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## SURAT PERMOHONAN

Kepada yang terhormat,

Bapak, Ibu, Sdr (i)

Di

Tempat

Dengan hormat

Sehubungan dengan kegiatan penelitian untuk keperluan penyusunan Disertasi pada Program Pascasarjana Universitas Hasanuddin Makassar, mohon kiranya Bapak/Ibu/Saudara untuk membantu dengan mengisi kuesioner di bawah ini.

Pengisian kuesioner ini bertujuan untuk kepentingan ilmiah akademis yang pada akhirnya akan menjadi masukan bagi saya sebagai data primer yang akan saya teliti.

Saya harapkan jawaban dari Bapak/Ibu/Saudara akan saya jamin kerahasiaannya. Atas bantuannya saya ucapkan terima kasih.

Hormat Saya

Imelda Ogi

## KARAKTERISTIK RESPONDEN

### I. Identitas responden

1. No. responden : ..... (diisi oleh enumerator)
2. Umur :
3. Jenis Kelamin :           1. Pria                   2. Wanita
4. Pekerjaan :           1. PNS  
                  2. Pegawai Swasta  
                  3. Anggota TNI/POLRI  
                  4. Mahasiswa/Pelajar  
                  5. Pensiunan  
                  6. Wiraswasta  
                  7. Pengusaha  
                  8. Lainnya, sebutkan .....
5. Pendidikan Terakhir :           1. SD  
  2. SMP  
  3. SMA  
  4. Akademi/Diploma  
  5. Universitas  
  A. S1       B. S2   C. S3
6. Alamat Tinggal : .....
7. Keperluan anda menginap :  
    A. Bisnis   B. Dinas/Kantor   C. Wisata   D. Kunjungan keluarga

## DAFTAR PERTANYAAN

### Petunjuk Pengisian

1. Daftar berikut adalah deskripsi pernyataan tentang persepsi anda terhadap kualitas layanan yang ditawarkan oleh jasa perhotelan. Untuk itu saya mengharapkan anda untuk memberikan penilaian terhadap kualitas layanan yang diberikan oleh perusahaan jasa perhotelan.
2. Berilah tanda silang (X) untuk setiap jawaban yang menurut anda paling tepat dengan skor pilihan : 1 = Sangat tidak baik, 2 = Tidak baik, 3 = Cukup baik, 4 = Baik, 5 = Sangat baik.

### KUALITAS PELAYANAN

#### A. Tangibel

No.	PERNYATAAN	Skor Pilihan				
1.	Perusahaan jasa perhotelan memiliki perlengkapan dan fasilitas yang modern.	1	2	3	4	5
2.	Kerapian dan penampilan pegawai hotel selalu terjaga	1	2	3	4	5
3.	Kebersihan, keindahan dan kerapian di dalam hotel selalu terjamin dan terpelihara	1	2	3	4	5
4.	Kelengkapan fasilitas dan peralatan di dalam hotel	1	2	3	4	5
5.	Kenyamanan lobby dan ruangan/fasilitas lain luar kamar	1	2	3	4	5
6.	Kenyamanan suasana dalam kamar hotel	1	2	3	4	5

#### B. Reliability

No.	PERNYATAAN	Skor Pilihan				
1.	Ketepatan waktu pelayanan yang diberikan perusahaan jasa perhotelan.	1	2	3	4	5
2.	Ketepatan waktu yang diberikan perusahaan untuk melakukan chek-in.	1	2	3	4	5
3.	Ketepatan waktu yang diberikan perusahaan untuk chek-out	1	2	3	4	5
4.	Ketepatan informasi yang diberikan karyawan hotel.	1	2	3	4	5

#### C. Responsiveness

No.	PERNYATAAN	Skor Pilihan				
1.	Ketanggapan pegawai hotel terhadap permasalahan tamu/konsumen di dalam hotel.	1	2	3	4	5
2.	Keramahan pegawai/pelayan hotel terhadap tamu.	1	2	3	4	5
3.	Kecepatan pegawai hotel memberikan pelayanan saat dibutuhkan selama di hotel.	1	2	3	4	5
4.	Fasilitas yang di berikan hotel selama menginap.	1	2	3	4	5
5.	Pelayanan makan dan minum selama menginap.	1	2	3	4	5
6.	Kesediaan pegawai mendengarkan saran tamu hotel.	1	2	3	4	5

**D. Assurance**

No.	PERNYATAAN	Skor Pilihan				
1.	Kemampuan dan pengetahuan karyawan hotel.	1	2	3	4	5
2.	Keamanan selama menginap di hotel.	1	2	3	4	5
3.	Resiko keselamatan selama menginap di hotel.	1	2	3	4	5
4.	Perilaku karyawan selama menginap di hotel.	1	2	3	4	5
5.	Pengalaman karyawan dalam menjaga tamu.	1	2	3	4	5

**E. Emphaty**

No.	PERNYATAAN	Skor Pilihan				
1.	Kemudahan dalam proses pemesanan kamar hotel.	1	2	3	4	5
2.	Kemudahan dalam mencapai lokasi hotel.	1	2	3	4	5
3.	Kemudahan dalam mengurus keperluan tamu hotel (barang bawaan).	1	2	3	4	5
4.	Pengertian dan pemahaman karyawan tentang kebutuhan tamu hotel yang sesuai.	1	2	3	4	5
5.	Perhatian karyawan terhadap permasalahan tamu hotel.	1	2	3	4	5

## DAFTAR PERTANYAAN

### Petunjuk Pengisian

1. Daftar berikut adalah deskripsi pernyataan tentang persepsi anda terhadap *organization citizenship behavior* yang ditawarkan oleh jasa perhotelan. Untuk itu saya mengharapkan anda untuk memberikan penilaian terhadap *organization citizenship behavior* yang diberikan oleh perusahaan jasa perhotelan.
2. Berilah tanda silang (X) untuk setiap jawaban yang menurut anda paling tepat dengan skor pilihan : 1 = Sangat tidak baik, 2 = Tidak baik, 3 = Cukup baik, 4 = Baik, 5 = Sangat baik.

### ORGANIZATION CITIZENSHIP BEHAVIOR

#### A. Altruism

No.	PERNYATAAN	Skor Pilihan				
1.	Karyawan mementingkan kepentingan tamu dari <i>reservasi</i> sampai <i>check-out</i> .	1	2	3	4	5
2.	Karyawan selalu menyediakan waktu bagi setiap tamu	1	2	3	4	5

#### B. Conscientiousness

No.	PERNYATAAN	Skor Pilihan				
1.	Karyawan selalu berada di hotel tepat waktu	1	2	3	4	5
2.	Karyawan selalu melayani tamu dengan tepat waktu	1	2	3	4	5

#### C. Sportsmanship

No.	PERNYATAAN	Skor Pilihan				
1.	Karyawan menerima komplain dari pelanggan dengan senang hati	1	2	3	4	5
2.	Karyawan segera memberikan solusi atas keluhan	1	2	3	4	5

#### D. Courtesy

No.	PERNYATAAN	Skor Pilihan				
1.	Karyawan bersikap sopan pada semua tamu secara adil	1	2	3	4	5
2.	Karyawan selalu memberikan sapaan setiap kali bertemu dengan tamu hotel	1	2	3	4	5

#### E. Civic Virtue

No.	PERNYATAAN	Skor Pilihan				
1.	Karyawan Bersedia memberikan pertolongan tanpa diminta	1	2	3	4	5
2.	Karyawan memberikan pelayanan dengan sepenuh hati	1	2	3	4	5

## DAFTAR PERTANYAAN

### Petunjuk Pengisian

1. Daftar berikut adalah deskripsi pernyataan tentang persepsi anda terhadap citra perusahaan yang ditawarkan oleh jasa perhotelan. Untuk itu saya mengharapkan anda untuk memberikan penilaian terhadap citra perusahaan yang diberikan oleh perusahaan jasa perhotelan.
2. Berilah tanda silang (X) untuk setiap jawaban yang menurut anda paling tepat dengan skor pilihan : 1 = Sangat tidak baik, 2 = Tidak baik, 3 = Cukup baik, 4 = Baik, 5 = Sangat baik.

### CITRA PERUSAHAAN

#### A. Personality

No.	PERNYATAAN	Skor Pilihan				
1.	Kesan terhadap hotel dilihat dari posisi lokasi	1	2	3	4	5
2.	Reputasi hotel dalam orientasi pelanggan	1	2	3	4	5
3.	Harga yang ditawarkan sesuai dengan kualitas layanan yang diberikan					

#### B. Reputation

No.	PERNYATAAN	Skor Pilihan				
1.	Reputasi sebagai hotel yang menyediakan layanan yang berkualitas tinggi	1	2	3	4	5
2.	Reputasi dalam menjaga eksistensi	1	2	3	4	5
3.	Konsistensi pelayanan	1	2	3	4	5

#### C. Value

No.	PERNYATAAN	Skor Pilihan				
1.	Kesan terhadap interior hotel	1	2	3	4	5
2.	Kesan terhadap tampilan kamar	1	2	3	4	5
3.	Kesan terhadap fasilitas hotel	1	2	3	4	5

#### D. Corporate Identity

No.	PERNYATAAN	Skor Pilihan				
1.	Kesan terhadap logo hotel	1	2	3	4	5
2.	Kesan terhadap slogan hotel	1	2	3	4	5
3.	Kesan terhadap kemewahan hotel	1	2	3	4	5

## DAFTAR PERTANYAAN

### Petunjuk Pengisian

1. Daftar berikut adalah deskripsi pernyataan tentang persepsi anda terhadap kepuasan yang ditawarkan oleh jasa perhotelan. Untuk itu saya mengharapkan anda untuk memberikan penilaian terhadap kepuasan pelanggan yang diberikan oleh perusahaan jasa perhotelan.
2. Berilah tanda silang (X) untuk setiap jawaban yang menurut anda paling tepat dengan skor pilihan : 1 = Sangat tidak baik, 2 = Tidak baik, 3 = Cukup baik, 4 = Baik, 5 = Sangat baik.

### KEPUASAN PELANGGAN

#### A. *Expectation*

No.	PERNYATAAN	Skor Pilihan				
1.	Harapan atas fasilitas hotel yang lebih baik	1	2	3	4	5
2.	Harapan atas pelayanan karyawan yang lebih ramah	1	2	3	4	5

#### B. *Perceived performance*

No.	PERNYATAAN	Skor Pilihan				
1.	Perasaan senang terpuaskan dari kinerja jasa	1	2	3	4	5
2.	Kesesuaian kinerja jasa dengan harapan atas dasar informasi	1	2	3	4	5
3.	Kinerja jasa sangat mengagumkan					

## DAFTAR PERTANYAAN

### Petunjuk Pengisian

1. Daftar berikut adalah deskripsi pernyataan tentang persepsi anda terhadap perilaku atau sikap loyal anda yang ditawarkan oleh jasa perhotelan. Untuk itu saya mengharapkan anda untuk menanggapi bagaimana perilaku dan sikap loyal anda terhadap perusahaan jasa perhotelan.
2. Berilah tanda silang (X) untuk setiap jawaban yang menurut anda paling tepat dengan skor pilihan : 1 = Sangat tidak baik, 2 = Tidak baik, 3 = Cukup baik, 4 = Baik, 5 = Sangat baik.

### LOYALITAS PELANGGAN

#### A. *Intention to repurchase*

No.	PERNYATAAN	Skor Pilihan				
1.	Keinginan untuk menginap di hotel pada masa yang akan datang	1	2	3	4	5
2.	Dorongan untuk meningkatkan intensitas menginap di hotel	1	2	3	4	5

#### B. *Intention to repurchase a cross product and service lines*

No.	PERNYATAAN	Skor Pilihan				
1.	Keinginan untuk menggunakan mini bar	1	2	3	4	5
2.	Keinginan memesan makanan dari restoran atau dapur hotel	1	2	3	4	5
3.	Keinginan untuk membeli jasa lainnya	1	2	3	4	5

#### C. *Recomended*

No.	PERNYATAAN	Skor Pilihan				
1.	Merekomendasikan hotel kepada orang lain	1	2	3	4	5
2.	Keinginan menjelaskan manfaat yang diperoleh dari hotel pada orang lain	1	2	3	4	5

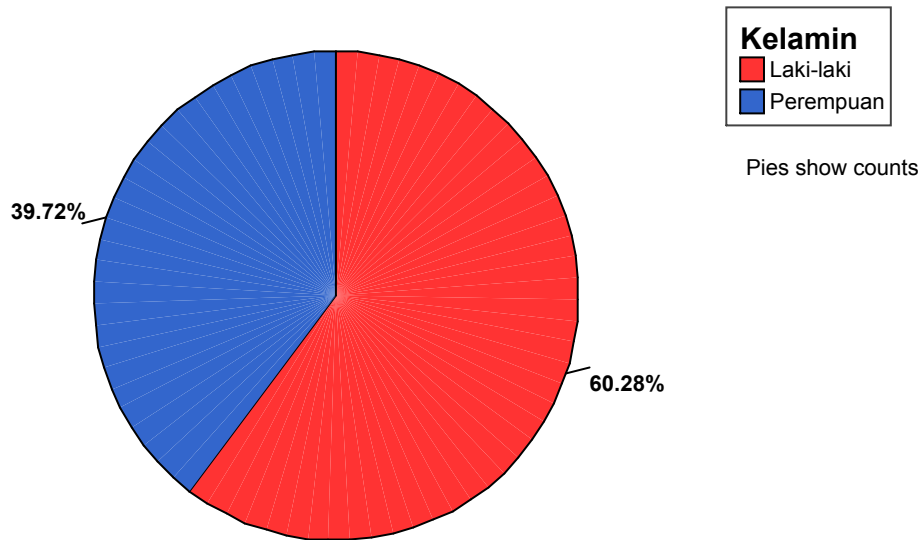
#### D. *Demonstrate immunity to the pull of the competition*

No.	PERNYATAAN	Skor Pilihan				
1.	Penolakan terhadap jasa kamar dari hotel pesaing	1	2	3	4	5
2.	Penolakan terhadap lini jasa lain dari pesaing	1	2	3	4	5

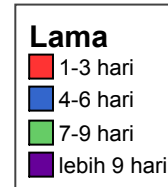
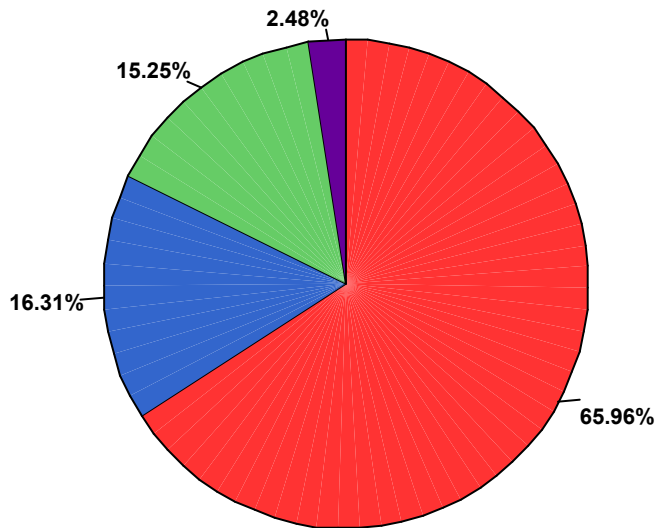


## Lampiran 2. Karakteristik Responden

### Interactive Graph

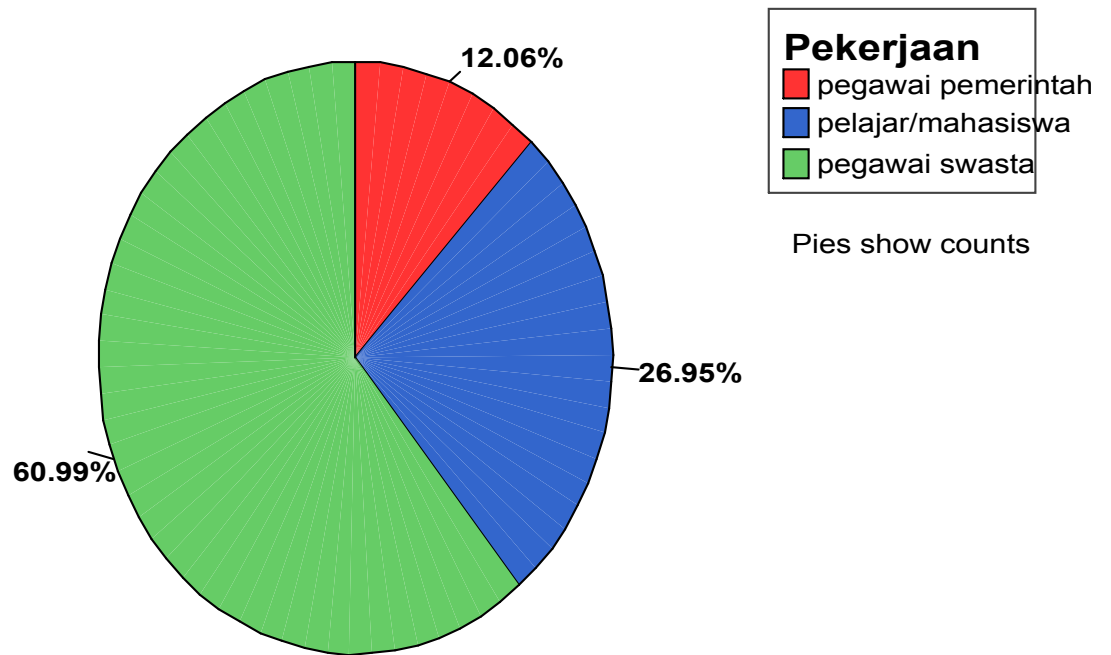


## Interactive Graph

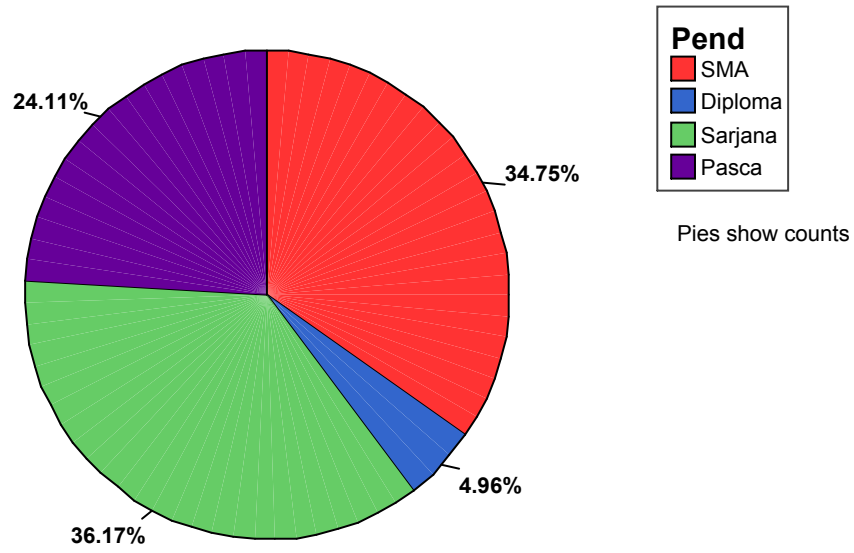


Pies show counts

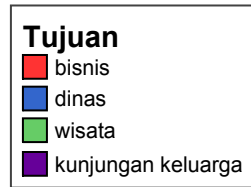
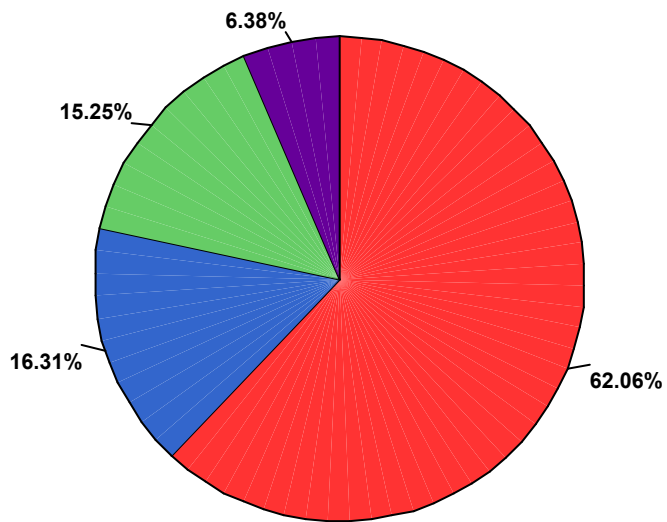
## Interactive Graph



## Interactive Graph

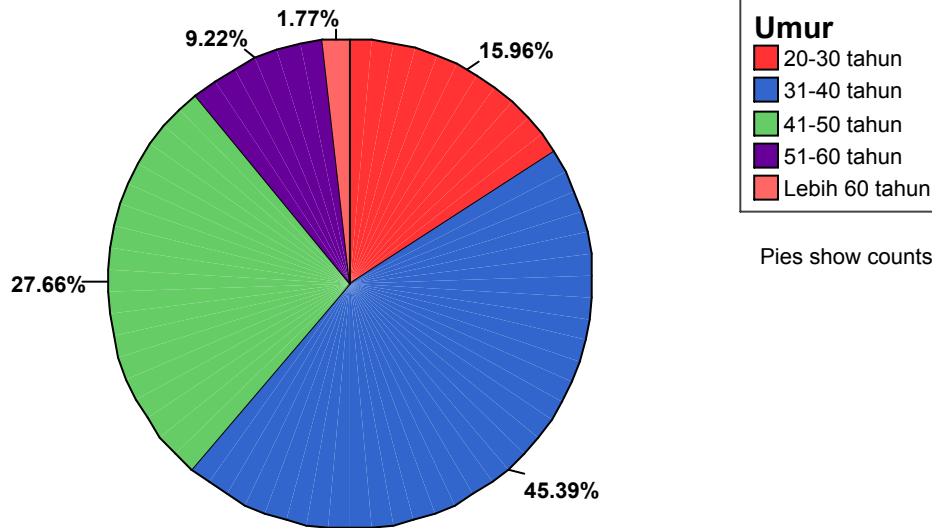


## Interactive Graph



Pies show counts

## Interactive Graph



**LAMPIRAN OLAH DATA**  
**Frequency Table**

**Tangibel01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	241	85.5	85.5	86.2
	Sangat Baik	39	13.8	13.8	100.0
	Total	282	100.0	100.0	

**Tangibel02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	230	81.6	81.6	82.3
	Sangat Baik	50	17.7	17.7	100.0
	Total	282	100.0	100.0	

**Tangibel03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	247	87.6	87.6	88.3
	Sangat Baik	33	11.7	11.7	100.0
	Total	282	100.0	100.0	

**Tangibel0**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	261	92.6	92.6	93.3
	Sangat Baik	19	6.7	6.7	100.0
	Total	282	100.0	100.0	

**Tangibel05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	53	18.8	18.8	18.8
	Baik	73	25.9	25.9	44.7
	Sangat Baik	156	55.3	55.3	100.0
	Total	282	100.0	100.0	

**Tangibel06**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	62	22.0	22.0	22.0
	Baik	66	23.4	23.4	45.4
	Sangat Baik	154	54.6	54.6	100.0
	Total	282	100.0	100.0	

**Rel01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	227	80.5	80.5	80.5
	Sangat Baik	55	19.5	19.5	100.0
	Total	282	100.0	100.0	

**Rel02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	163	57.8	57.8	57.8
	Sangat Baik	119	42.2	42.2	100.0
	Total	282	100.0	100.0	

**Rel03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	5	1.8	1.8	1.8
	Baik	164	58.2	58.2	59.9
	Sangat Baik	113	40.1	40.1	100.0
	Total	282	100.0	100.0	



**Rel04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	142	50.4	50.4	50.4
	Baik	12	4.3	4.3	54.6
	Sangat Baik	127	45.0	45.0	99.6
	9	1	.4	.4	100.0
	Total	282	100.0	100.0	

**Respn01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	227	80.5	80.5	81.2
	Sangat Baik	53	18.8	18.8	100.0
	Total	282	100.0	100.0	

**Respn02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	205	72.7	72.7	73.4
	Sangat Baik	75	26.6	26.6	100.0
	Total	282	100.0	100.0	

**Respn03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	1	.4	.4	.4
	Baik	205	72.7	72.7	73.0
	Sangat Baik	76	27.0	27.0	100.0
	Total	282	100.0	100.0	

**Respn04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	214	75.9	75.9	76.6
	Sangat Baik	66	23.4	23.4	100.0
	Total	282	100.0	100.0	

**Respn05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	255	90.4	90.4	91.1
	Sangat Baik	25	8.9	8.9	100.0
	Total	282	100.0	100.0	

**Respn06**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	2	.7	.7	.7
	Baik	9	3.2	3.2	3.9
	Sangat Baik	271	96.1	96.1	100.0
	Total	282	100.0	100.0	

**Assur01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	7	2.5	2.5	2.5
	Cukup Baik	115	40.8	40.8	43.3
	Baik	137	48.6	48.6	91.8
	Sangat Baik	23	8.2	8.2	100.0
	Total	282	100.0	100.0	

**Assur02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	116	41.1	41.1	43.3
	Baik	118	41.8	41.8	85.1
	Sangat Baik	42	14.9	14.9	100.0
	Total	282	100.0	100.0	

**Assur03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	18	6.4	6.4	6.4
	Cukup Baik	100	35.5	35.5	41.8
	Baik	116	41.1	41.1	83.0
	Sangat Baik	48	17.0	17.0	100.0
	Total	282	100.0	100.0	

**Assur04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	84	29.8	29.8	32.6
	Baik	151	53.5	53.5	86.2
	Sangat Baik	39	13.8	13.8	100.0
	Total	282	100.0	100.0	

**Assur05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	19	6.7	6.7	6.7
	Cukup Baik	110	39.0	39.0	45.7
	Baik	115	40.8	40.8	86.5
	Sangat Baik	38	13.5	13.5	100.0
	Total	282	100.0	100.0	

**Empat01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	16	5.7	5.7	5.7
	Cukup Baik	151	53.5	53.5	59.2
	Baik	87	30.9	30.9	90.1
	Sangat Baik	28	9.9	9.9	100.0
	Total	282	100.0	100.0	

**Empat02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	9	3.2	3.2	3.2
	Cukup Baik	126	44.7	44.7	47.9
	Baik	111	39.4	39.4	87.2
	Sangat Baik	36	12.8	12.8	100.0
	Total	282	100.0	100.0	

**Empat03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	9	3.2	3.2	3.2
	Cukup Baik	136	48.2	48.2	51.4
	Baik	92	32.6	32.6	84.0
	Sangat Baik	45	16.0	16.0	100.0
	Total	282	100.0	100.0	

**Empat04**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	126	44.7	44.7	47.5
	Baik	103	36.5	36.5	84.0
	Sangat Baik	45	16.0	16.0	100.0
	Total	282	100.0	100.0	

**Empat05**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	5	1.8	1.8	1.8
	Cukup Baik	118	41.8	41.8	43.6
	Baik	126	44.7	44.7	88.3
	Sangat Baik	33	11.7	11.7	100.0
	Total	282	100.0	100.0	

**Altruism01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	10	3.5	3.5	3.5
	Cukup Baik	215	76.2	76.2	79.8
	Baik	47	16.7	16.7	96.5
	Sangat Baik	10	3.5	3.5	100.0
	Total	282	100.0	100.0	

**Altruism02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	230	81.6	81.6	84.4
	Baik	32	11.3	11.3	95.7
	Sangat Baik	12	4.3	4.3	100.0
	Total	282	100.0	100.0	

**Conscientiousness01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	217	77.0	77.0	79.8
	Baik	42	14.9	14.9	94.7
	Sangat Baik	15	5.3	5.3	100.0
	Total	282	100.0	100.0	

**Conscituousness02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	213	75.5	75.5	78.4
	Baik	49	17.4	17.4	95.7
	Sangat Baik	12	4.3	4.3	100.0
	Total	282	100.0	100.0	

**Sportmanship01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	208	73.8	73.8	75.9
	Baik	49	17.4	17.4	93.3
	Sangat Baik	19	6.7	6.7	100.0
	Total	282	100.0	100.0	

**Sportmanship02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	15	5.3	5.3	5.3
	Cukup Baik	199	70.6	70.6	75.9
	Baik	60	21.3	21.3	97.2
	Sangat Baik	8	2.8	2.8	100.0
	Total	282	100.0	100.0	

**Courtesy01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	218	77.3	77.3	80.1
	Baik	55	19.5	19.5	99.6
	Sangat Baik	1	.4	.4	100.0
	Total	282	100.0	100.0	

**Courtesy02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	20	7.1	7.1	7.1
	Cukup Baik	205	72.7	72.7	79.8
	Baik	50	17.7	17.7	97.5
	Sangat Baik	7	2.5	2.5	100.0
	Total	282	100.0	100.0	

**Civic01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	16	5.7	5.7	5.7
	Cukup Baik	201	71.3	71.3	77.0
	Baik	63	22.3	22.3	99.3
	Baik	2	.7	.7	100.0
	Total	282	100.0	100.0	

**Civic02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	204	72.3	72.3	74.5
	Baik	59	20.9	20.9	95.4
	Sangat Baik	13	4.6	4.6	100.0
	Total	282	100.0	100.0	

**Personality01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	9	3.2	3.2	3.2
	Cukup Baik	151	53.5	53.5	56.7
	Baik	115	40.8	40.8	97.5
	Sangat Baik	7	2.5	2.5	100.0
	Total	282	100.0	100.0	

**Personality02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	10	3.5	3.5	3.5
	Cukup Baik	134	47.5	47.5	51.1
	Baik	124	44.0	44.0	95.0
	Baik	14	5.0	5.0	100.0
	Total	282	100.0	100.0	

**Personality03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	11	3.9	3.9	3.9
	Cukup Baik	131	46.5	46.5	50.4
	Baik	134	47.5	47.5	97.9
	Sangat Baik	6	2.1	2.1	100.0
	Total	282	100.0	100.0	

**Reputation01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	21	7.4	7.4	7.4
	Cukup Baik	124	44.0	44.0	51.4
	Baik	132	46.8	46.8	98.2
	Sangat Baik	5	1.8	1.8	100.0
	Total	282	100.0	100.0	

**Reputation02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	111	39.4	39.4	39.4
	Baik	160	56.7	56.7	96.1
	Sangat Baik	11	3.9	3.9	100.0
	Total	282	100.0	100.0	



**Reputation03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	107	37.9	37.9	40.1
	Baik	160	56.7	56.7	96.8
	Sangat Baik	9	3.2	3.2	100.0
	Total	282	100.0	100.0	

**Value01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	4	1.4	1.4	1.4
	Cukup Baik	124	44.0	44.0	45.4
	Baik	150	53.2	53.2	98.6
	Sangat Baik	4	1.4	1.4	100.0
	Total	282	100.0	100.0	

**Value02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	14	5.0	5.0	5.0
	Cukup Baik	127	45.0	45.0	50.0
	Baik	129	45.7	45.7	95.7
	Sangat Baik	12	4.3	4.3	100.0
	Total	282	100.0	100.0	

**Value03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	147	52.1	52.1	54.3
	Baik	114	40.4	40.4	94.7
	Baik	15	5.3	5.3	100.0
	Total	282	100.0	100.0	

**Identity01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	125	44.3	44.3	47.2
	Baik	132	46.8	46.8	94.0
	Sangat Baik	17	6.0	6.0	100.0
	Total	282	100.0	100.0	

**Identity02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	8	2.8	2.8	2.8
	Cukup Baik	125	44.3	44.3	47.2
	Baik	138	48.9	48.9	96.1
	Sangat Baik	11	3.9	3.9	100.0
	Total	282	100.0	100.0	

**Identity03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	15	5.3	5.3	5.3
	Cukup Baik	110	39.0	39.0	44.3
	Baik	148	52.5	52.5	96.8
	Sangat Baik	9	3.2	3.2	100.0
	Total	282	100.0	100.0	

**Expectation01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	94	33.3	33.3	33.3
	Baik	161	57.1	57.1	90.4
	Sangat Baik	27	9.6	9.6	100.0
	Total	282	100.0	100.0	

**Expectation02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	95	33.7	33.7	35.8
	Baik	153	54.3	54.3	90.1
	Sangat Baik	28	9.9	9.9	100.0
	Total	282	100.0	100.0	

**Perceived01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	25	8.9	8.9	8.9
	Baik	107	37.9	37.9	46.8
	Sangat Baik	150	53.2	53.2	100.0
	Total	282	100.0	100.0	

**Perceived02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	1	.4	.4	.4
	Cukup Baik	41	14.5	14.5	14.9
	Baik	114	40.4	40.4	55.3
	Sangat Baik	126	44.7	44.7	100.0
	Total	282	100.0	100.0	

**Intention01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	5	1.8	1.8	1.8
	Cukup Baik	61	21.6	21.6	23.4
	Baik	121	42.9	42.9	66.3
	Sangat Baik	95	33.7	33.7	100.0
	Total	282	100.0	100.0	

**Intention02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	6	2.1	2.1	2.1
	Cukup Baik	52	18.4	18.4	20.6
	Baik	126	44.7	44.7	65.2
	Sangat Baik	98	34.8	34.8	100.0
	Total	282	100.0	100.0	

**Intention03**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	4	1.4	1.4	1.4
	Cukup Baik	66	23.4	23.4	24.8
	Baik	106	37.6	37.6	62.4
	Sangat Baik	106	37.6	37.6	100.0
	Total	282	100.0	100.0	

**Repurchase01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	26	9.2	9.2	9.2
	Baik	108	38.3	38.3	47.5
	Sangat Baik	148	52.5	52.5	100.0
	Total	282	100.0	100.0	

**Repurchase02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	26	9.2	9.2	9.2
	Baik	108	38.3	38.3	47.5
	Sangat Baik	148	52.5	52.5	100.0
	Total	282	100.0	100.0	

**Recomended01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	27	9.6	9.6	9.6
	Baik	107	37.9	37.9	47.5
	Sangat Baik	148	52.5	52.5	100.0
	Total	282	100.0	100.0	

**Recomended02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	27	9.6	9.6	9.6
	Baik	106	37.6	37.6	47.2
	Sangat Baik	149	52.8	52.8	100.0
	Total	282	100.0	100.0	

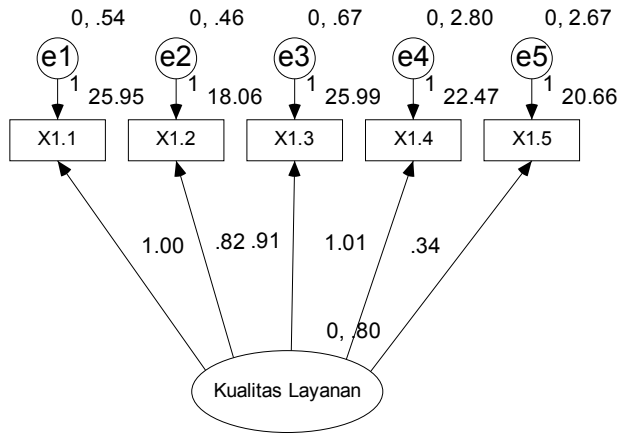
**Demonstrate01**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	27	9.6	9.6	9.6
	Baik	105	37.2	37.2	46.8
	Sangat Baik	150	53.2	53.2	100.0
	Total	282	100.0	100.0	

**Demonstrate02**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Baik	26	9.2	9.2	9.2
	Baik	104	36.9	36.9	46.1
	Sangat Baik	152	53.9	53.9	100.0
	Total	282	100.0	100.0	

Chi Square=5.509  
df=2  
Prob.=.064  
Relative Chi-Square=2.754  
RMSEA=.079  
TLI=.944  
CFI=.989



### Analysis Summary

### Date and Time

Date: Monday, November 19, 2012  
Time: 4:55:49 PM

### Title

Kualitas layanan: Monday, November 19, 2012 04:55 PM

### Notes for Group (Group number 1)

The model is recursive.  
Sample size = 282

### Variable Summary (Group number 1)

#### Your model contains the following variables (Group number 1)

Observed, endogenous variables

X1.1

X1.2

X1.3

X1.4

X1.5

Unobserved, exogenous variables

Kualitas Layanan

e1

e2

e3

e4

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	3	6	0	5	18
Total	10	3	6	0	5	24

#### Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
X1.5	18.000	24.000	-.269	-1.843	-1.551	-5.316
X1.4	2.000	24.000	-4.772	-32.714	45.926	157.426
X1.3	19.000	27.000	-1.508	-10.340	6.958	23.851
X1.2	17.000	19.000	-.114	-.779	-1.987	-6.811
X1.1	19.000	27.000	-1.443	-9.893	6.808	23.337

Variable	min	max	skew	c.r.	kurtosis	c.r.
Multivariate					90.328	90.650

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

Observation number	Mahalanobis d-squared	p1	p2
201	147.481	.000	.000
78	61.526	.000	.000
278	61.526	.000	.000
123	10.378	.065	1.000
186	9.797	.081	1.000
83	9.458	.092	1.000
82	9.380	.095	1.000
93	9.380	.095	1.000
282	9.380	.095	1.000
21	9.077	.106	1.000
221	9.077	.106	1.000
131	8.956	.111	1.000
156	8.938	.112	1.000
45	8.938	.112	1.000
170	8.567	.128	1.000
120	8.567	.128	1.000
73	8.209	.145	1.000
90	8.209	.145	1.000
119	8.209	.145	1.000
273	8.209	.145	1.000
231	7.927	.160	1.000
200	7.927	.160	1.000
31	7.927	.160	1.000
96	7.732	.172	1.000
92	7.732	.172	1.000
165	7.682	.175	1.000
13	7.574	.181	1.000
36	7.574	.181	1.000
169	7.574	.181	1.000
213	7.574	.181	1.000
236	7.574	.181	1.000
205	7.570	.182	.999
5	7.570	.182	.999
195	7.497	.186	.999
190	7.434	.190	.999



Observation number	Mahalanobis d-squared	p1	p2
126	7.270	.201	1.000
159	7.225	.204	.999
85	7.225	.204	.999
80	6.904	.228	1.000
280	6.904	.228	1.000
187	6.449	.265	1.000
193	6.449	.265	1.000
189	6.365	.272	1.000
127	6.016	.305	1.000
142	6.016	.305	1.000
172	6.016	.305	1.000
107	5.961	.310	1.000
94	5.961	.310	1.000
74	5.946	.312	1.000
111	5.946	.312	1.000
137	5.946	.312	1.000
188	5.946	.312	1.000
191	5.946	.312	1.000
197	5.946	.312	1.000
198	5.946	.312	1.000
274	5.946	.312	1.000
17	5.749	.331	1.000
217	5.749	.331	1.000
245	5.667	.340	1.000
255	5.615	.346	1.000
174	5.615	.346	1.000
173	5.615	.346	1.000
144	5.615	.346	1.000
143	5.615	.346	1.000
136	5.615	.346	1.000
134	5.615	.346	1.000
130	5.615	.346	1.000
125	5.615	.346	1.000
124	5.615	.346	1.000
110	5.615	.346	1.000
55	5.615	.346	1.000
275	5.492	.359	1.000
108	5.492	.359	1.000
75	5.492	.359	1.000
228	5.490	.359	1.000

Observation number	Mahalanobis d-squared	p1	p2
219	5.490	.359	.999
28	5.490	.359	.999
19	5.490	.359	.999
250	5.429	.366	.999
115	5.429	.366	.999
50	5.429	.366	.998
122	5.299	.380	.999
214	5.255	.386	.999
100	5.255	.386	.999
14	5.255	.386	.999
10	5.000	.416	1.000
24	5.000	.416	1.000
72	5.000	.416	1.000
109	5.000	.416	1.000
133	5.000	.416	1.000
140	5.000	.416	.999
149	5.000	.416	.999
179	5.000	.416	.999
210	5.000	.416	.998
224	5.000	.416	.997
272	5.000	.416	.996
38	4.995	.416	.995
54	4.995	.416	.992
95	4.995	.416	.989
99	4.995	.416	.985

**Notes for Model (Default model)**

**Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 20  
Number of distinct parameters to be estimated: 18  
Degrees of freedom (20 - 18): 2

**Result (Default model)**

Minimum was achieved  
Chi-square = 5.509  
Degrees of freedom = 2

Probability level = .064

**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
X1.1 <--- Kualitas Layanan	1.000				
X1.2 <--- Kualitas Layanan	.821	.123	6.679	***	par_1
X1.3 <--- Kualitas Layanan	.910	.142	6.426	***	par_2
X1.4 <--- Kualitas Layanan	1.011	.158	6.388	***	par_3
X1.5 <--- Kualitas Layanan	.337	.129	2.606	.009	par_4

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

	Estimate
X1.1 <--- Kualitas Layanan	.774
X1.2 <--- Kualitas Layanan	.736
X1.3 <--- Kualitas Layanan	.704
X1.4 <--- Kualitas Layanan	.476
X1.5 <--- Kualitas Layanan	.182

**Intercepts: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
X1.1	25.950	.069	376.075	***	par_8
X1.2	18.057	.060	303.175	***	par_9
X1.3	25.986	.069	376.572	***	par_10
X1.4	22.472	.113	198.144	***	par_11
X1.5	20.660	.099	208.593	***	par_12

**Covariances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
e2 <--> e3	-.118	.078	-1.509	.131	par_5
e4 <--> e5	.182	.159	1.143	.253	par_6
e3 <--> e4	.384	.130	2.956	.003	par_7

**Correlations: (Group number 1 - Default model)**

	Estimate
e2 <--> e3	-.213
e4 <--> e5	.067
e3 <--> e4	.279

**Variances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Kualitas Layanan	.802	.150	5.361	***	par_13
e1	.536	.117	4.575	***	par_14
e2	.457	.085	5.368	***	par_15
e3	.675	.119	5.667	***	par_16
e4	2.795	.263	10.624	***	par_17
e5	2.666	.227	11.745	***	par_18

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

	Estimate
X1.5	.033
X1.4	.227
X1.3	.496
X1.2	.542
X1.1	.599

**Matrices (Group number 1 - Default model)**

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

	Kualitas Layanan	X1.5	X1.4	X1.3	X1.2	X1.1
Kualitas Layanan	.802					
X1.5	.270	2.756				
X1.4	.810	.454	3.614			
X1.3	.729	.246	1.121	1.338		
X1.2	.658	.222	.665	.480	.997	
X1.1	.802	.270	.810	.729	.658	1.338

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

	Kualitas Layanan	X1.5	X1.4	X1.3	X1.2	X1.1
Kualitas Layanan	1.000					
X1.5	.182	1.000				

	Kualitas Layanan	X1.5	X1.4	X1.3	X1.2	X1.1
X1.4	.476	.144	1.000			
X1.3	.704	.128	.510	1.000		
X1.2	.736	.134	.350	.416	1.000	
X1.1	.774	.141	.369	.545	.570	1.000

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

	Kualitas Layanan	X1.5	X1.4	X1.3	X1.2	X1.1
	.000	20.660	22.472	25.986	18.057	25.950

**Implied Covariances (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
X1.5	2.756				
X1.4	.454	3.614			
X1.3	.246	1.121	1.338		
X1.2	.222	.665	.480	.997	
X1.1	.270	.810	.729	.658	1.338

**Implied Correlations (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
X1.5	1.000				
X1.4	.144	1.000			
X1.3	.128	.510	1.000		
X1.2	.134	.350	.416	1.000	
X1.1	.141	.369	.545	.570	1.000

**Implied Means (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
	20.660	22.472	25.986	18.057	25.950

**Residual Covariances (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
X1.5	.000				
X1.4	-.024	-.003			
X1.3	-.073	.003	.002		
X1.2	.124	-.022	-.004	.000	
X1.1	-.081	.025	.007	-.003	.000

**Residual Means (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
	.000	.000	.000	.000	.000

**Standardized Residual Covariances (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
X1.5	.000				
X1.4	-.128	-.011			
X1.3	-.633	.019	.019		
X1.2	1.243	-.180	-.055	.000	
X1.1	-.702	.179	.082	-.034	.000

**Standardized Residual Means (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
	.000	.000	.000	.000	.000

**Factor Score Weights (Group number 1 - Default model)**

	X1.5	X1.4	X1.3	X1.2	X1.1
Kualitas Layanan	.018	.019	.252	.336	.282

**Total Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.337
X1.4	1.011
X1.3	.910
X1.2	.821
X1.1	1.000

**Standardized Total Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.182
X1.4	.476
X1.3	.704
X1.2	.736
X1.1	.774

**Direct Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.337
X1.4	1.011
X1.3	.910
X1.2	.821
X1.1	1.000

**Standardized Direct Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.182
X1.4	.476
X1.3	.704
X1.2	.736
X1.1	.774

**Indirect Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.000
X1.4	.000
X1.3	.000
X1.2	.000
X1.1	.000

**Standardized Indirect Effects (Group number 1 - Default model)**

	Kualitas Layanan
X1.5	.000
X1.4	.000
X1.3	.000
X1.2	.000
X1.1	.000

### Model Fit Summary

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	18	5.509	2	.064	2.754
Saturated model	20	.000	0		
Independence model	10	325.178	10	.000	32.518

#### Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.983	.915	.989	.944	.989
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

#### Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.200	.197	.198
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

#### NCP

Model	NCP	LO 90	HI 90
Default model	3.509	.000	14.617
Saturated model	.000	.000	.000
Independence model	315.178	259.974	377.801

#### FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.020	.012	.000	.052
Saturated model	.000	.000	.000	.000
Independence model	1.157	1.122	.925	1.344

#### RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.079	.000	.161	.199
Independence model	.335	.304	.367	.000



**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	41.509	42.294		
Saturated model	40.000	40.873		
Independence model	345.178	345.614		

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	.148	.135	.187	.151
Saturated model	.142	.142	.142	.145
Independence model	1.228	1.032	1.451	1.230

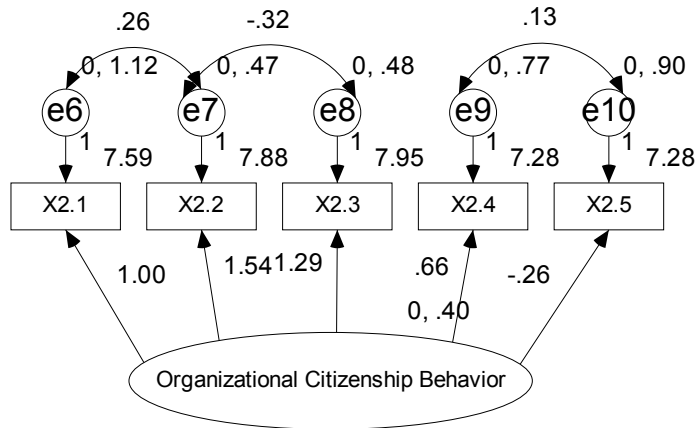
**HOELTER**

Model	HOELTER .05	HOELTER .01
Default model	306	470
Independence model	16	21

**Execution time summary**

Minimization: .052  
 Miscellaneous: .460  
 Bootstrap: .000  
 Total: .512

## OCB (ORGANIZATIONAL CITIZENSHIP BEHAVIOR)



Chi Square=2.833  
df=2  
Prob.=.243  
Relative Chi-Square=1.417  
RMSEA=.039  
TLI=.982  
CFI=.996

### Analysis Summary

### Date and Time

Date: Monday, November 19, 2012  
Time: 5:09:11 PM

### Title

Ocb: Monday, November 19, 2012 05:09 PM

### Notes for Group (Group number 1)

The model is recursive.  
Sample size = 282

### Variable Summary (Group number 1)

### Your model contains the following variables (Group number 1)

Observed, endogenous variables  
X2.1  
X2.2

X2.3  
X2.4  
X2.5  
Unobserved, exogenous variables  
Organizational Citizenship Behavior  
e6  
e7  
e8  
e9  
e10

**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

**Variable Summary (Group number 1)**

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

Observed, endogenous variables  
X2.1  
X2.2  
X2.3  
X2.4  
X2.5  
Unobserved, exogenous variables  
Organizational Citizenship Behavior  
e6  
e7  
e8  
e9  
e10

**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

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

Observation number	Mahalanobis d-squared	p1	p2
215	89.663	.000	.000
216	22.029	.001	.010
255	15.167	.010	.514
272	14.003	.016	.642
217	13.683	.018	.562
265	13.004	.023	.645
226	12.648	.027	.637
170	12.648	.027	.489
259	12.507	.028	.411
173	11.425	.044	.788
229	11.425	.044	.688
239	10.809	.055	.859
175	10.496	.062	.899
231	10.496	.062	.843
166	10.334	.066	.843
222	10.334	.066	.774
82	9.771	.082	.930
164	9.771	.082	.892
218	9.771	.082	.842
220	9.771	.082	.781
81	9.637	.086	.787
163	9.637	.086	.718
275	9.446	.093	.766
120	9.304	.098	.786
38	9.304	.098	.721
266	9.282	.098	.664
270	9.282	.098	.587
235	9.219	.101	.559
53	8.508	.130	.932
55	8.508	.130	.903
135	8.508	.130	.867
137	8.508	.130	.823
209	8.508	.130	.772
68	8.484	.131	.732
90	8.484	.131	.669
128	8.484	.131	.602
150	8.484	.131	.532
184	8.484	.131	.462
122	7.760	.170	.936

Observation number	Mahalanobis d-squared	p1	p2
40	7.760	.170	.912
256	7.503	.186	.969
195	7.391	.193	.978
161	7.391	.193	.967
127	7.391	.193	.954
101	7.391	.193	.936
79	7.391	.193	.914
46	7.391	.193	.887
45	7.391	.193	.854
30	7.391	.193	.815
19	7.391	.193	.771
8	7.356	.195	.754
258	7.334	.197	.725
133	7.298	.199	.708
51	7.298	.199	.654
242	7.276	.201	.621
165	7.129	.211	.720
219	7.129	.211	.669
221	7.129	.211	.614
263	7.129	.211	.557
213	7.106	.213	.526
130	7.106	.213	.468
48	7.106	.213	.411
260	7.036	.218	.436
230	7.036	.218	.381
225	7.036	.218	.328
174	7.036	.218	.278
169	7.036	.218	.233
36	6.941	.225	.279
37	6.941	.225	.234
118	6.941	.225	.194
119	6.941	.225	.158
168	6.941	.225	.127
224	6.941	.225	.100
264	6.941	.225	.078
269	6.941	.225	.060
179	6.894	.229	.061
145	6.894	.229	.046
85	6.894	.229	.035
63	6.894	.229	.025

Observation number	Mahalanobis d-squared	p1	p2
3	6.894	.229	.018
176	6.673	.246	.064
232	6.673	.246	.049
271	6.620	.250	.053
241	6.417	.268	.141
67	6.293	.279	.216
89	6.293	.279	.179
149	6.293	.279	.147
183	6.293	.279	.119
243	6.197	.287	.164
185	6.197	.287	.134
151	6.197	.287	.108
91	6.197	.287	.086
69	6.197	.287	.068
125	6.121	.295	.088
43	6.121	.295	.069
134	6.083	.298	.070
52	6.083	.298	.055
207	6.061	.300	.050
41	6.022	.304	.051
123	6.022	.304	.039

**Notes for Model (Default model)**

**Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 20  
Number of distinct parameters to be estimated: 18  
Degrees of freedom (20 - 18): 2

**Result (Default model)**

Minimum was achieved  
Chi-square = 2.833  
Degrees of freedom = 2  
Probability level = .243

**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
X2.1 <--- Organizational Citizenship Behavior	1.000				
X2.2 <--- Organizational Citizenship Behavior	1.538	.305	5.048	***	par_1
X2.3 <--- Organizational Citizenship Behavior	1.294	.311	4.165	***	par_2
X2.4 <--- Organizational Citizenship Behavior	.664	.134	4.965	***	par_3
X2.5 <--- Organizational Citizenship Behavior	-.261	.107	-2.449	.014	par_4

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

	Estimate
X2.1 <--- Organizational Citizenship Behavior	.512
X2.2 <--- Organizational Citizenship Behavior	.818
X2.3 <--- Organizational Citizenship Behavior	.762
X2.4 <--- Organizational Citizenship Behavior	.432
X2.5 <--- Organizational Citizenship Behavior	-.171

**Intercepts: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
X2.1	7.585	.074	103.154	***	par_8
X2.2	7.876	.071	111.319	***	par_9
X2.3	7.950	.064	124.468	***	par_10
X2.4	7.284	.058	125.880	***	par_11
X2.5	7.280	.057	126.884	***	par_12

**Covariances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
e6 <--> e7	.255	.132	1.932	.053	par_5
e7 <--> e8	-.323	.153	-2.109	.035	par_6
e9 <--> e10	.128	.052	2.438	.015	par_7

**Correlations: (Group number 1 - Default model)**

	Estimate
e6 <--> e7	.353
e7 <--> e8	-.682
e9 <--> e10	.154

**Variances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Organizational Citizenship Behavior	.398	.126	3.170	.002	par_13
e6	1.121	.131	8.543	***	par_14
e7	.466	.263	1.769	.077	par_15
e8	.480	.158	3.048	.002	par_16
e9	.765	.077	9.976	***	par_17
e10	.898	.076	11.788	***	par_18

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

	Estimate
X2.5	.029
X2.4	.187
X2.3	.581
X2.2	.669
X2.1	.262

**Matrices (Group number 1 - Default model)**

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

	Organizational Citizenship Behavior	X2.5	X2.4	X2.3	X2.2	X2.1
Organizational Citizenship Behavior	.398					
X2.5	-.104	.925				
X2.4	.264	.059	.941			
X2.3	.515	-.134	.342	1.146		
X2.2	.612	-.160	.407	.469	1.407	
X2.1	.398	-.104	.264	.515	.867	1.519

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



	Organizational Citizenship Behavior	X2.5	X2.4	X2.3	X2.2	X2.1
Organizational Citizenship Behavior	1.000					
X2.5	-.171	1.000				
X2.4	.432	.063	1.000			
X2.3	.762	-.131	.329	1.000		
X2.2	.818	-.140	.353	.369	1.000	
X2.1	.512	-.088	.221	.390	.593	1.000

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

	Organizational Citizenship Behavior	X2.5	X2.4	X2.3	X2.2	X2.1
	.000	7.280	7.284	7.950	7.876	7.585

**Implied Covariances (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
X2.5	.925				
X2.4	.059	.941			
X2.3	-.134	.342	1.146		
X2.2	-.160	.407	.469	1.407	
X2.1	-.104	.264	.515	.867	1.519

**Implied Correlations (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
X2.5	1.000				
X2.4	.063	1.000			
X2.3	-.131	.329	1.000		
X2.2	-.140	.353	.369	1.000	
X2.1	-.088	.221	.390	.593	1.000

**Implied Means (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
	7.280	7.284	7.950	7.876	7.585

**Residual Covariances (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1

	X2.5	X2.4	X2.3	X2.2	X2.1
X2.5	.000				
X2.4	.000	.000			
X2.3	-.043	-.019	.000		
X2.2	.049	.022	.000	.000	
X2.1	.068	.031	.000	.000	.000

**Residual Means (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
	.000	.000	.000	.000	.000

**Standardized Residual Covariances (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
X2.5	.000				
X2.4	.000	.000			
X2.3	-.696	-.299	.000		
X2.2	.716	.306	.000	.000	
X2.1	.954	.419	.000	.000	.000

**Standardized Residual Means (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
	.000	.000	.000	.000	.000

**Factor Score Weights (Group number 1 - Default model)**

	X2.5	X2.4	X2.3	X2.2	X2.1
Organizational Citizenship Behavior	-.013	.029	.319	.351	-.052

**Total Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
X2.5	-.261
X2.4	.664
X2.3	1.294
X2.2	1.538
X2.1	1.000

**Standardized Total Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
--	-------------------------------------

	Organizational Citizenship Behavior
X2.5	-.171
X2.4	.432
X2.3	.762
X2.2	.818
X2.1	.512

**Direct Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
X2.5	-.261
X2.4	.664
X2.3	1.294
X2.2	1.538
X2.1	1.000

**Standardized Direct Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
X2.5	-.171
X2.4	.432
X2.3	.762
X2.2	.818
X2.1	.512

**Indirect Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
X2.5	.000
X2.4	.000
X2.3	.000
X2.2	.000
X2.1	.000

**Standardized Indirect Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior
X2.5	.000
X2.4	.000
X2.3	.000
X2.2	.000
X2.1	.000

### Model Fit Summary

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	18	2.833	2	.243	1.417
Saturated model	20	.000	0		
Independence model	10	247.708	10	.000	24.771

#### Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.989	.943	.997	.982	.996
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

#### Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.200	.198	.199
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

#### NCP

Model	NCP	LO 90	HI 90
Default model	.833	.000	9.638
Saturated model	.000	.000	.000
Independence model	237.708	190.116	292.726

#### FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.010	.003	.000	.034
Saturated model	.000	.000	.000	.000
Independence model	.882	.846	.677	1.042

#### RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.039	.000	.131	.458
Independence model	.291	.260	.323	.000

**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	38.833	39.619		
Saturated model	40.000	40.873		
Independence model	267.708	268.144		

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	.138	.135	.170	.141
Saturated model	.142	.142	.142	.145
Independence model	.953	.783	1.148	.954

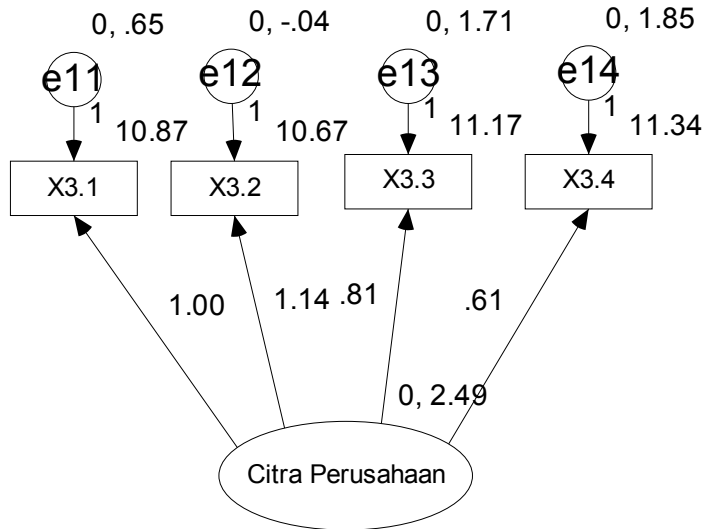
**HOELTER**

Model	HOELTER .05	HOELTER .01
Default model	595	914
Independence model	21	27

**Execution time summary**

Minimization: .090  
 Miscellaneous: .460  
 Bootstrap: .000  
 Total: .550

Chi Square=.740  
 df=1  
 Prob.=.390  
 Relative Chi-Square=.740  
 RMSEA=.000  
 TLI=1.003  
 CFI=1.000



**Analysis Summary**

**Date and Time**

Date: Tuesday, November 20, 2012  
 Time: 2:52:16 AM

**Title**

Citra: Tuesday, November 20, 2012 02:52 AM

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

The model is recursive.  
 Sample size = 282

**Variable Summary (Group number 1)**

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

Observed, endogenous variables

- X3.1
- X3.2
- X3.3
- X3.4

Unobserved, exogenous variables

Citra Perusahaan

e11

e12

e13

e14

**Variable counts (Group number 1)**

Number of variables in your model: 9

Number of observed variables: 4

Number of unobserved variables: 5

Number of exogenous variables: 5

Number of endogenous variables: 4

**Parameter summary (Group number 1)**

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	5	0	0	0	0	5
Labeled	0	0	0	0	0	0
Unlabeled	3	1	5	0	4	13
Total	8	1	5	0	4	18

**Assessment of normality (Group number 1)**

Variable	min	max	skew	c.r.	kurtosis	c.r.
X3.4	9.000	14.000	-.025	-.174	-1.070	-3.668
X3.3	1.000	14.000	-1.463	-10.030	8.269	28.343
X3.2	1.000	14.000	-.419	-2.876	4.911	16.833
X3.1	1.000	14.000	-.090	-.619	2.138	7.327
Multivariate					47.519	57.589

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

Observation number	Mahalanobis d-squared	p1	p2
215	81.453	.000	.000
54	62.199	.000	.000
136	62.199	.000	.000
279	22.067	.000	.000

Observation number	Mahalanobis d-squared	p1	p2
258	20.061	.000	.000
172	16.064	.003	.000
228	16.064	.003	.000
278	15.693	.003	.000
176	14.218	.007	.000
232	14.218	.007	.000
141	13.568	.009	.000
59	13.568	.009	.000
43	9.090	.059	.852
125	9.090	.059	.780
57	8.897	.064	.799
139	8.897	.064	.719
249	8.776	.067	.707
199	8.776	.067	.617
122	7.918	.095	.958
40	7.918	.095	.933
201	7.778	.100	.942
251	7.778	.100	.913
52	7.038	.134	.998
134	7.038	.134	.996
198	7.038	.134	.993
208	7.038	.134	.987
248	7.038	.134	.979
38	6.996	.136	.975
120	6.996	.136	.961
5	6.928	.140	.960
65	6.928	.140	.941
87	6.928	.140	.916
147	6.928	.140	.884
181	6.928	.140	.845
262	6.378	.173	.990
206	5.526	.237	1.000
211	5.526	.237	1.000
241	5.212	.266	1.000
193	5.212	.266	1.000
180	5.212	.266	1.000
159	5.212	.266	1.000
146	5.212	.266	1.000
110	5.212	.266	1.000
99	5.212	.266	1.000



Observation number	Mahalanobis d-squared	p1	p2
86	5.212	.266	1.000
77	5.212	.266	1.000
64	5.212	.266	1.000
28	5.212	.266	1.000
17	5.212	.266	1.000
4	5.212	.266	1.000
281	5.167	.271	1.000
166	5.076	.280	1.000
222	5.076	.280	1.000
13	4.691	.320	1.000
24	4.691	.320	1.000
73	4.691	.320	1.000
95	4.691	.320	1.000
106	4.691	.320	1.000
155	4.691	.320	1.000
189	4.691	.320	1.000
213	4.603	.331	1.000
130	4.603	.331	1.000
48	4.603	.331	1.000
265	4.357	.360	1.000
276	4.281	.369	1.000
267	4.281	.369	1.000
246	4.281	.369	1.000
237	4.281	.369	1.000
192	4.281	.369	1.000
158	4.281	.369	1.000
142	4.281	.369	1.000
132	4.281	.369	1.000
131	4.281	.369	1.000
116	4.281	.369	1.000
115	4.281	.369	1.000
109	4.281	.369	1.000
98	4.281	.369	1.000
76	4.281	.369	1.000
60	4.281	.369	.999
50	4.281	.369	.999
49	4.281	.369	.999
34	4.281	.369	.998
33	4.281	.369	.997
27	4.281	.369	.995

Observation number	Mahalanobis d-squared	p1	p2
16	4.281	.369	.993
277	4.071	.397	.999
41	4.020	.403	1.000
123	4.020	.403	.999
282	3.903	.419	1.000
165	3.568	.468	1.000
219	3.568	.468	1.000
221	3.568	.468	1.000
263	3.568	.468	1.000
266	3.568	.468	1.000
270	3.568	.468	1.000
274	3.568	.468	1.000
216	3.560	.469	1.000
7	3.346	.502	1.000
67	3.346	.502	1.000
82	3.346	.502	1.000

**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
X3.1 <--- Citra Perusahaan	1.000				
X3.4 <--- Citra Perusahaan	.611	.077	7.919	***	par_1
X3.3 <--- Citra Perusahaan	.808	.090	8.965	***	par_2
X3.2 <--- Citra Perusahaan	1.136	.080	14.220	***	par_3

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

	Estimate
X3.1 <--- Citra Perusahaan	.891
X3.4 <--- Citra Perusahaan	.578
X3.3 <--- Citra Perusahaan	.698
X3.2 <--- Citra Perusahaan	1.006

**Intercepts: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
X3.1	10.872	.106	102.972	***	par_5
X3.2	10.670	.106	100.439	***	par_6
X3.3	11.174	.109	102.565	***	par_7
X3.4	11.344	.099	114.074	***	par_8

**Covariances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
e11 <--> e12	-.811	.234	-3.460	***	par_4

**Correlations: (Group number 1 - Default model)**

	Estimate

**Variances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Citra Perusahaan	2.487	.359	6.922	***	par_9
e11	.646	.255	2.531	.011	par_10
e12	-.040	.272	-.146	.884	par_11
e13	1.710	.194	8.819	***	par_12
e14	1.851	.173	10.713	***	par_13

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

	Estimate
X3.4	.334
X3.3	.487
X3.2	1.013
X3.1	.794

**Matrices (Group number 1 - Default model)**

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

	Citra Perusahaan	X3.4	X3.3	X3.2	X3.1
Citra Perusahaan	2.487				
X3.4	1.519	2.779			
X3.3	2.010	1.227	3.335		
X3.2	2.826	1.726	2.284	3.171	
X3.1	2.487	1.519	2.010	2.015	3.133

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

	Citra Perusahaan	X3.4	X3.3	X3.2	X3.1
Citra Perusahaan	1.000				
X3.4	.578	1.000			
X3.3	.698	.403	1.000		
X3.2	1.006	.581	.702	1.000	
X3.1	.891	.515	.622	.639	1.000

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

	Citra Perusahaan	X3.4	X3.3	X3.2	X3.1
	.000	11.344	11.174	10.670	10.872

**Implied Covariances (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
X3.4	2.779			
X3.3	1.227	3.335		
X3.2	1.726	2.284	3.171	
X3.1	1.519	2.010	2.015	3.133

**Implied Correlations (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
X3.4	1.000			
X3.3	.403	1.000		
X3.2	.581	.702	1.000	
X3.1	.515	.622	.639	1.000

**Implied Means (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
	11.344	11.174	10.670	10.872

**Residual Covariances (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
X3.4	.000			
X3.3	.000	.000		
X3.2	-.031	.021	.000	
X3.1	.054	-.037	.000	.000

**Residual Means (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
	.000	.000	.000	.000

**Standardized Residual Covariances (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
X3.4	.000			
X3.3	.000	.000		
X3.2	-.150	.090	.000	
X3.1	.271	-.165	.000	.000

**Standardized Residual Means (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
	.000	.000	.000	.000

**Factor Score Weights (Group number 1 - Default model)**

	X3.4	X3.3	X3.2	X3.1
Citra Perusahaan	-.115	-.165	.787	.449

**Total Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.611
X3.3	.808
X3.2	1.136
X3.1	1.000

**Standardized Total Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.578
X3.3	.698
X3.2	1.006
X3.1	.891

**Direct Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.611
X3.3	.808
X3.2	1.136

	Citra Perusahaan
X3.1	1.000

**Standardized Direct Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.578
X3.3	.698
X3.2	1.006
X3.1	.891

**Indirect Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.000
X3.3	.000
X3.2	.000
X3.1	.000

**Standardized Indirect Effects (Group number 1 - Default model)**

	Citra Perusahaan
X3.4	.000
X3.3	.000
X3.2	.000
X3.1	.000

### Model Fit Summary

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	13	.740	1	.390	.740
Saturated model	14	.000	0		
Independence model	8	502.017	6	.000	83.669

#### Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.999	.991	1.001	1.003	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	.167	.166	.167
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

#### NCP

Model	NCP	LO 90	HI 90
Default model	.000	.000	6.256
Saturated model	.000	.000	.000
Independence model	496.017	426.189	573.248

#### FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.003	.000	.000	.022
Saturated model	.000	.000	.000	.000
Independence model	1.787	1.765	1.517	2.040

#### RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.000	.000	.149	.536
Independence model	.542	.503	.583	.000

**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	26.740	27.211		
Saturated model	28.000	28.507		
Independence model	518.017	518.306		

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	.095	.096	.118	.097
Saturated model	.100	.100	.100	.101
Independence model	1.843	1.595	2.118	1.845

**HOELTER**

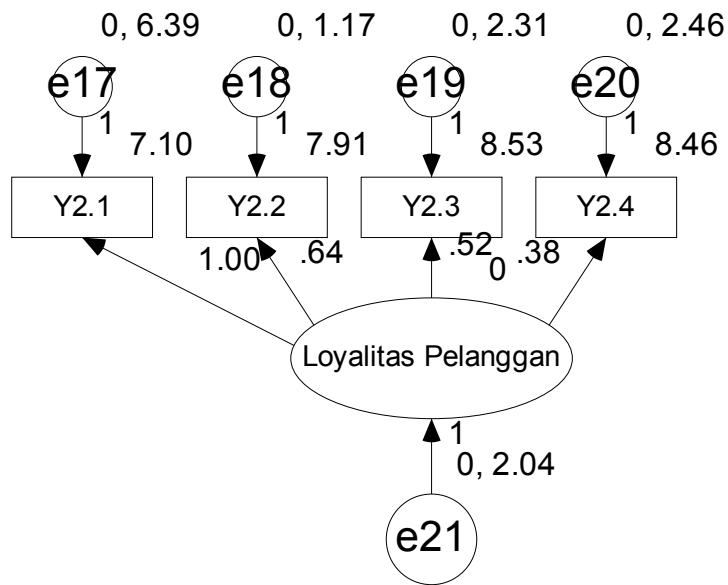
Model	HOELTER .05	HOELTER .01
Default model	1460	2521
Independence model	8	10

**Execution time summary**

Minimization: .047  
 Miscellaneous: .219  
 Bootstrap: .000  
 Total: .266



Chi Square=.029  
 df=1  
 Prob.=.866  
 Relative Chi-Square=.029  
 RMSEA=.000  
 TLI=1.026  
 CFI=1.000



**Analysis Summary**

**Date and Time**

Date: Tuesday, November 20, 2012  
 Time: 2:51:04 AM

**Title**

Loyalitas pelanggan: Tuesday, November 20, 2012 02:51 AM

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

The model is recursive.  
 Sample size = 282

**Variable Summary (Group number 1)**

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

Observed, endogenous variables

Y2.1

Y2.2

Y2.3

Y2.4

Unobserved, endogenous variables

Loyalitas Pelanggan

Unobserved, exogenous variables

e17

e18

e19

e20

e21

**Variable counts (Group number 1)**

Number of variables in your model: 10

Number of observed variables: 4

Number of unobserved variables: 6

Number of exogenous variables: 5

Number of endogenous variables: 5

**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
Y2.1 <--- Loyalitas Pelanggan	1.000				
Y2.2 <--- Loyalitas Pelanggan	.645	.185	3.476	***	par_1
Y2.3 <--- Loyalitas Pelanggan	.521	.130	4.013	***	par_2
Y2.4 <--- Loyalitas Pelanggan	.376	.114	3.284	.001	par_3

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

	Estimate
Y2.1 <--- Loyalitas Pelanggan	.492
Y2.2 <--- Loyalitas Pelanggan	.647
Y2.3 <--- Loyalitas Pelanggan	.439
Y2.4 <--- Loyalitas Pelanggan	.323

**Intercepts: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Y2.1	7.099	.173	41.005	***	par_5
Y2.2	7.915	.085	93.326	***	par_6
Y2.3	8.528	.101	84.443	***	par_7
Y2.4	8.461	.099	85.497	***	par_8

**Covariances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
e19 <--> e20	1.485	.208	7.149	***	par_4

**Correlations: (Group number 1 - Default model)**

	Estimate
e19 <--> e20	.622

**Variances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
e21	2.038	.746	2.733	.006	par_9
e17	6.385	.795	8.037	***	par_10
e18	1.175	.262	4.481	***	par_11
e19	2.313	.252	9.190	***	par_12
e20	2.464	.235	10.506	***	par_13

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

	Estimate
Loyalitas Pelanggan	.000
Y2.4	.104
Y2.3	.193
Y2.2	.419
Y2.1	.242

**Matrices (Group number 1 - Default model)**

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

	Loyalitas Pelanggan	Y2.4	Y2.3	Y2.2	Y2.1
Loyalitas Pelanggan	2.038				
Y2.4	.765	2.752			
Y2.3	1.061	1.884	2.866		
Y2.2	1.313	.493	.684	2.021	
Y2.1	2.038	.765	1.061	1.313	8.423

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

	Loyalitas Pelanggan	Y2.4	Y2.3	Y2.2	Y2.1
Loyalitas Pelanggan	1.000				
Y2.4	.323	1.000			
Y2.3	.439	.671	1.000		
Y2.2	.647	.209	.284	1.000	
Y2.1	.492	.159	.216	.318	1.000

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

	Loyalitas Pelanggan	Y2.4	Y2.3	Y2.2	Y2.1
	.000	8.461	8.528	7.915	7.099

**Implied Covariances (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
Y2.4	2.752			
Y2.3	1.884	2.866		
Y2.2	.493	.684	2.021	
Y2.1	.765	1.061	1.313	8.423

**Implied Correlations (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
Y2.4	1.000			
Y2.3	.671	1.000		
Y2.2	.209	.284	1.000	
Y2.1	.159	.216	.318	1.000

**Implied Means (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1

	Y2.4	Y2.3	Y2.2	Y2.1
	8.461	8.528	7.915	7.099

**Residual Covariances (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
Y2.4	.000			
Y2.3	.000	.000		
Y2.2	.007	-.001	.000	
Y2.1	-.024	.003	.000	.000

**Residual Means (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
	.000	.000	.000	.000

**Standardized Residual Covariances (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
Y2.4	.000			
Y2.3	.000	.000		
Y2.2	.048	-.006	.000	
Y2.1	-.082	.010	.000	.000

**Standardized Residual Means (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
	.000	.000	.000	.000

**Factor Score Weights (Group number 1 - Default model)**

	Y2.4	Y2.3	Y2.2	Y2.1
Loyalitas Pelanggan	.024	.185	.490	.140

**Total Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.376
Y2.3	.521
Y2.2	.645
Y2.1	1.000

**Standardized Total Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.323
Y2.3	.439
Y2.2	.647
Y2.1	.492

**Direct Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.376
Y2.3	.521
Y2.2	.645
Y2.1	1.000

**Standardized Direct Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.323
Y2.3	.439
Y2.2	.647
Y2.1	.492

**Indirect Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.000
Y2.3	.000
Y2.2	.000
Y2.1	.000

**Standardized Indirect Effects (Group number 1 - Default model)**

	Loyalitas Pelanggan
Y2.4	.000
Y2.3	.000
Y2.2	.000
Y2.1	.000

**[Parameter summary \(Group number 1\)](#)**

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	6	0	0	0	0	6

	Weights	Covariances	Variances	Means	Intercepts	Total
Labeled	0	0	0	0	0	0
Unlabeled	3	1	5	0	4	13
Total	9	1	5	0	4	19

**Assessment of normality (Group number 1)**

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y2.4	4.000	10.000	-.563	-3.860	-1.008	-3.455
Y2.3	4.000	10.000	-.586	-4.017	-1.174	-4.025
Y2.2	4.000	11.000	-.561	-3.844	.695	2.383
Y2.1	.000	10.000	-1.408	-9.651	1.127	3.862
Multivariate					3.994	4.840

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

Observation number	Mahalanobis d-squared	p1	p2
262	17.439	.002	.361
190	16.611	.002	.138
179	15.012	.005	.147
165	15.012	.005	.045
183	14.072	.007	.051
188	13.831	.008	.025
189	11.724	.020	.314
78	11.062	.026	.446
100	11.062	.026	.309
111	11.062	.026	.198
160	11.062	.026	.118
194	11.062	.026	.065
215	11.062	.026	.034
7	10.970	.027	.022
67	10.970	.027	.010
89	10.970	.027	.005
149	10.970	.027	.002
204	10.970	.027	.001
168	10.917	.028	.000
244	10.344	.035	.003

Observation number	Mahalanobis d-squared	p1	p2
274	9.907	.042	.009
268	9.907	.042	.004
184	9.704	.046	.006
161	9.672	.046	.003
250	9.453	.051	.005
200	9.453	.051	.003
145	9.453	.051	.001
85	9.453	.051	.001
63	9.453	.051	.000
3	9.453	.051	.000
238	9.253	.055	.000
177	9.232	.056	.000
186	8.699	.069	.002
178	8.699	.069	.001
175	8.699	.069	.001
173	8.699	.069	.000
170	8.699	.069	.000
191	8.666	.070	.000
17	8.666	.070	.000
15	8.666	.070	.000
162	8.591	.072	.000
164	8.591	.072	.000
166	8.591	.072	.000
180	8.591	.072	.000
181	8.591	.072	.000
185	8.591	.072	.000
27	8.572	.073	.000
76	8.572	.073	.000
98	8.572	.073	.000
109	8.572	.073	.000
158	8.572	.073	.000
213	8.572	.073	.000
123	8.475	.076	.000
163	7.478	.113	.000
172	7.478	.113	.000
176	7.478	.113	.000
182	7.478	.113	.000
167	6.774	.148	.006
169	6.774	.148	.004
171	6.774	.148	.002



Observation number	Mahalanobis d-squared	p1	p2
187	6.774	.148	.001
267	6.554	.161	.006
174	6.484	.166	.007
282	5.745	.219	.396
35	4.892	.299	.996
117	4.892	.299	.993
237	4.742	.315	.998
232	4.534	.339	1.000
258	4.449	.349	1.000
236	4.449	.349	1.000
231	4.449	.349	1.000
203	4.449	.349	1.000
148	4.449	.349	1.000
88	4.449	.349	.999
66	4.449	.349	.999
6	4.449	.349	.998
241	4.309	.366	1.000
12	4.186	.381	1.000
248	4.147	.387	1.000
198	4.147	.387	1.000
143	4.147	.387	1.000
83	4.147	.387	1.000
61	4.147	.387	1.000
254	4.106	.392	1.000
265	4.106	.392	.999
273	4.106	.392	.999
275	4.106	.392	.998
209	4.071	.397	.999
154	4.071	.397	.998
105	4.071	.397	.997
94	4.071	.397	.996
72	4.071	.397	.994
23	4.071	.397	.991
1	3.801	.434	1.000
56	3.801	.434	1.000
138	3.801	.434	.999
222	3.801	.434	.999
228	3.801	.434	.999
84	3.800	.434	.998
129	3.800	.434	.997

**Notes for Model (Default model)**

**Computation of degrees of freedom (Default model)**

Number of distinct sample moments: 14  
Number of distinct parameters to be estimated: 13  
Degrees of freedom (14 - 13): 1

**Result (Default model)**

Minimum was achieved  
Chi-square = .029  
Degrees of freedom = 1  
Probability level = .866

**Model Fit Summary**

**CMIN**

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	13	.029	1	.866	.029
Saturated model	14	.000	0		
Independence model	8	227.383	6	.000	37.897

**Baseline Comparisons**

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	1.000	.999	1.004	1.026	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	.167	.167	.167
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

#### NCP

Model	NCP	LO 90	HI 90
Default model	.000	.000	1.998
Saturated model	.000	.000	.000
Independence model	221.383	175.757	274.427

#### FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.000	.000	.000	.007
Saturated model	.000	.000	.000	.000
Independence model	.809	.788	.625	.977

#### RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.000	.000	.084	.905
Independence model	.362	.323	.403	.000

#### AIC

Model	AIC	BCC	BIC	CAIC
Default model	26.029	26.500		
Saturated model	28.000	28.507		
Independence model	243.383	243.673		

#### ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.093	.096	.103	.094
Saturated model	.100	.100	.100	.101
Independence model	.866	.704	1.055	.867

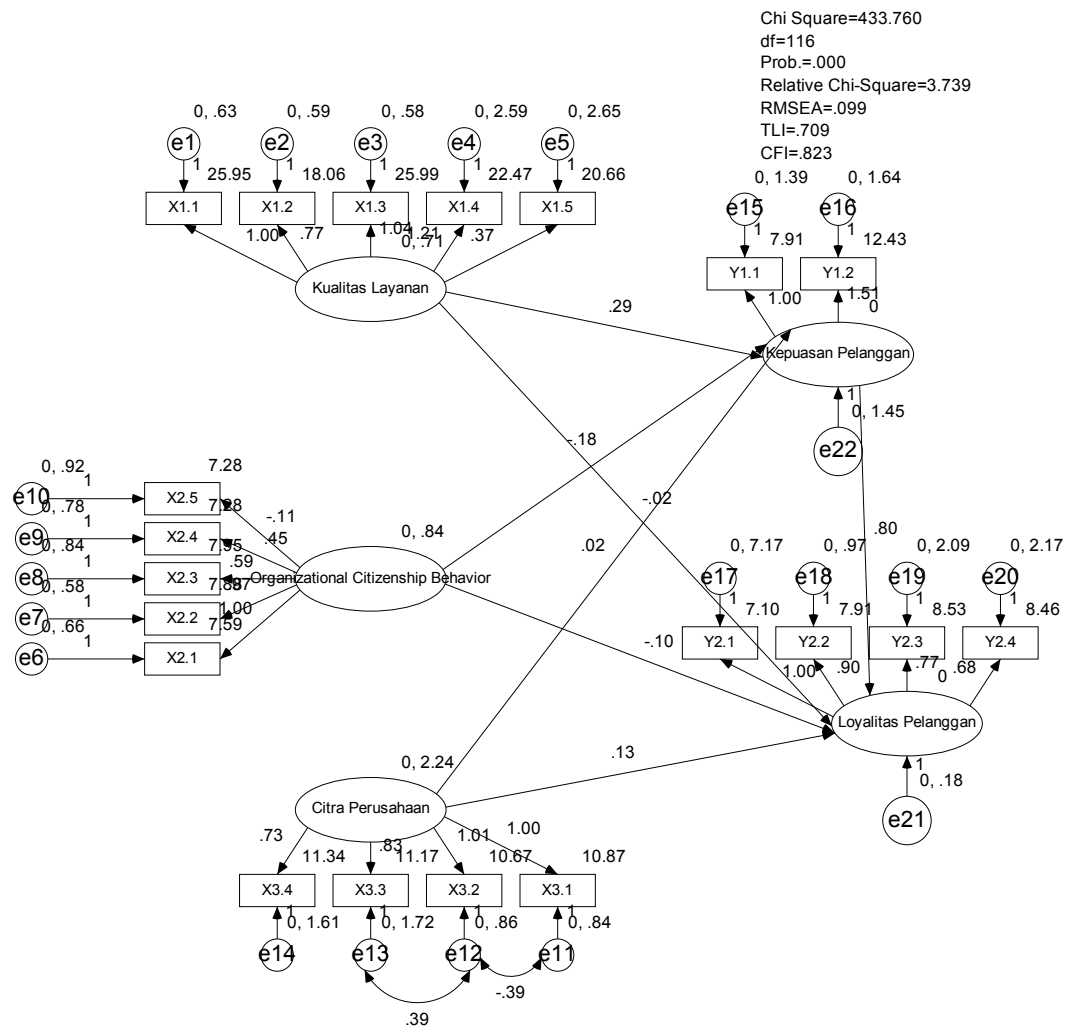
#### HOELTER

Model	HOELTER	HOELTER
	.05	.01

Model	HOELTER	HOELTER
	.05	.01
Default model	37645	65019
Independence model	16	21

### Execution time summary

Minimization: .062  
 Miscellaneous: .234  
 Bootstrap: .000  
 Total: .296



### Analysis Summary

#### Date and Time

Date: Tuesday, November 20, 2012

Time: 3:11:59 AM

**Title**

Imelda : Tuesday, November 20, 2012 03:11 AM

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

The model is recursive.

Sample size = 282

**Variable Summary (Group number 1)**

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

Observed, endogenous variables

X1.1

X1.2

X1.3

X1.4

X1.5

X2.1

X2.2

X2.3

X2.4

X2.5

X3.1

X3.2

X3.3

X3.4

Y2.1

Y2.2

Y2.3

Y2.4

Y1.1

Y1.2

Unobserved, endogenous variables

Loyalitas Pelanggan

Kepuasan Pelanggan

Unobserved, exogenous variables

Kualitas Layanan

e1

e2

e3

e4

e5

Organizational Citizenship Behavior

e6

e7

e8

e9

e10

Citra Perusahaan

e11

e12

e13

e14

e17

e18

e19

e20

e15

e16

e21

e22

**Variable counts (Group number 1)**

Number of variables in your model: 47  
Number of observed variables: 20  
Number of unobserved variables: 27  
Number of exogenous variables: 25  
Number of endogenous variables: 22

**Parameter summary (Group number 1)**

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	27	0	0	0	0	27
Labeled	0	0	0	0	0	0
Unlabeled	22	47	25	0	20	114
Total	49	47	25	0	20	141

**Assessment of normality (Group number 1)**

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y1.2	3.000	15.000	-1.106	-7.582	1.895	6.497
Y1.1	2.000	10.000	-.931	-6.384	.694	2.379
Y2.4	4.000	10.000	-.563	-3.860	-1.008	-3.455

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y2.3	4.000	10.000	-.586	-4.017	-1.174	-4.025
Y2.2	4.000	11.000	-.561	-3.844	.695	2.383
Y2.1	.000	10.000	-1.408	-9.651	1.127	3.862
X3.4	9.000	14.000	-.025	-.174	-1.070	-3.668
X3.3	1.000	14.000	-1.463	-10.030	8.269	28.343
X3.2	1.000	14.000	-.419	-2.876	4.911	16.833
X3.1	1.000	14.000	-.090	-.619	2.138	7.327
X2.5	6.000	9.000	.492	3.376	-.680	-2.329
X2.4	6.000	9.000	.458	3.138	-.739	-2.532
X2.3	1.000	9.000	-1.115	-7.641	4.453	15.265
X2.2	6.000	9.000	-.448	-3.072	-1.373	-4.707
X2.1	1.000	9.000	-.537	-3.681	1.110	3.805
X1.5	18.000	24.000	-.269	-1.843	-1.551	-5.316
X1.4	2.000	24.000	-4.772	-32.714	45.926	157.426
X1.3	19.000	27.000	-1.508	-10.340	6.958	23.851
X1.2	17.000	19.000	-.114	-.779	-1.987	-6.811
X1.1	19.000	27.000	-1.443	-9.893	6.808	23.337
Multivariate					200.816	56.840

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

Observation number	Mahalanobis d-squared	p1	p2
215	161.803	.000	.000
201	153.459	.000	.000
278	85.571	.000	.000
54	77.641	.000	.000
136	72.056	.000	.000
78	71.638	.000	.000
274	57.891	.000	.000
262	49.299	.000	.000
165	39.547	.006	.000
258	38.521	.008	.000
272	37.143	.011	.000
255	36.985	.012	.000
216	36.205	.015	.000
172	34.835	.021	.003
170	33.819	.027	.012
279	33.407	.030	.014

Observation number	Mahalanobis d-squared	p1	p2
228	33.126	.033	.012
173	32.642	.037	.018
266	32.202	.041	.026
271	32.017	.043	.021
176	31.896	.044	.015
231	31.554	.048	.019
232	31.477	.049	.013
270	31.221	.052	.014
259	31.118	.054	.010
166	30.334	.065	.044
123	29.938	.071	.070
254	29.203	.084	.201
41	29.183	.084	.154
179	29.017	.087	.154
198	28.498	.098	.280
189	28.443	.099	.239
265	27.830	.113	.453
241	27.782	.115	.405
149	27.756	.115	.348
190	27.725	.116	.297
275	27.691	.117	.252
175	27.674	.117	.205
213	27.613	.119	.179
221	27.519	.121	.166
217	27.343	.126	.183
282	27.323	.126	.148
226	26.436	.152	.514
248	26.356	.154	.495
263	26.237	.158	.499
177	26.217	.159	.446
222	25.753	.174	.653
186	25.748	.174	.596
164	25.251	.192	.802
18	24.984	.202	.867
183	24.727	.212	.914
17	24.720	.212	.890
100	24.550	.219	.912
83	24.309	.229	.945
7	24.155	.236	.956
169	24.139	.236	.943



Observation number	Mahalanobis d-squared	p1	p2
267	23.959	.244	.959
181	23.915	.246	.952
29	23.818	.250	.954
168	23.702	.256	.959
229	23.504	.265	.974
238	23.449	.267	.971
268	23.420	.269	.965
85	23.361	.271	.962
111	23.286	.275	.961
120	23.134	.282	.971
122	23.128	.283	.961
89	22.735	.302	.990
82	22.551	.311	.994
184	22.131	.333	.999
160	22.061	.337	.999
204	22.060	.337	.999
67	21.977	.342	.999
188	21.940	.344	.999
45	21.763	.353	.999
236	21.672	.359	.999
191	21.517	.367	1.000
200	21.348	.377	1.000
219	21.283	.381	1.000
145	21.221	.384	1.000
239	21.115	.390	1.000
161	21.090	.392	1.000
134	21.027	.396	1.000
40	21.023	.396	1.000
13	20.905	.403	1.000
133	20.803	.409	1.000
59	20.740	.413	1.000
194	20.660	.417	1.000
5	20.441	.431	1.000
127	20.428	.431	1.000
126	20.331	.437	1.000
174	20.322	.438	1.000
218	20.302	.439	1.000
90	20.220	.444	1.000
125	20.004	.458	1.000
261	19.997	.458	1.000

Observation number	Mahalanobis d-squared	p1	p2
209	19.988	.459	1.000
163	19.882	.465	1.000
63	19.764	.473	1.000
199	19.762	.473	1.000

**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 Pelanggan	<--- Kualitas Layanan	.285	.137	2.086	.037	par_16
Kepuasan Pelanggan	<--- Organizational Citizenship Behavior	-.182	.168	-1.085	.278	par_18
Kepuasan Pelanggan	<--- Citra Perusahaan	.024	.065	.360	.719	par_20
Loyalitas Pelanggan	<--- Kualitas Layanan	-.019	.090	-.209	.835	par_17
Loyalitas Pelanggan	<--- Organizational Citizenship Behavior	-.102	.154	-.665	.506	par_19
Loyalitas Pelanggan	<--- Citra Perusahaan	.132	.061	2.176	.030	par_21
Loyalitas Pelanggan	<--- Kepuasan Pelanggan	.804	.149	5.399	***	par_22
X1.1	<--- Kualitas Layanan	1.000				
X1.2	<--- Kualitas Layanan	.772	.116	6.642	***	par_1
X1.3	<--- Kualitas Layanan	1.035	.326	3.176	.001	par_2
X1.4	<--- Kualitas Layanan	1.207	.410	2.946	.003	par_3
X1.5	<--- Kualitas Layanan	.373	.133	2.804	.005	par_4
X2.1	<--- Organizational Citizenship Behavior	1.000				
X2.2	<--- Organizational Citizenship Behavior	.969	.110	8.844	***	par_5
X2.3	<--- Organizational Citizenship Behavior	.587	.085	6.908	***	par_6
X2.4	<--- Organizational Citizenship Behavior	.447	.080	5.611	***	par_7
X2.5	<--- Organizational	-.107	.073	-1.475	.140	par_8

			Estimate	S.E.	C.R.	P	Label
		Citizenship Behavior					
X3.1	<---	Citra Perusahaan	1.000				
X3.2	<---	Citra Perusahaan	1.007	.096	10.525	***	par_9
X3.3	<---	Citra Perusahaan	.834	.087	9.546	***	par_10
X3.4	<---	Citra Perusahaan	.731	.079	9.240	***	par_11
Y2.1	<---	Loyalitas Pelanggan	1.000				
Y2.2	<---	Loyalitas Pelanggan	.900	.166	5.435	***	par_12
Y2.3	<---	Loyalitas Pelanggan	.766	.161	4.751	***	par_13
Y2.4	<---	Loyalitas Pelanggan	.675	.155	4.364	***	par_14
Y1.1	<---	Kepuasan Pelanggan	1.000				
Y1.2	<---	Kepuasan Pelanggan	1.512	.145	10.397	***	par_15

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

			Estimate
Kepuasan Pelanggan	<---	Kualitas Layanan	.192
Kepuasan Pelanggan	<---	Organizational Citizenship Behavior	-.133
Kepuasan Pelanggan	<---	Citra Perusahaan	.028
Loyalitas Pelanggan	<---	Kualitas Layanan	-.014
Loyalitas Pelanggan	<---	Organizational Citizenship Behavior	-.083
Loyalitas Pelanggan	<---	Citra Perusahaan	.175
Loyalitas Pelanggan	<---	Kepuasan Pelanggan	.894
X1.1	<---	Kualitas Layanan	.728
X1.2	<---	Kualitas Layanan	.646
X1.3	<---	Kualitas Layanan	.754
X1.4	<---	Kualitas Layanan	.534
X1.5	<---	Kualitas Layanan	.190
X2.1	<---	Organizational Citizenship Behavior	.747
X2.2	<---	Organizational Citizenship Behavior	.760
X2.3	<---	Organizational Citizenship Behavior	.505
X2.4	<---	Organizational Citizenship Behavior	.421
X2.5	<---	Organizational Citizenship Behavior	-.102
X3.1	<---	Citra Perusahaan	.853
X3.2	<---	Citra Perusahaan	.852
X3.3	<---	Citra Perusahaan	.690
X3.4	<---	Citra Perusahaan	.653
Y2.1	<---	Loyalitas Pelanggan	.389
Y2.2	<---	Loyalitas Pelanggan	.714
Y2.3	<---	Loyalitas Pelanggan	.513
Y2.4	<---	Loyalitas Pelanggan	.459
Y1.1	<---	Kepuasan Pelanggan	.734

		Estimate
Y1.2	<--- Kepuasan Pelanggan	.829

**Intercepts: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
X1.1	25.950	.069	375.160	***	par_70
X1.2	18.057	.060	300.384	***	par_71
X1.3	25.986	.069	376.246	***	par_72
X1.4	22.472	.114	197.705	***	par_73
X1.5	20.660	.099	208.904	***	par_74
X2.1	7.585	.073	103.817	***	par_75
X2.2	7.876	.070	113.154	***	par_76
X2.3	7.950	.063	125.275	***	par_77
X2.4	7.284	.058	125.670	***	par_78
X2.5	7.280	.058	126.500	***	par_79
X3.1	10.872	.105	103.869	***	par_80
X3.2	10.670	.106	101.133	***	par_81
X3.3	11.174	.108	103.471	***	par_82
X3.4	11.344	.100	113.389	***	par_83
Y2.1	7.099	.173	41.046	***	par_84
Y2.2	7.915	.085	93.279	***	par_85
Y2.3	8.528	.101	84.845	***	par_86
Y2.4	8.461	.099	85.470	***	par_87
Y1.1	7.908	.102	77.524	***	par_88
Y1.2	12.426	.136	91.052	***	par_89

**Covariances: (Group number 1 - Default model)**

		Estimate	S.E.	C.R.	P	Label
Citra Perusahaan	<--> Organizational Citizenship Behavior	.127	.110	1.157	.247	par_23
Kualitas Layanan	<--> Organizational Citizenship Behavior	-.383	.329	-1.164	.245	par_24
Citra Perusahaan	<--> Kualitas Layanan	-.078	.100	-.783	.434	par_25
e6	<--> e14	.037	.095	.395	.693	par_26
e6	<--> e11	.172	.084	2.050	.040	par_27
e1	<--> e10	-.003	.068	-.039	.969	par_28
e2	<--> e8	-.028	.048	-.596	.551	par_29
e4	<--> e15	-.022	.141	-.153	.878	par_30
e4	<--> e16	-.203	.180	-1.127	.260	par_31

			Estimate	S.E.	C.R.	P	Label
e1	<-->	e19	-.108	.080	-1.354	.176	par_32
e12	<-->	e19	-.117	.113	-1.035	.301	par_33
e14	<-->	e17	.495	.210	2.362	.018	par_34
e14	<-->	e19	-.014	.138	-.104	.917	par_35
e14	<-->	e20	-.071	.148	-.477	.633	par_36
e3	<-->	e9	.043	.049	.875	.381	par_37
e4	<-->	e7	-.070	.094	-.745	.456	par_38
e5	<-->	e7	.144	.101	1.427	.154	par_39
e7	<-->	e14	.336	.089	3.787	***	par_40
e8	<-->	e13	-.165	.075	-2.200	.028	par_41
e7	<-->	e12	.119	.070	1.709	.087	par_42
e10	<-->	e11	.259	.076	3.408	***	par_43
e8	<-->	e11	.018	.077	.237	.813	par_44
e1	<-->	e2	.116	.188	.621	.535	par_45
e2	<-->	e3	-.084	.075	-1.125	.260	par_46
e3	<-->	e4	.248	.292	.851	.395	par_47
e15	<-->	Citra Perusahaan	.241	.138	1.749	.080	par_48
e15	<-->	Organizational Citizenship Behavior	.144	.097	1.484	.138	par_49
e17	<-->	Organizational Citizenship Behavior	.068	.193	.351	.725	par_50
e18	<-->	Organizational Citizenship Behavior	-.039	.121	-.321	.748	par_51
e1	<-->	Organizational Citizenship Behavior	.482	.331	1.458	.145	par_52
e2	<-->	Organizational Citizenship Behavior	.410	.257	1.592	.111	par_53
e3	<-->	Organizational Citizenship Behavior	.383	.366	1.046	.295	par_54
e4	<-->	Organizational Citizenship Behavior	.445	.442	1.006	.314	par_55
e12	<-->	e13	.394	.179	2.200	.028	par_56
e11	<-->	e12	-.391	.176	-2.218	.027	par_57
e5	<-->	e14	-.183	.142	-1.293	.196	par_58
e1	<-->	e13	.105	.076	1.388	.165	par_59
e3	<-->	e12	.011	.076	.146	.884	par_60
e9	<-->	e12	.149	.066	2.257	.024	par_61
e1	<-->	e12	.136	.088	1.542	.123	par_62
e2	<-->	e12	.102	.069	1.483	.138	par_63
e3	<-->	e11	.007	.070	.100	.920	par_64
e5	<-->	e11	.048	.135	.357	.721	par_65

			Estimate	S.E.	C.R.	P	Label
e2	<-->	e10	-.115	.058	-1.960	.050	par_66
e3	<-->	e10	.044	.068	.649	.516	par_67
e4	<-->	e10	.074	.108	.683	.495	par_68
e5	<-->	e10	-.005	.097	-.050	.960	par_69

**Correlations: (Group number 1 - Default model)**

			Estimate
Citra Perusahaan	<-->	Organizational Citizenship Behavior	.093
Kualitas Layanan	<-->	Organizational Citizenship Behavior	-.496
Citra Perusahaan	<-->	Kualitas Layanan	-.062
e6	<-->	e14	.036
e6	<-->	e11	.231
e1	<-->	e10	-.003
e2	<-->	e8	-.040
e4	<-->	e15	-.011
e4	<-->	e16	-.099
e1	<-->	e19	-.094
e12	<-->	e19	-.087
e14	<-->	e17	.146
e14	<-->	e19	-.008
e14	<-->	e20	-.038
e3	<-->	e9	.064
e4	<-->	e7	-.057
e5	<-->	e7	.117
e7	<-->	e14	.348
e8	<-->	e13	-.137
e7	<-->	e12	.170
e10	<-->	e11	.294
e8	<-->	e11	.022
e1	<-->	e2	.190
e2	<-->	e3	-.144
e3	<-->	e4	.203
e15	<-->	Citra Perusahaan	.137
e15	<-->	Organizational Citizenship Behavior	.134
e17	<-->	Organizational Citizenship Behavior	.028
e18	<-->	Organizational Citizenship Behavior	-.043
e1	<-->	Organizational Citizenship Behavior	.662
e2	<-->	Organizational Citizenship Behavior	.582
e3	<-->	Organizational Citizenship Behavior	.550
e4	<-->	Organizational Citizenship Behavior	.302

		Estimate
e12	<--> e13	.325
e11	<--> e12	-.461
e5	<--> e14	-.089
e1	<--> e13	.101
e3	<--> e12	.016
e9	<--> e12	.183
e1	<--> e12	.184
e2	<--> e12	.144
e3	<--> e11	.010
e5	<--> e11	.032
e2	<--> e10	-.155
e3	<--> e10	.061
e4	<--> e10	.048
e5	<--> e10	-.003

**Variiances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
Kualitas Layanan	.712	.242	2.939	.003	par_90
Organizational Citizenship Behavior	.837	.140	5.966	***	par_91
Citra Perusahaan	2.240	.312	7.177	***	par_92
e22	1.450	.236	6.155	***	par_93
e21	.176	.134	1.311	.190	par_94
e1	.633	.224	2.832	.005	par_95
e2	.591	.177	3.345	***	par_96
e3	.577	.238	2.430	.015	par_97
e4	2.593	.429	6.039	***	par_98
e5	2.649	.226	11.720	***	par_99
e6	.663	.100	6.633	***	par_100
e7	.576	.096	5.978	***	par_101
e8	.843	.083	10.217	***	par_102
e9	.777	.072	10.863	***	par_103
e10	.921	.078	11.772	***	par_104
e11	.839	.207	4.053	***	par_105
e12	.856	.290	2.951	.003	par_106
e13	1.719	.197	8.741	***	par_107
e14	1.615	.169	9.533	***	par_108
e17	7.166	.638	11.225	***	par_109
e18	.974	.122	8.013	***	par_110
e19	2.092	.216	9.707	***	par_111
e20	2.173	.218	9.963	***	par_112

	Estimate	S.E.	C.R.	P	Label
e15	1.391	.165	8.423	***	par_113
e16	1.636	.300	5.455	***	par_114

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

	Estimate
Kepuasan Pelanggan	.079
Loyalitas Pelanggan	.862
Y1.2	.687
Y1.1	.524
Y2.4	.211
Y2.3	.263
Y2.2	.519
Y2.1	.147
X3.4	.426
X3.3	.476
X3.2	.726
X3.1	.728
X2.5	.010
X2.4	.177
X2.3	.255
X2.2	.577
X2.1	.558
X1.5	.036
X1.4	.286
X1.3	.569
X1.2	.418
X1.1	.529

**Total Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	-.182	.285	.024	.000	.000
Loyalitas Pelanggan	-.248	.211	.151	.804	.000
Y1.2	-.275	.431	.036	1.512	.000
Y1.1	-.182	.285	.024	1.000	.000



	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Y2.4	-.168	.142	.102	.543	.675
Y2.3	-.190	.161	.115	.616	.766
Y2.2	-.224	.190	.136	.724	.900
Y2.1	-.248	.211	.151	.804	1.000
X3.4	.000	.000	.731	.000	.000
X3.3	.000	.000	.834	.000	.000
X3.2	.000	.000	1.007	.000	.000
X3.1	.000	.000	1.000	.000	.000
X2.5	-.107	.000	.000	.000	.000
X2.4	.447	.000	.000	.000	.000
X2.3	.587	.000	.000	.000	.000
X2.2	.969	.000	.000	.000	.000
X2.1	1.000	.000	.000	.000	.000
X1.5	.000	.373	.000	.000	.000
X1.4	.000	1.207	.000	.000	.000
X1.3	.000	1.035	.000	.000	.000
X1.2	.000	.772	.000	.000	.000
X1.1	.000	1.000	.000	.000	.000

**Standardized Total Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	-.133	.192	.028	.000	.000
Loyalitas Pelanggan	-.201	.157	.200	.894	.000
Y1.2	-.110	.159	.023	.829	.000
Y1.1	-.097	.141	.021	.734	.000
Y2.4	-.093	.072	.092	.411	.459
Y2.3	-.103	.081	.103	.459	.513
Y2.2	-.144	.112	.143	.639	.714
Y2.1	-.078	.061	.078	.348	.389
X3.4	.000	.000	.653	.000	.000
X3.3	.000	.000	.690	.000	.000
X3.2	.000	.000	.852	.000	.000
X3.1	.000	.000	.853	.000	.000
X2.5	-.102	.000	.000	.000	.000

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
X2.4	.421	.000	.000	.000	.000
X2.3	.505	.000	.000	.000	.000
X2.2	.760	.000	.000	.000	.000
X2.1	.747	.000	.000	.000	.000
X1.5	.000	.190	.000	.000	.000
X1.4	.000	.534	.000	.000	.000
X1.3	.000	.754	.000	.000	.000
X1.2	.000	.646	.000	.000	.000
X1.1	.000	.728	.000	.000	.000

**Direct Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	-.182	.285	.024	.000	.000
Loyalitas Pelanggan	-.102	-.019	.132	.804	.000
Y1.2	.000	.000	.000	1.512	.000
Y1.1	.000	.000	.000	1.000	.000
Y2.4	.000	.000	.000	.000	.675
Y2.3	.000	.000	.000	.000	.766
Y2.2	.000	.000	.000	.000	.900
Y2.1	.000	.000	.000	.000	1.000
X3.4	.000	.000	.731	.000	.000
X3.3	.000	.000	.834	.000	.000
X3.2	.000	.000	1.007	.000	.000
X3.1	.000	.000	1.000	.000	.000
X2.5	-.107	.000	.000	.000	.000
X2.4	.447	.000	.000	.000	.000
X2.3	.587	.000	.000	.000	.000
X2.2	.969	.000	.000	.000	.000
X2.1	1.000	.000	.000	.000	.000
X1.5	.000	.373	.000	.000	.000
X1.4	.000	1.207	.000	.000	.000
X1.3	.000	1.035	.000	.000	.000
X1.2	.000	.772	.000	.000	.000
X1.1	.000	1.000	.000	.000	.000

**Standardized Direct Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	-.133	.192	.028	.000	.000
Loyalitas Pelanggan	-.083	-.014	.175	.894	.000
Y1.2	.000	.000	.000	.829	.000
Y1.1	.000	.000	.000	.734	.000
Y2.4	.000	.000	.000	.000	.459
Y2.3	.000	.000	.000	.000	.513
Y2.2	.000	.000	.000	.000	.714
Y2.1	.000	.000	.000	.000	.389
X3.4	.000	.000	.653	.000	.000
X3.3	.000	.000	.690	.000	.000
X3.2	.000	.000	.852	.000	.000
X3.1	.000	.000	.853	.000	.000
X2.5	-.102	.000	.000	.000	.000
X2.4	.421	.000	.000	.000	.000
X2.3	.505	.000	.000	.000	.000
X2.2	.760	.000	.000	.000	.000
X2.1	.747	.000	.000	.000	.000
X1.5	.000	.190	.000	.000	.000
X1.4	.000	.534	.000	.000	.000
X1.3	.000	.754	.000	.000	.000
X1.2	.000	.646	.000	.000	.000
X1.1	.000	.728	.000	.000	.000

**Indirect Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	.000	.000	.000	.000	.000
Loyalitas Pelanggan	-.146	.229	.019	.000	.000
Y1.2	-.275	.431	.036	.000	.000
Y1.1	-.182	.285	.024	.000	.000
Y2.4	-.168	.142	.102	.543	.000
Y2.3	-.190	.161	.115	.616	.000

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Y2.2	-.224	.190	.136	.724	.000
Y2.1	-.248	.211	.151	.804	.000
X3.4	.000	.000	.000	.000	.000
X3.3	.000	.000	.000	.000	.000
X3.2	.000	.000	.000	.000	.000
X3.1	.000	.000	.000	.000	.000
X2.5	.000	.000	.000	.000	.000
X2.4	.000	.000	.000	.000	.000
X2.3	.000	.000	.000	.000	.000
X2.2	.000	.000	.000	.000	.000
X2.1	.000	.000	.000	.000	.000
X1.5	.000	.000	.000	.000	.000
X1.4	.000	.000	.000	.000	.000
X1.3	.000	.000	.000	.000	.000
X1.2	.000	.000	.000	.000	.000
X1.1	.000	.000	.000	.000	.000

**Standardized Indirect Effects (Group number 1 - Default model)**

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
Kepuasan Pelanggan	.000	.000	.000	.000	.000
Loyalitas Pelanggan	-.119	.171	.025	.000	.000
Y1.2	-.110	.159	.023	.000	.000
Y1.1	-.097	.141	.021	.000	.000
Y2.4	-.093	.072	.092	.411	.000
Y2.3	-.103	.081	.103	.459	.000
Y2.2	-.144	.112	.143	.639	.000
Y2.1	-.078	.061	.078	.348	.000
X3.4	.000	.000	.000	.000	.000
X3.3	.000	.000	.000	.000	.000
X3.2	.000	.000	.000	.000	.000
X3.1	.000	.000	.000	.000	.000
X2.5	.000	.000	.000	.000	.000
X2.4	.000	.000	.000	.000	.000
X2.3	.000	.000	.000	.000	.000

	Organizational Citizenship Behavior	Kualitas Layanan	Citra Perusahaan	Kepuasan Pelanggan	Loyalitas Pelanggan
X2.2	.000	.000	.000	.000	.000
X2.1	.000	.000	.000	.000	.000
X1.5	.000	.000	.000	.000	.000
X1.4	.000	.000	.000	.000	.000
X1.3	.000	.000	.000	.000	.000
X1.2	.000	.000	.000	.000	.000
X1.1	.000	.000	.000	.000	.000

### Model Fit Summary

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	114	433.760	116	.000	3.739
Saturated model	230	.000	0		
Independence model	40	1980.624	190	.000	10.424

#### Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.781	.641	.830	.709	.823
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

#### Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.611	.477	.502
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

#### NCP

Model	NCP	LO 90	HI 90
Default model	317.760	257.736	385.360
Saturated model	.000	.000	.000
Independence model	1790.624	1651.427	1937.224

**FMIN**

Model	FMIN	F0	LO 90	HI 90
Default model	1.544	1.131	.917	1.371
Saturated model	.000	.000	.000	.000
Independence model	7.048	6.372	5.877	6.894

**RMSEA**

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.099	.089	.109	.000
Independence model	.183	.176	.190	.000

**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	661.760	680.176		
Saturated model	460.000	497.154		
Independence model	2060.624	2067.086		

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	2.355	2.141	2.596	2.421
Saturated model	1.637	1.637	1.637	1.769
Independence model	7.333	6.838	7.855	7.356

**HOELTER**

Model	HOELTER .05	HOELTER .01
Default model	93	100
Independence model	32	34

**Execution time summary**

Minimization: .328  
 Miscellaneous: 1.809  
 Bootstrap: .000  
 Total: 2.137