000	,000
Kualitas_Pelayanan	,063	,000	,000
Y28	,451	1,597	,000
Y27	,377	1,337	,000
Y26	,284	1,006	,000
Y25	,418	1,481	,000
Y24	,423	1,499	,000
Y23	,093	,329	,000
Y22	,250	,885	,000
Y21	,191	,675	,000
Y17	,242	,000	,000
Y16	,238	,000	,000
Y15	,182	,000	,000
Y14	,243	,000	,000
Y13	,202	,000	,000
Y12	,183	,000	,000
Y11	,094	,000	,000

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
X5	,000	,000	,000
X4	,000	,000	,000
X3	,000	,000	,000
X2	,000	,000	,000
X1	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Pemasaran_Internal	Kepuasan_Kerja	Kualitas_Pelayanan
Kepuasan_Kerja	,000	,000	,000
Kualitas_Pelayanan	,124	,000	,000
Y28	,237	,331	,000
Y27	,218	,305	,000
Y26	,190	,266	,000
Y25	,249	,348	,000
Y24	,224	,312	,000
Y23	,085	,119	,000
Y22	,158	,220	,000
Y21	,154	,216	,000
Y17	,115	,000	,000
Y16	,115	,000	,000
Y15	,094	,000	,000
Y14	,153	,000	,000
Y13	,148	,000	,000
Y12	,098	,000	,000
Y11	,072	,000	,000
X5	,000	,000	,000
X4	,000	,000	,000
X3	,000	,000	,000
X2	,000	,000	,000
X1	,000	,000	,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	84	80,948	126	,999	,642
Saturated model	210	,000	0		
Independence model	20	705,843	190	,000	3,715

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,032	,941	,902	,565
Saturated model	,000	1,000		
Independence model	,132	,501	,448	,453

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,885	,827	1,078	1,132	1,000
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,663	,587	,663
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	,000	,000	,000
Saturated model	,000	,000	,000
Independence model	515,843	438,285	600,972

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,680	,000	,000	,000
Saturated model	,000	,000	,000	,000
Independence model	5,931	4,335	3,683	5,050

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,000	,000	,000	1,000
Independence model	,151	,139	,163	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	248,948	284,948	483,098	567,098
Saturated model	420,000	510,000	1005,373	1215,373
Independence model	745,843	754,415	801,593	821,593

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,092	2,471	2,471	2,395
Saturated model	3,529	3,529	3,529	4,286
Independence model	6,268	5,616	6,983	6,340

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	226	244
Independence model	38	41