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Lampiran 1

Mapping Penelitian Terdahulu

No	Peneliti	Judul	Metode	Hasil
1	Astani Shilawati, 2020	Influence of Company Image, Trust and Satisfaction on Marketing performance	Sampel 90 responden Analisis Determinan Coefficient	Imej perusahaan tidak berpengaruh terhadap kinerja. Kepercayaan berpengaruh terhadap kinerja. Kepuasan berpengaruh terhadap kinerja
2	Gajendra Sharma, 2017	Service Quality, Satisfaction and Performance on Marketing: An Empirical Investigation	Sampel 150 responden Analisis SEM	Ada pengaruh positif dan signifikan kualitas layanan terhadap kepuasan pelanggan. Kepuasan pelanggan secara langsung memberikan pengaruh positif dan signifikan terhadap kinerja.
3	Guohao Zhao dkk, 2020	Service Quality and Customer Satisfaction Nexus in the Light of Price Perception Moderation	Sampel 50 responden Analisis SEM PLS	Kualitas pelayanan memberikan pengaruh yang kuat terhadap kepuasan pelanggan, di mana persepsi harga harus dimodifikasi agar memberikan pengaruh atau memediasi pengaruh antara kualitas pelayanan terhadap kepuasan pelanggan
4	Ahmed Muneed Mehta (2020)	How Brand Image and Perceived Service Quality Affect Marketing performance through Customer Satisfaction	Sampel 100 responden Analisis Regresi	Secara simultan imej merek dan persepsi kualitas pelayanan berpengaruh positif dan signifikan terhadap kepuasan dan kinerja pemasaran. Secara parsial, persepsi kualitas pelayanan berpengaruh negatif dan tidak signifikan terhadap kepuasan pelanggan

No	Peneliti	Judul	Metode	Hasil
5	Hamad Saleem dan Naintara Sarfraz Raja (2014)	The Impact of Service Quality on Customer Satisfaction, Marketing performance and Corporate image: Evidence from Hotel Industry of Pakistan	Sampel 250 responden Analisis SEM	Kualitas layanan berpegnaruh terhadap kepuasan pelanggann. Kepuasan ditentukan oleh kinerja pemasaran. Kinerja secara langsung dipengaruhi oleh corporate image
6	Genoveva (2015)	Analyzing of Customer Satisfaction and Marketing performance Based on Corporate image and Perceived Service Quality	Sampel 355 responden Analisis LISREL	Lini produk dan persepsi kualitas layanan positif dan signifikan terhadap kepuasan pelanggan. Sementara ada pengaruh negatif dan tidak signifikan dari persepsi kualitas layanan terhadap kinerja pemasaran
7	Abdelsalam Adam Hamid, Siddig Balal Ibrahim, Abdelmonim Shawgi Seesy, Abdel Hafiez Ali Hasaballah (2015)	Interaction Effect of Perceived Service Quality and Corporate image On Customer Satisfaction	Sampel 450 responden Analisis Regresi Linier Berganda	Persepsi kualitas layanan berupa bukti fisik, daya tanggap dan empati memberikan pengaruh terhadap lini produk dalam meningkatkan kepuasan pelanggan
8	Chao-Chan Wu (2017)	The Impact of Hospital Corporate image on Service Quality, Patient Satisfaction and Performance	Sampel 462 responden Analisis SEM	Lini produk positif dan signifikan terhadap kepuasan pasien, sedangkan terhadap kinerja memberikan pengaruh negatif dan signifikan. Kualitas layanan memberikan pengaruh positif dan signifikan terhadap kepuasan dan kinerja pasien

No	Peneliti	Judul	Metode	Hasil
9	Eman Mohamed Abdul El Salam, Ayman Yehia Shawky dan Tawfik El-Nahas (2018)	The impact of corporate image and reputation on service quality, customer satisfaction and marketing performance: testing the mediating role. Case analysis in an international service company	Sampel 650 responden Analisis Korelasi	Ada hubungan pengaruh yang positif dan signifikan antara lini produk dan reputasi atas kualitas layanan terhadap kepusan pelanggan. Dan ada hubungan pengaruh yang negatif dan tidak signifikan dari lini produk terhadap kinerja pemasaran. Sementara kualtias layanan berpengaruh positif dan signifikan terhadap kinerja pemasaran
10	Tawan Vigripat dan Peng Chan (2017)	An Empirical Investigation of the Relationship Between Service Quality, Corporate image, Trust, Customer Satisfaction	Sampel 48 responden Analisis Regresi Linier Berganda	Ada hubungan positif dan signifikan antara kualitas layanan, brand imej, kepercayaan terhadap kepuasan pelanggan. Hubungan yang positif dan signifikan antara kualitas layanan, brand imej, kepercayaan terhadap intensitas pembelian kembali dan rekomendasi kepada pelanggan lainnya
11	Anton A Setyawan, Kussudiyarsana dan Imronudin, 2015	Brand Trust and Brand Performance, An Empirical Study in Consumer.	Sampel 109 responden Analisis Regresi	Pengaruh signifikan terhadap kinerja dari kepercayaan dan kepuasan pelanggan atas merek produk. Variabel kepercayaan menjadi variabel mediasi yang signifikan terhadap kinerja
12	Djumarno, 2018	Effect of Product Quality and Price on Marketing performance through Customer Satisfaction	Sampel 125 responden Analisis SEM AMOS	Kualitas produk dan harga berpengaruh signifikan terhadap kepuasan pelanggan. Hasil juga menunjukkan signifikan kepuasan pelanggan terhadap kinerja pemasaran. Hasil penelitian mengindikasikan bahwa intervensi keputusan pembelian berhubungan dengan kualitas produk dan harga terhadap kinerja pemasaran

No	Peneliti	Judul	Metode	Hasil
13	Saragih, Lenti S, 2020	Peranan Kualitas Pelayanan terhadap Kepuasan Pelanggan pada PT. Pertamina Retail SPBU Coco HM. Yamin 11.201.107 Medan	Deskriptif	Pelayanan yang digunakan adalah standar Pasti Pas serta memiliki Standar Operasional Prosedur (SOP), dan pengukuran kepuasan pelanggan yang digunakan adalah sistem keluhan pelanggan serta survei kepuasan pelanggan
14	Widyastuti, Nur Laila, 2016	Additional Pertalite Policy and Gasoline Consumption Patterns in Indonesia	Fix Effect	Periode 2010-2015 harga Pertamax berdampak negatif terhadap Pertamax dan Premium, sementara itu harga dan pendapatan penjualan Premium berdampak positif. Untuk periode 2016, dampak dari Pertamax kenaikan harga akan menurunkan konsumsi Pertamax dan Premium
15	Mardiany, Ernie, 2020	Analisis Pengaruh Harga Bahan Bakar Minyak (BBM) Pertamina dan Strategi Pengadaan Stok terhadap Pendapatan Perusahaan di SPBU PT. Ma'soem Bandung	Regresi Korelasional	Terdapat pengaruh yang positif dan signifikan antara harga BBM Pertamina terhadap pendapatan perusahaan, (2). Terdapat pengaruh yang positif dan signifikan antara strategi pengadaan stok terhadap pendapatan perusahaan, (3). Terdapat pengaruh yang positif dan signifikan secara simultan antara harga BBM Pertamina dan strategi pengadaan stok terhadap pendapatan perusahaan

No	Peneliti	Judul	Metode	Hasil
16	Asna, I Made, 2018	Proyeksi Konsumsi Bahan Bakar Minyak (BBM) pada Pelaksanaan Hari Raya Nyepi di Bali terhadap Efisensi Penggunaan BBM di Indonesia dari Tahun 2015-2030	Kuantitatif dan Kualitatif	Efesiensi konsumsi BBM saat Raya Nyepi di Bali tehadap konsumsi BBM Nasional pada tahun 2015 sampai tahun 2030 dengan rata-rata kontribusi per hari 1,7204 %. Efesiensi konsumsi BBM saat Raya Nyepi di Bali tehadap konsumsi BBM Nasional pada tahun 2015 sampai tahun 2030 dengan rata-rata kontribusi per tahun 0,00471 %.
17	Sa'adah, Ana Fitriyatus, 2017	Peramalan Penyediaan dan Konsumsi Bahan Bakar Minyak Indonesia dengan Model Sistem Dinamik	Deskriptif	Tahun 2017 sampai 2025, penyediaan BBM tidak dapat memenuhi kebutuhan BBM dalam negeri. Pada tahun 2025, diperkirakan penyediaan BBM mencapai 651.092 juta barel dan konsumsi BBM mencapai 719.048 juta barel
18	Yunaida, Erni, 2017	Pengaruh Brand Image (Citra Merek) terhadap Loyalitas Pelanggan Produk Oli Pelumas Evalube di Kota Langsa	Regresi Linier Sederhana	Brand image (citra merek) berpengaruh signifikan terhadap loyalitas pelanggan produk oli pelumas evalube di kota Langsa Nilai koefisien determinasi (R2) diperoleh sebesar 0,375 atau 37,5% yang artinya variabel brand image (citra merek) memberikan pengaruh terhadap loyalitas pelanggan sebesar 37,5%, sisanya 62,5% dipengaruhi oleh variabel lain yang tidak diteliti penelitian ini

No	Peneliti	Judul	Metode	Hasil
19	Nuvriasari, Audita, 2017	Eksplorasi Evaluasi Kepuasan Pelayanan pada Kualitas Jasa pada Pertamina Cabang Yogyakarta	Regresi Linier Berganda	Hasil penelitian karyawan SPBU sangat penting untuk ditingkatkan. Telah di hitung dan diketahui hasil pengumpulan kuesioner menyatakan bahwa tingkat fasilitas dan tingkat layanan yang diberikan oleh karyawan SPBU itu kurang baik bagi pelanggan. Setelah ada uji validitas dan regresi tingkat fasilitas lah yang kurang baik.
20	Setiyowati, Arin, 2019	Kenaikan Harga BBM atas Nama Rakyat (Tinjauan Kritis Konsepsi Keadilan Sosial Ekonomi Ibnu Taimiyah)	Deskriptif Kuantitatif	Sementara Mekanisme Pasar dan Regulasi harga yang diterapkan dalam kebijakan kenaikan harga BBM belum sepenuhnya menyatu dengan konsepsi ekonominya Ibnu Timiyah. Hal ini tidak lepas dari faktor sosio-historis sehingga menjadikan independensi Indonesia yang tidak dimunculkan. Padahal jika diaplikasikan secara masif, maka konsep ini akan berhubungan positif dengan konsepsi ekonomi kerakyatan yang lebih berorientasi pada kesejahteraan masyarakat (terutama rakyat kecil)
21	Hakanna, 2018	Strategi Public Relations dalam Menjaga Corporate Image di PT. Pertamina (Persero) Marketing Operation Region (MOR) III	Deskriptif	Strategi public relations dalam menjaga corporate image di pertamina marketing operation region III yang dilakukan di unit kerja communication relations yaitu dengan media monitoring, menjaga nama baik perusahaan, menjaga hubungan baik dengan MUSPIDA

Lampiran 2

INSTRUMEN PENELITIAN

PERAN MEDIASI KEPERCAYAAN DALAM HUBUNGAN LINI PRODUK, KUALITAS LAYANAN DAN KEPUASAN PELANGGAN TERHADAP KINERJA STASIUN PENGISIAN BAHAN BAKAR UMUM (SPBU) DI PROVINSI SULAWESI SELATAN

PAULUS JOHAN LOLO
A013191031

PROGRAM PASCASARJANA
UNIVERSITAS HASANUDDIN
MAKASSAR
2021

FORMULIR PENGISIAN KUESIONER

PERAN MEDIASI KEPERCAYAAN DALAM HUBUNGAN LINI PRODUK, KUALITAS LAYANAN DAN KEPUASAN PELANGGAN TERHADAP KINERJA STASIUN PENGISIAN BAHAN BAKAR UMUM (SPBU) DI PROVINSI SULAWESI SELATAN

Peneliti

PAULUS JOHAN LOLO
A013191031

A. Pendahuluan

Sebelumnya saya menyampaikan terima kasih atas kesediaan Bapak/Ibu/Saudara (i) dalam membantu mengisi data dan jawaban atas pernyataan-pernyataan yang diajukan. Pengisian daftar pernyataan ini semata-mata hanya untuk data penelitian dalam rangka penyelesaian Program Doktor (S3) pada Program Pascasarjana Universitas Hasanuddin Makassar.

B. Identitas Responden

Nama : ……
Jenis Kelamin : ……
Umur : ……
Pendidikan Terakhir : ……
Pekerjaan : ……
Lokasi SPBU : ……
Jenis Produk : a. Pertamax c. Pertalite
b. Premium d. Solar

C. Petunjuk Pengisian

Berilah tanda silang (X) pada jawaban dari pernyataan-pernyataan berikut yang menurut Bapak/Ibu/Saudara (i) paling sesuai. Kategori jawaban menggunakan skala Likert dengan rentang skala 1 – 5.

Berilah tanda (X) pada pernyataan di bawah ini dengan memilih skala nilai 1 sampai dengan 5 tentang pernyataan berikut, di mana skala
1 = Sangat Tidak Setuju
2 = Tidak Setuju
3 = Kurang Setuju
4 = Setuju
5 = Sangat Setuju

A	Lini Produk (X_1)		STS	TS	KS	S	SS
	1	Produk pertamina memiliki nilai ekonomis dan nilai tambah	1	2	3	4	5
	2	SPBU menyediakan banyak pilihan produk yang sesuai dengan kendaraan pelanggan	1	2	3	4	5
	3	SPBU menyediakan BBM yang hemat untuk pelanggan	1	2	3	4	5
	4	Produk pertamina memiliki jaminan kualitas dalam pemakaian	1	2	3	4	5
	5	Kualitas produk pertamina menjadikan mesin kendaraan lebih awet	1	2	3	4	5
	6	Harga lini produk pertamina terjangkau bagi pelanggan	1	2	3	4	5
B	Kualitas Layanan (X2)						
	1	Tersedia sarana prasarana yang mendukung aktivitas layanan di SPBU	1	2	3	4	5
	2	Pihak SPBU menunjukkan empati dalam melayani pelanggan	1	2	3	4	5
	3	Pemberian layanan yang utama dan unggul kepada pelanggan produk pertamina di SPBU	1	2	3	4	5
	4	Pihak SPBU merespon setiap layanan yang diinginkan pelanggan	1	2	3	4	5
	5	Pihak SPBU berkomitmen mewujudkan harapan pelanggan atas setiap produk pertamina di SPBU	1	2	3	4	5

Berilah tanda (X) pada pernyataan di bawah ini dengan memilih skala nilai 1 sampai dengan 5 tentang pernyataan berikut, di mana skala 1 = Sangat Tidak Setuju 2 = Tidak Setuju 3 = Kurang Setuju 4 = Setuju 5 = Sangat Setuju							
C	Kepuasan Pelanggan (X_3)						
	1	Pihak SPBU menyediakan kotak saran untuk setiap keluhan dan saran dari pelanggan	1	2	3	4	5
	2	Melakukan peninjauan kondisi layanan SPBU di lapangan	1	2	3	4	5
	3	Menggunakan *ghost shopping* untuk menilai potensi layanan dari SPBU	1	2	3	4	5
	4	Menghubungi pelanggan produk untuk tetap menggunakan produk pertamina	1	2	3	4	5
D	Kepercayaan Pelanggan Y)						
	1	Personil menunjukkan kompetensi dalam meyakinkan pelanggan atas produk Pertamina di SPBU	1	2	3	4	5
	2	Layanan pihak SPBU jujur dalam memberikan informasi produk kepada konsmen	1	2	3	4	5
	3	Pihak SPBU peduli dalam memberikan layanan kepada pelanggan	1	2	3	4	5
	4	Jaminan yang bertanggungjawab dari pihak SPBU atas setiap produk pertamina yang dibeli pelanggan	1	2	3	4	5
	5	Pelanggan merasakan kesan yang subyektif dan obyektif dalam menggunakan BBM di SPBU	1	2	3	4	5
E	Kinerja SPBU						
	1	Pelanggan melakukan pembelian yang berulang atas produk pertamina	1	2	3	4	5
	2	Pelanggan melakukan pembelian BBM di SPBU yang sama	1	2	3	4	5
	3	Hasil penjualan BBM di SPBU menguntungkan bagi perusahaan	1	2	3	4	5
	4	Pelanggan lebih sering membeli BBM di SPBU	1	2	3	4	5
	5	Perusahaan berupaya menciptakan produk BBM yang ramah lingkungan	1	2	3	4	5
	6	Pelanggan mereferensikan keunggulan kepada pelanggan lain untuk menggunakan produk Pertamina	1	2	3	4	5
	7	Pelanggan memberi tanggapan positif atas BBM di SPBU	1	2	3	4	5

Lampiran 4

Frequencies

Frequency Table

Lokasi SPBU

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kabupaten Bantaeng	14	3.1	3.1	3.1
	Kabupaten Barru	16	3.6	3.6	6.7
	Kabupaten Bone	30	6.7	6.7	13.5
	Kabupaten Bulukumba	14	3.1	3.1	16.6
	Kabupaten Enrekang	11	2.5	2.5	19.1
	Kabupaten Gowa	30	6.7	6.7	25.8
	Kabupaten Jeneponto	13	2.9	2.9	28.7
	Kabupaten Luwu	20	4.5	4.5	33.2
	Kabupaten Luwu Timur	14	3.1	3.1	36.3
	Kabupaten Luwu Utara	28	6.3	6.3	42.6
	Kabupaten Maros	23	5.2	5.2	47.8
	Kabupaten Pangkep	18	4.0	4.0	51.8
	Kabupaten Pinrang	20	4.5	4.5	56.3
	Kabupaten Selayar	5	1.1	1.1	57.4
	Kabupaten Sidrap	18	4.0	4.0	61.4
	Kabupaten Sinjai	11	2.5	2.5	63.9
	Kabupaten Soppeng	11	2.5	2.5	66.4
	Kabupaten Takalar	12	2.7	2.7	69.1
	Kabupaten Tana Toraja	5	1.1	1.1	70.2
	Kabupaten Toraja Utara	5	1.1	1.1	71.3
	Kabupaten Wajo	21	4.7	4.7	76.0
	Kota Makassar	77	17.3	17.3	93.3
	Kota Palopo	16	3.6	3.6	96.9
	Kota Parepare	14	3.1	3.1	100.0
	Total	446	100.0	100.0	

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	L	323	72.4	72.4	72.4
	P	123	27.6	27.6	100.0
	Total	446	100.0	100.0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	24	2	.4	.4	.4
	25	27	6.1	6.1	6.5
	26	14	3.1	3.1	9.6
	27	11	2.5	2.5	12.1
	28	6	1.3	1.3	13.5
	29	16	3.6	3.6	17.0
	30	4	.9	.9	17.9
	31	29	6.5	6.5	24.4
	32	5	1.1	1.1	25.6
	33	14	3.1	3.1	28.7
	34	36	8.1	8.1	36.8
	35	41	9.2	9.2	46.0
	36	15	3.4	3.4	49.3
	37	12	2.7	2.7	52.0
	38	17	3.8	3.8	55.8
	39	13	2.9	2.9	58.7
	40	17	3.8	3.8	62.6
	41	13	2.9	2.9	65.5
	42	28	6.3	6.3	71.7
	43	26	5.8	5.8	77.6
	44	22	4.9	4.9	82.5
	45	11	2.5	2.5	85.0
	46	15	3.4	3.4	88.3
	47	22	4.9	4.9	93.3
	48	22	4.9	4.9	98.2
	49	8	1.8	1.8	100.0
	Total	446	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D3	32	7.2	7.2	7.2
	S1	277	62.1	62.1	69.3
	S2	62	13.9	13.9	83.2
	SMA	75	16.8	16.8	100.0
	Total	446	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Belum Bekerja	21	4.7	4.7	4.7
	Dosen	21	4.7	4.7	9.4
	IRT	47	10.5	10.5	20.0
	Pedagang	32	7.2	7.2	27.1
	PNS	135	30.3	30.3	57.4
	Swasta	147	33.0	33.0	90.4
	Wiraswasta	43	9.6	9.6	100.0
	Total	446	100.0	100.0	

Lampiran 5

Frequencies

Statistics

		LP1	LP2	LP3	LP4	LP5	LP6
N	Valid	446	446	446	446	446	446
	Missing	0	0	0	0	0	0
Mean		4.15	4.18	4.14	4.06	4.45	4.33

Frequency Table

LP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	2.0	2.0	2.0
	3	55	12.3	12.3	14.3
	4	242	54.3	54.3	68.6
	5	140	31.4	31.4	100.0
	Total	446	100.0	100.0	

LP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	1.1	1.1	1.1
	3	60	13.5	13.5	14.6
	4	231	51.8	51.8	66.4
	5	150	33.6	33.6	100.0
	Total	446	100.0	100.0	

LP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	1.1	1.1	1.1
	3	61	13.7	13.7	14.8
	4	246	55.2	55.2	70.0
	5	134	30.0	30.0	100.0
	Total	446	100.0	100.0	

LP4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.2	.2	.2
	2	9	2.0	2.0	2.2
	3	104	23.3	23.3	25.6
	4	182	40.8	40.8	66.4
	5	150	33.6	33.6	100.0
	Total	446	100.0	100.0	

LP5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.2	.2	.2
	3	36	8.1	8.1	8.3
	4	172	38.6	38.6	46.9
	5	237	53.1	53.1	100.0
	Total	446	100.0	100.0	

LP6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	1.1	1.1	1.1
	3	61	13.7	13.7	14.8
	4	161	36.1	36.1	50.9
	5	219	49.1	49.1	100.0
	Total	446	100.0	100.0	

Frequencies

Statistics

		KL1	KL2	KL3	KL4	KL5
N	Valid	446	446	446	446	446
	Missing	0	0	0	0	0
Mean		4.36	4.43	4.42	4.55	4.55

Frequency Table

KL1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	1.6	1.6	1.6
	3	42	9.4	9.4	11.0
	4	182	40.8	40.8	51.8
	5	215	48.2	48.2	100.0
	Total	446	100.0	100.0	

KL2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.2	.2	.2
	2	2	.4	.4	.7
	3	52	11.7	11.7	12.3
	4	139	31.2	31.2	43.5
	5	252	56.5	56.5	100.0
	Total	446	100.0	100.0	

KL3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	.9	.9	.9
	2	8	1.8	1.8	2.7
	3	51	11.4	11.4	14.1
	4	116	26.0	26.0	40.1
	5	267	59.9	59.9	100.0
	Total	446	100.0	100.0	

KL4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	50	11.2	11.2	11.2
	4	100	22.4	22.4	33.6
	5	296	66.4	66.4	100.0
	Total	446	100.0	100.0	

KL5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	45	10.1	10.1	10.1
	4	112	25.1	25.1	35.2
	5	289	64.8	64.8	100.0
	Total	446	100.0	100.0	

Frequencies

Statistics

		KK1	KK2	KK3	KK4
N	Valid	446	446	446	446
	Missing	0	0	0	0
Mean		4.38	4.43	4.29	4.48

Frequency Table

KK1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.2	.2	.2
	3	37	8.3	8.3	8.5
	4	199	44.6	44.6	53.1
	5	209	46.9	46.9	100.0
	Total	446	100.0	100.0	

KK2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.2	.2	.2
	3	55	12.3	12.3	12.6
	4	143	32.1	32.1	44.6
	5	247	55.4	55.4	100.0
	Total	446	100.0	100.0	

KK3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	96	21.5	21.5	21.5
	4	124	27.8	27.8	49.3
	5	226	50.7	50.7	100.0
	Total	446	100.0	100.0	

KK4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.2	.2	.2
	3	36	8.1	8.1	8.3
	4	157	35.2	35.2	43.5
	5	252	56.5	56.5	100.0
	Total	446	100.0	100.0	

Frequencies

Statistics

		KP1	KP2	KP3	KP4	KP5
N	Valid	446	446	446	446	446
	Missing	0	0	0	0	0
Mean		4.42	4.42	4.25	3.93	4.36

Frequency Table

KP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	39	8.7	8.7	8.7
	4	182	40.8	40.8	49.6
	5	225	50.4	50.4	100.0
	Total	446	100.0	100.0	

KP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	47	10.5	10.5	10.5
	4	166	37.2	37.2	47.8
	5	233	52.2	52.2	100.0
	Total	446	100.0	100.0	

KP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	.7	.7	.7
	3	87	19.5	19.5	20.2
	4	151	33.9	33.9	54.0
	5	205	46.0	46.0	100.0
	Total	446	100.0	100.0	

KP4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	1.3	1.3	1.3
	3	126	28.3	28.3	29.6
	4	208	46.6	46.6	76.2
	5	106	23.8	23.8	100.0
	Total	446	100.0	100.0	

KP5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	56	12.6	12.6	12.6
	4	172	38.6	38.6	51.1
	5	218	48.9	48.9	100.0
	Total	446	100.0	100.0	

Frequencies

Statistics

		KN1	KN2	KN3	KN4	KN5	KN6	KN7
N	Valid	446	446	446	446	446	446	446
	Missing	0	0	0	0	0	0	0
Mean		4.18	4.25	4.43	4.39	4.36	4.59	4.35

Frequency Table

KN1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	1.3	1.3	1.3
	3	50	11.2	11.2	12.6
	4	249	55.8	55.8	68.4
	5	141	31.6	31.6	100.0
	Total	446	100.0	100.0	

KN2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	1.3	1.3	1.3
	3	44	9.9	9.9	11.2
	4	227	50.9	50.9	62.1
	5	169	37.9	37.9	100.0
	Total	446	100.0	100.0	

KN3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	42	9.4	9.4	9.4
	4	169	37.9	37.9	47.3
	5	235	52.7	52.7	100.0
	Total	446	100.0	100.0	

KN4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	50	11.2	11.2	11.2
	4	174	39.0	39.0	50.2
	5	222	49.8	49.8	100.0
	Total	446	100.0	100.0	

KN5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	62	13.9	13.9	13.9
	4	161	36.1	36.1	50.0
	5	223	50.0	50.0	100.0
	Total	446	100.0	100.0	

KN6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	46	10.3	10.3	10.3
	4	93	20.9	20.9	31.2
	5	307	68.8	68.8	100.0
	Total	446	100.0	100.0	

KN7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	32	7.2	7.2	7.2
	4	225	50.4	50.4	57.6
	5	189	42.4	42.4	100.0
	Total	446	100.0	100.0	

Lampiran 6

Correlations

Correlations

		LP1	LP2	LP3	LP4	LP5	LP6	Lini Pro duk (X1)
LP1	Pearson Correlation	1	.832**	.861**	.795**	.161**	.787**	.938**
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000
	N	446	446	446	446	446	446	446
LP2	Pearson Correlation	.832**	1	.805**	.622**	.116*	.664**	.869**
	Sig. (2-tailed)	.000		.000	.000	.015	.000	.000
	N	446	446	446	446	446	446	446
LP3	Pearson Correlation	.861**	.805**	1	.672**	.025	.713**	.875**
	Sig. (2-tailed)	.000	.000		.000	.601	.000	.000
	N	446	446	446	446	446	446	446
LP4	Pearson Correlation	.795**	.622**	.672**	1	.135**	.555**	.827**
	Sig. (2-tailed)	.000	.000	.000		.004	.000	.000
	N	446	446	446	446	446	446	446
LP5	Pearson Correlation	.161**	.116*	.025	.135**	1	-.032	.611**
	Sig. (2-tailed)	.001	.015	.601	.004		.495	.000
	N	446	446	446	446	446	446	446
LP6	Pearson Correlation	.787**	.664**	.713**	.555**	-.032	1	.796**
	Sig. (2-tailed)	.000	.000	.000	.000	.495		.000
	N	446	446	446	446	446	446	446
Lini Produk (X1)	Pearson Correlation	.938**	.869**	.875**	.827**	.611**	.796**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	446	446	446	446	446	446	446

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations

		KL1	KL2	KL3	KL4	KL5	Kualitas Layanan (X2)
KL1	Pearson Correlation	1	.585**	.559**	.649**	.159**	.792**
	Sig. (2-tailed)		.000	.000	.000	.001	.000
	N	446	446	446	446	446	446
KL2	Pearson Correlation	.585**	1	.729**	.656**	.116*	.837**
	Sig. (2-tailed)	.000		.000	.000	.014	.000
	N	446	446	446	446	446	446
KL3	Pearson Correlation	.559**	.729**	1	.678**	.109*	.844**
	Sig. (2-tailed)	.000	.000		.000	.021	.000
	N	446	446	446	446	446	446
KL4	Pearson Correlation	.649**	.656**	.678**	1	.177**	.848**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	446	446	446	446	446	446
KL5	Pearson Correlation	.159**	.116*	.109*	.177**	1	.397**
	Sig. (2-tailed)	.001	.014	.021	.000		.000
	N	446	446	446	446	446	446
Kualitas Layanan (X2)	Pearson Correlation	.792**	.837**	.844**	.848**	.797**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	446	446	446	446	446	446

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations

		KK1	KK2	KK3	KK4	Kepuasan Kons (X3)
KK1	Pearson Correlation	1	.752**	.569**	.547**	.867**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	446	446	446	446	446
KK2	Pearson Correlation	.752**	1	.524**	.493**	.844**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	446	446	446	446	446
KK3	Pearson Correlation	.569**	.524**	1	.477**	.806**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	446	446	446	446	446
KK4	Pearson Correlation	.547**	.493**	.477**	1	.756**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	446	446	446	446	446
Kepuasan Kons (X3)	Pearson Correlation	.867**	.844**	.806**	.756**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	446	446	446	446	446

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		KP1	KP2	KP3	KP4	KP5	Kepercayaan Kons (Y)
KP1	Pearson Correlation	1	.697**	.535**	.130**	.052	.745**
	Sig. (2-tailed)		.000	.000	.006	.272	.000
	N	446	446	446	446	446	446
KP2	Pearson Correlation	.697**	1	.636**	.156**	.093*	.805**
	Sig. (2-tailed)	.000		.000	.001	.049	.000
	N	446	446	446	446	446	446
KP3	Pearson Correlation	.535**	.636**	1	.072	.083	.746**
	Sig. (2-tailed)	.000	.000		.129	.079	.000
	N	446	446	446	446	446	446
KP4	Pearson Correlation	.130**	.156**	.072	1	.067	.467**
	Sig. (2-tailed)	.006	.001	.129		.159	.000
	N	446	446	446	446	446	446
KP5	Pearson Correlation	.052	.093*	.083	.067	1	.404**
	Sig. (2-tailed)	.272	.049	.079	.159		.000
	N	446	446	446	446	446	446
Kepercayaan Kons (Y)	Pearson Correlation	.745**	.805**	.746**	.667**	.604**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	446	446	446	446	446	446

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations

		KN1	KN2	KN3	KN4	KN5	KN6	KN7	Kinerja SPBU (Z)
KN1	Pearson Correlation	1	.620**	.460**	.450**	.452**	.133**	-.081	.690**
	Sig. (2-tailed)		.000	.000	.000	.000	.005	.087	.000
	N	446	446	446	446	446	446	446	446
KN2	Pearson Correlation	.620**	1	.608**	.616**	.511**	.063	.001	.777**
	Sig. (2-tailed)	.000		.000	.000	.000	.184	.980	.000
	N	446	446	446	446	446	446	446	446
KN3	Pearson Correlation	.460**	.608**	1	.810**	.713**	.117*	.000	.841**
	Sig. (2-tailed)	.000	.000		.000	.000	.013	.994	.000
	N	446	446	446	446	446	446	446	446
KN4	Pearson Correlation	.450**	.616**	.810**	1	.740**	.021	-.025	.822**
	Sig. (2-tailed)	.000	.000	.000		.000	.652	.604	.000
	N	446	446	446	446	446	446	446	446
KN5	Pearson Correlation	.452**	.511**	.713**	.740**	1	.107*	.058	.816**
	Sig. (2-tailed)	.000	.000	.000	.000		.024	.218	.000
	N	446	446	446	446	446	446	446	446
KN6	Pearson Correlation	.133**	.063	.117*	.021	.107*	1	-.104*	.602**
	Sig. (2-tailed)	.005	.184	.013	.652	.024		.029	.000
	N	446	446	446	446	446	446	446	446
KN7	Pearson Correlation	-.081	.001	.000	-.025	.058	-.104*	1	.671**
	Sig. (2-tailed)	.087	.980	.994	.604	.218	.029		.000
	N	446	446	446	446	446	446	446	446
Kinerja SPBU (Z)	Pearson Correlation	.690**	.777**	.841**	.822**	.816**	.602**	.671**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	446	446	446	446	446	446	446	446

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	446	100.0
	Excluded[a]	0	.0
	Total	446	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.847	.845	27

Item-Total Statistics

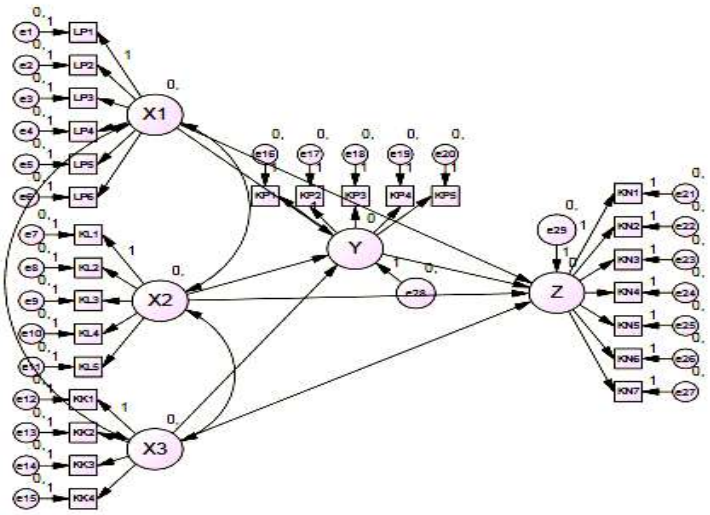
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
LP1	112.97	64.887	.692	.655	.833
LP2	113.02	64.968	.638	.696	.834
LP3	113.05	65.525	.601	.681	.835
LP4	113.14	64.605	.558	.818	.835
LP5	112.75	68.692	.324	.650	.844
LP6	112.86	65.085	.575	.751	.835
KL1	112.84	65.839	.538	.716	.837
KL2	112.76	66.986	.426	.731	.841
KL3	112.77	66.585	.394	.830	.842
KL4	112.64	67.088	.448	.687	.840
KL5	112.65	70.602	.138	.671	.850
KK1	112.81	67.986	.396	.645	.842
KK2	112.77	67.791	.368	.711	.843
KK3	112.90	66.654	.408	.799	.841
KK4	112.72	68.424	.349	.652	.843
KP1	112.78	68.627	.332	.647	.844
KP2	112.78	67.378	.432	.674	.841
KP3	112.94	67.527	.345	.787	.844
KP4	113.27	68.547	.280	.755	.846
KP5	112.83	70.235	.162	.695	.849
KN1	113.02	68.337	.344	.672	.843
KN2	112.94	67.664	.398	.684	.842
KN3	112.76	68.411	.345	.659	.843
KN4	112.81	68.200	.352	.680	.843
KN5	112.83	68.449	.309	.714	.845
KN6	112.61	71.515	.057	.671	.852
KN7	112.84	72.052	.018	.610	.852

Scale Statistics

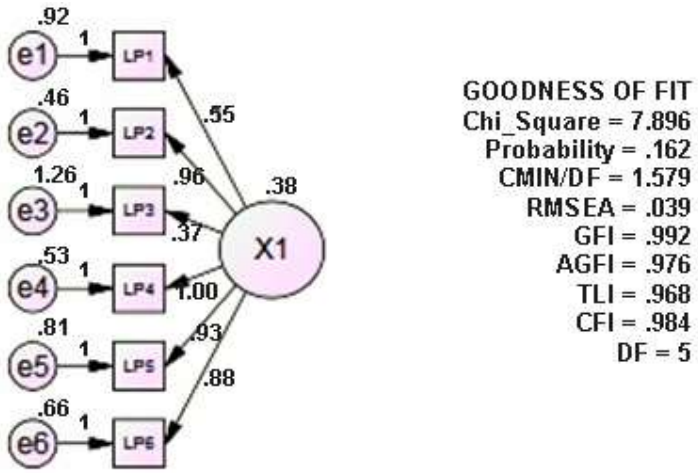
Mean	Variance	Std. Deviation	N of Items
117.20	72.611	8.521	27

Lampiran 7

MODEL SEM



SEM X1



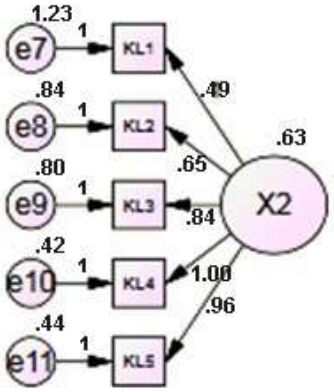
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
LP6 <--- X1	,880	,075	11,657	***	
LP5 <--- X1	,926	,136	6,827	***	
LP4 <--- X1	1,000				
LP3 <--- X1	,374	,120	3,103	,002	
LP2 <--- X1	,961	,136	7,087	***	
LP1 <--- X1	,550	,112	4,918	***	

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

	Estimate
LP6 <--- X1	,680
LP5 <--- X1	,538
LP4 <--- X1	,648
LP3 <--- X1	,202
LP2 <--- X1	,660
LP1 <--- X1	,334

SEM X2



GOODNESS OF FIT
Chi_Square = 20.651
Probability = .001
CMIN/DF = 4.130
RMSEA = .091
GFI = .978
AGFI = .934
TLI = .925
CFI = .963
DF = 5

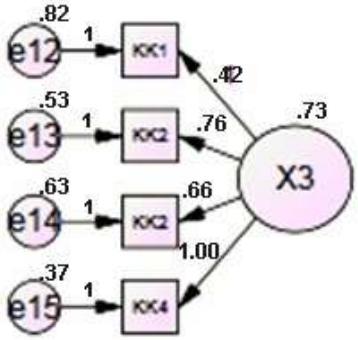
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KL5 <--- X2	,965	,078	12,412	***	
KL4 <--- X2	1,000				
KL3 <--- X2	,839	,077	10,857	***	
KL2 <--- X2	,653	,079	8,288	***	
KL1 <--- X2	,492	,088	5,581	***	

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

	Estimate
KL5 <--- X2	,755
KL4 <--- X2	,773
KL3 <--- X2	,651
KL2 <--- X2	,492
KL1 <--- X2	,332

SEM X3



GOODNESS OF FIT
Chi_Square = 11.825
Probability = .037
CMIN/DF = 2.365
RMSEA = .060
GFI = .988
AGFI = .964
TLI = .869
CFI = .985
DF = 2

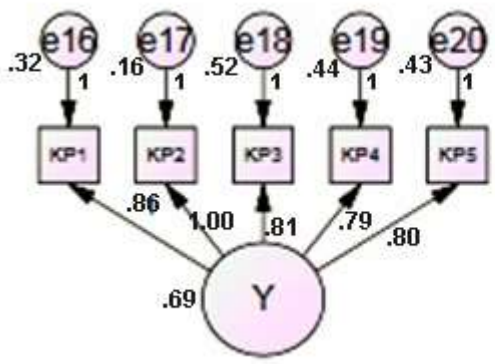
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KK4 <--- X3	1,000				
KK3 <--- X3	,660	,065	10,089	***	
KK2 <--- X3	,762	,067	11,348	***	
KK1 <--- X3	,419	,064	6,495	***	

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

	Estimate
KK4 <--- X3	,814
KK3 <--- X3	,580
KK2 <--- X3	,668
KK1 <--- X3	,369

SEM Y



GOODNESS OF FIT
Chi_Square = 30.238
Probability = .000
CMIN/DF = 15.119
RMSEA = .194
GFI = .960
AGFI = .800
TLI = .876
CFI = .959
DF = 5

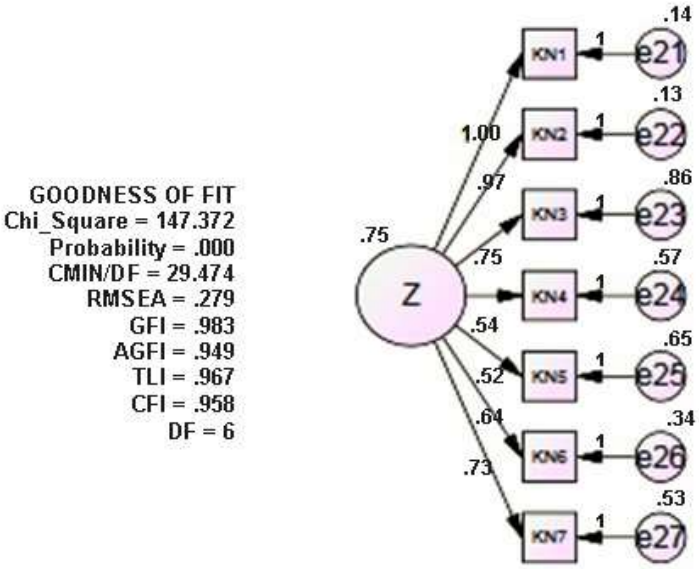
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KP1 <--- Y	,859	,048	17,836	***	
KP2 <--- Y	1,000				
KP3 <--- Y	,812	,059	13,704	***	
KP4 <--- Y	,793	,055	14,517	***	
KP5 <--- Y	,802	,077	15,255	***	

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

	Estimate
KP1 <--- Y	,782
KP2 <--- Y	,902
KP3 <--- Y	,684
KP4 <--- Y	,705
KP5 <--- Y	,789

SEM Z



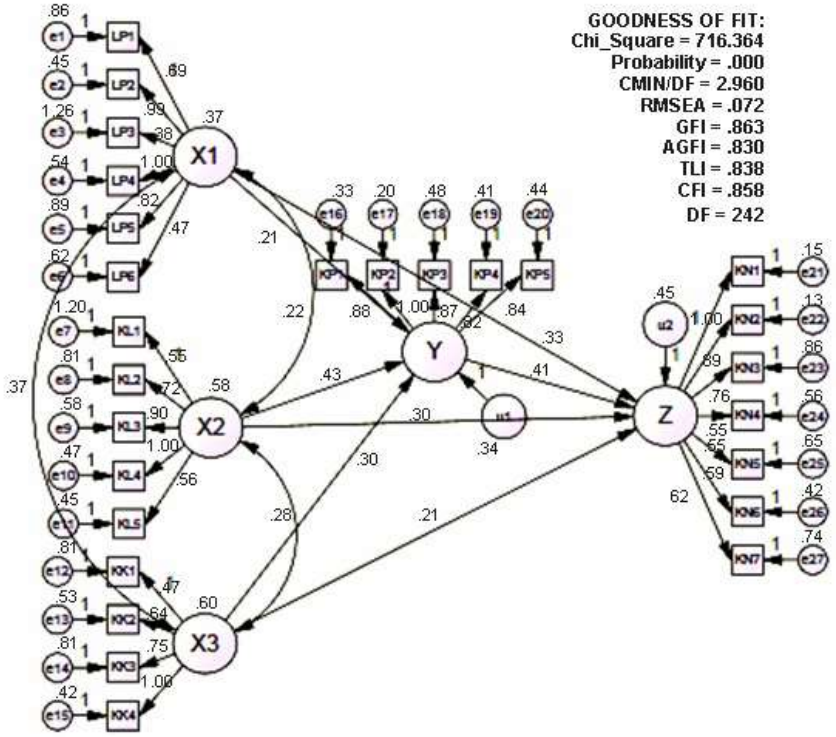
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KN1 <--- Z	1,000				
KN2 <--- Z	,973	,039	25,069	***	
KN3 <--- Z	,746	,061	12,263	***	
KN4 <--- Z	,535	,050	10,697	***	
KN5 <--- Z	,521	,052	9,960	***	
KN6 <--- Z	,642	,072	10,815	***	
KN7 <--- Z	,733	,085	11,922	***	

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

	Estimate
KN1 <--- Z	,921
KN2 <--- Z	,917
KN3 <--- Z	,571
KN4 <--- Z	,525
KN5 <--- Z	,488
KN6 <--- Z	,539
KN7 <--- Z	,685

SEM AWAL



Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Y <--- X2	,431	,081	5,315	***	
Y <--- X3	,303	,064	3,626	***	
Y <--- X1	,207	,095	3,214	,001	
Z <--- X1	,333	,101	3,922	***	
Z <--- X2	,300	,090	3,317	***	
Z <--- X3	,214	,069	2,060	***	
Z <--- Y	,411	,081	5,066	***	
LP6 <--- X1	,472	,115	4,821	***	
LP5 <--- X1	,818	,122	6,722	***	
LP4 <--- X1	1,000				
LP3 <--- X1	,382	,120	3,195	,001	
LP2 <--- X1	,990	,124	7,990	***	
LP1 <--- X1	,690	,120	5,761	***	
KL5 <--- X2	,559	,076	13,112	***	
KL4 <--- X2	1,000				
KL3 <--- X2	,895	,079	11,358	***	
KL2 <--- X2	,721	,081	8,891	***	
KL1 <--- X2	,553	,091	6,073	***	
KK4 <--- X3	1,000				
KK3 <--- X3	,749	,076	9,879	***	
KK2 <--- X3	,637	,077	10,820	***	
KK1 <--- X3	,470	,075	6,240	***	

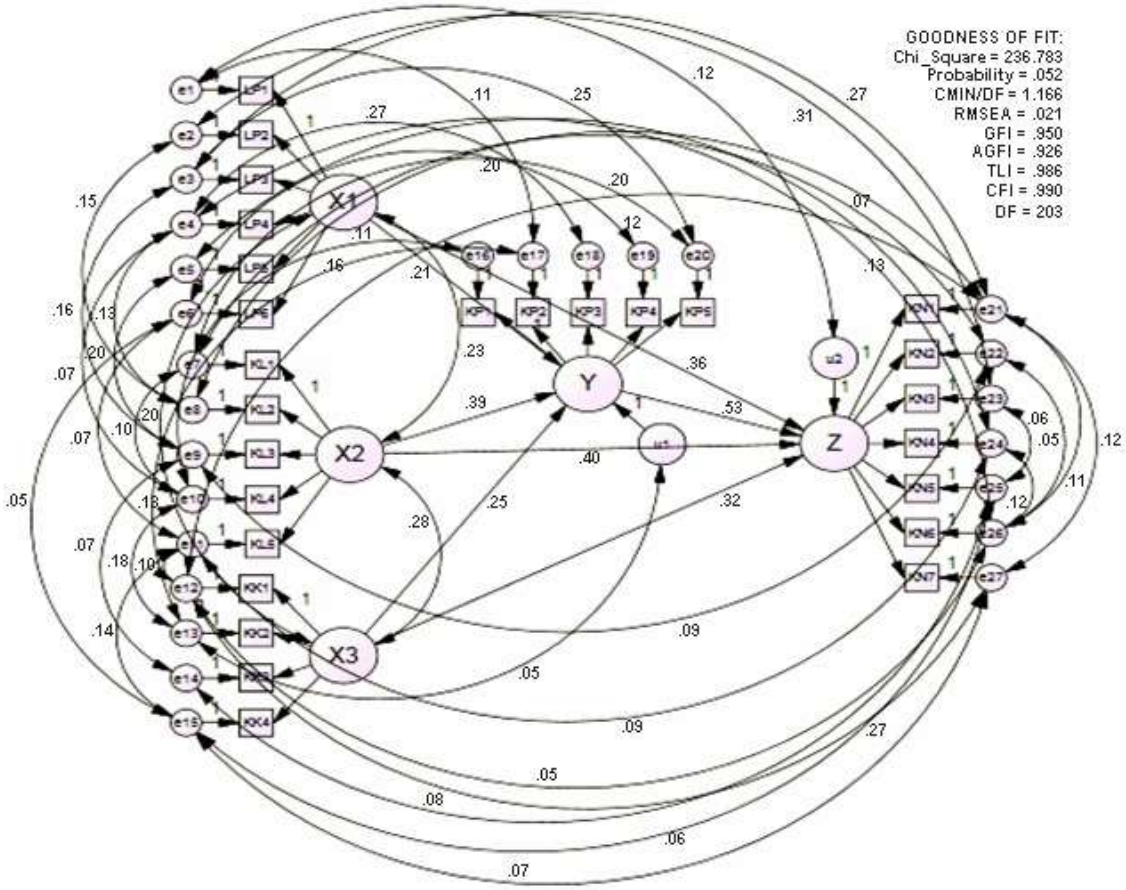
	Estimate	S.E.	C.R.	P	Label
KP1 <--- Y	,880	,049	17,968	***	
KP2 <--- Y	1,000				
KP3 <--- Y	,866	,059	14,627	***	
KP4 <--- Y	,822	,041	14,327	***	
KP5 <--- Y	,845	,055	15,327	***	
KN1 <--- Z	1,000				
KN2 <--- Z	,887	,037	26,570	***	
KN3 <--- Z	,756	,061	12,345	***	
KN4 <--- Z	,549	,050	11,018	***	
KN5 <--- Z	,542	,053	10,051	***	
KN6 <--- Z	,593	,057	10,852	***	
KN7 <--- Z	,621	,063	11,051	***	

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

			Estimate
Y	<---	X2	,407
Y	<---	X3	,224
Y	<---	X1	,233
Z	<---	X1	,266
Z	<---	X2	,265
Z	<---	X3	,204
Z	<---	Y	,384
LP6	<---	X1	,700
LP5	<---	X1	,468
LP4	<---	X1	,639
LP3	<---	X1	,203
LP2	<---	X1	,669
LP1	<---	X1	,413
KL5	<---	X2	,749
KL4	<---	X2	,741
KL3	<---	X2	,666
KL2	<---	X2	,521
KL1	<---	X2	,358
KK4	<---	X3	,788
KK3	<---	X3	,596
KK2	<---	X3	,664
KK1	<---	X3	,375
KP1	<---	Y	,777
KP2	<---	Y	,875
KP3	<---	Y	,708
KP4	<---	Y	,729
KP5	<---	Y	,721
KN1	<---	Z	,913
KN2	<---	Z	,922

	Estimate
KN3 <--- Z	,574
KN4 <--- Z	,534
KN5 <--- Z	,492
KN6 <--- Z	,458
KN7 <--- Z	,522

SEM AKHIR



Analysis Summary

Date and Time

Date: 2 Oktober 2021
Time: 19:56:41

Title

Sem-akhir: 2 Oktober 2021 19:56

Notes for Group (Group number 1)

The model is recursive.
Sample size = 446

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables
LP6

LP5
LP4
LP3
LP2
LP1
KL5
KL4
KL3
KL2
KL1
KK4
KK3
KK2
KK1
KP1
KP2
KP3
KP4
KP5
KN1
KN2
KN3
KN4
KN5
KN6
KN7
Unobserved, endogenous variables
Y
Z
Unobserved, exogenous variables
X1
e6
e5
e4
e3
e2
e1
X2
e11
e10
e9
e8
e7
X3
e15
e14
e13
e12
e16
e17

e18
e19
e20
e21
e22
e23
e24
e26
e27
u1
u2

Result (Default model)

Minimum was achieved
Chi-square = 236,783
Degrees of freedom = 203
Probability level = ,052

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
Y	<---	X2	,388	,077	5,021	***	
Y	<---	X3	,251	,058	4,314	***	
Y	<---	X1	,205	,095	2,161	,031	
Z	<---	X1	,363	,115	2,215	***	
Z	<---	X2	,402	,091	2,841	***	
Z	<---	X3	,321	,067	2,194	***	
Z	<---	Y	,533	,095	5,610	***	
LP6	<---	X1	,924	,130	7,103	***	
LP5	<---	X1	1,000				
LP4	<---	X1	,357	,118	3,028	,002	
LP3	<---	X1	,875	,076	11,494	***	
LP2	<---	X1	,691	,117	5,897	***	
LP1	<---	X1	,500	,077	6,521	***	
KL5	<---	X2	,996	,075	13,225	***	
KL4	<---	X2	1,000				
KL3	<---	X2	,875	,076	11,494	***	
KL2	<---	X2	,680	,078	8,676	***	
KL1	<---	X2	,494	,086	5,735	***	
KK4	<---	X3	1,000				
KK3	<---	X3	,998	,082	12,174	***	
KK2	<---	X3	,743	,072	10,306	***	
KK1	<---	X3	,809	,074	11,009	***	

	Estimate	S.E.	C.R.	P	Label
KP1 <--- X3	,500	,077	6,521	***	
KP2 <--- Y	,830	,049	17,032	***	
KP3 <--- Y	1,000				
KP4 <--- Y	,987	,070	14,171	***	
KP5 <--- Y	,981	,066	14,922	***	
KN1 <--- Z	1,000				
KN2 <--- Z	,962	,038	25,143	***	
KN3 <--- Z	,744	,058	12,808	***	
KN4 <--- Z	,558	,052	10,825	***	
KN5 <--- Z	,495	,051	9,794	***	
KN6 <--- Z	,743	,072	10,306	***	
KN7 <--- Z	,809	,074	11,009	***	

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

			Estimate
Y	<---	X2	,408
Y	<---	X3	,274
Y	<---	X1	,165
Z	<---	X1	,183
Z	<---	X2	,184
Z	<---	X3	,173
Z	<---	Y	,452
LP6	<---	X1	,509
LP5	<---	X1	,616
LP4	<---	X1	,183
LP3	<---	X1	,653
LP2	<---	X1	,398
LP1	<---	X1	,757
KL5	<---	X2	,753
KL4	<---	X2	,657
KL3	<---	X2	,495
KL2	<---	X2	,323
KL1	<---	X2	,722
KK4	<---	X3	,766
KK3	<---	X3	,603
KK2	<---	X3	,655
KK1	<---	X3	,411
KP1	<---	Y	,664
KP2	<---	Y	,797
KP3	<---	Y	,741
KP4	<---	Y	,773

	Estimate
KP5 <--- Y	,925
KN1 <--- Z	,907
KN2 <--- Z	,571
KN3 <--- Z	,544
KN4 <--- Z	,468
KN5 <--- Z	,664
KN6 <--- Z	,797
KN7 <--- Z	,741

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X1 <--> X2	,231	,040	5,777	***	
X2 <--> X3	,279	,046	6,070	***	
X1 <--> X3	,200	,034	3,959	***	
e1 <--> e17	,113	,040	2,789	,005	
e1 <--> u2	,122	,029	4,215	***	
e2 <--> e20	,313	,037	8,534	***	
e3 <--> e21	,272	,063	4,308	***	
e4 <--> e18	,254	,047	5,402	***	
e4 <--> e20	,272	,063	4,308	***	
e4 <--> e26	,129	,038	3,408	***	
e5 <--> e20	,195	,039	5,038	***	
e6 <--> e24	,166	,029	5,717	***	
e7 <--> e16	,113	,040	2,789	,005	
e7 <--> e19	,197	,043	4,613	***	
e7 <--> e20	,122	,029	4,215	***	
e8 <--> e22	,071	,029	2,431	,015	
e8 <--> e2	,152	,042	3,604	***	
e8 <--> e4	,127	,040	3,197	,001	
e9 <--> e3	,161	,017	3,544	***	
e9 <--> e4	,198	,030	3,317	***	
e10 <--> e4	,068	,026	2,580	,010	
e10 <--> e7	,097	,035	2,791	,005	
e11 <--> e6	,157	,052	2,999	,003	
e12 <--> e11	,065	,026	2,507	,012	
e13 <--> e10	,177	,045	3,917	***	
e13 <--> e7	,131	,038	3,451	***	
e14 <--> e9	,073	,032	2,251	,024	
e15 <--> e6	,136	,049	2,762	,006	
e15 <--> e11	,051	,019	2,760	,006	
u1 <--> e12	,047	,019	2,504	,012	
e21 <--> e26	,113	,040	2,789	,005	

	Estimate	S.E.	C.R.	P	Label
e21 <--> e27	,116	,046	2,537	,011	
e22 <--> e9	,046	,014	3,169	,002	
e22 <--> e26	,045	,019	2,400	,016	
e23 <--> e25	,063	,026	2,406	,016	
e24 <--> e11	,087	,038	2,265	,023	
e24 <--> e25	,136	,049	2,762	,006	
e24 <--> e26	,120	,050	2,377	,017	
e25 <--> e12	,054	,026	2,109	,035	
e25 <--> e14	,079	,031	2,557	,011	
e26 <--> e15	,062	,024	2,573	,010	
e27 <--> e14	,272	,063	4,308	***	
e27 <--> e15	,072	,034	2,124	,034	

Correlations: (Group number 1 - Default model)

			Estimate
X1	<-->	X2	,513
X2	<-->	X3	,458
X1	<-->	X3	,215
e1	<-->	e17	,157
e1	<-->	u2	,225
e2	<-->	e20	,526
e3	<-->	e21	,051
e4	<-->	e18	,301
e4	<-->	e20	,218
e4	<-->	e26	,210
e5	<-->	e20	,316
e6	<-->	e24	,441
e7	<-->	e16	,006
e7	<-->	e19	,331
e7	<-->	e20	,205
e8	<-->	e22	,157
e8	<-->	e2	,225
e8	<-->	e4	,177
e9	<-->	e3	,234
e9	<-->	e4	,158
e10	<-->	e4	,127
e10	<-->	e7	,194
e11	<-->	e6	,155
e12	<-->	e11	,129
e13	<-->	e10	,239
e13	<-->	e7	,217
e14	<-->	e9	,145
e15	<-->	e6	,161
e15	<-->	e11	,116

			Estimate
u1	<-->	e12	,182
e21	<-->	e26	,164
e21	<-->	e27	,140
e22	<-->	e9	,233
e22	<-->	e26	,195
e23	<-->	e25	,121
e24	<-->	e11	,126
e24	<-->	e25	,118
e24	<-->	e26	,122
e25	<-->	e12	,138
e25	<-->	e14	,128
e26	<-->	e15	,135
e27	<-->	e14	,077
e27	<-->	e15	,121

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X1	,345	,063	5,449	***	
X2	,588	,075	7,831	***	
X3	,633	,087	7,314	***	
u1	,286	,039	7,346	***	
u2	,419	,045	9,302	***	
e5	,843	,074	11,371	***	
e4	,563	,055	10,240	***	
e3	1,264	,094	13,511	***	
e2	,462	,048	9,650	***	
e1	,874	,069	12,656	***	
e10	,434	,046	9,460	***	
e9	,450	,047	9,568	***	
e8	,592	,052	11,456	***	
e7	,839	,066	12,787	***	
e6	1,229	,091	13,487	***	
e15	,581	,058	10,030	***	
e14	,444	,049	9,075	***	
e13	,611	,050	12,163	***	
e12	,553	,048	11,557	***	
e11	,781	,061	12,830	***	
e16	,462	,040	11,516	***	
e17	,305	,033	9,205	***	
e18	,424	,040	10,568	***	
e19	,343	,034	10,102	***	
e20	,125	,022	5,678	***	
e21	,148	,021	7,151	***	
e22	,845	,063	13,406	***	

	Estimate	S.E.	C.R.	P	Label
e23	,547	,043	12,682	***	
e24	,646	,047	13,812	***	
e25	,343	,034	10,102	***	
e27	,125	,022	5,678	***	
e28	,148	,021	7,151	***	

Total Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,251	,388	,205	,000	,000
Z	,321	,402	,363	,533	,000
KN1	,065	,299	,270	,397	,744
KN2	,065	,299	,270	,397	,744
KN3	,043	,199	,180	,264	,495
KN4	,048	,224	,202	,298	,558
KN5	,065	,299	,270	,397	,744
KN6	,084	,386	,349	,513	,962
KN7	,087	,402	,363	,533	1,000
KP1	,500	,000	,000	,000	,000
KP2	,246	,381	,201	,981	,000
KP3	,247	,383	,202	,987	,000
KP4	,251	,388	,205	1,000	,000
KP5	,208	,322	,170	,830	,000
LP1	,500	,000	,000	,000	,000
LP2	,809	,000	,000	,000	,000
LP3	,743	,000	,000	,000	,000
LP4	,998	,000	,000	,000	,000
LP5	1,000	,000	,000	,000	,000
LP6	,000	,494	,000	,000	,000
KL1	,000	,680	,000	,000	,000
KL2	,000	,875	,000	,000	,000
KL3	,000	1,000	,000	,000	,000
KL4	,000	,996	,000	,000	,000
KL5	,000	,000	,691	,000	,000
KK1	,000	,000	1,000	,000	,000
KK2	,000	,000	,357	,000	,000
KK3	,000	,000	1,000	,000	,000
KK4	,000	,000	,924	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,274	,408	,165	,000	,000
Z	,398	,593	,340	,452	,000
KN1	,038	,168	,116	,211	,468
KN2	,044	,195	,135	,246	,544

	X3	X2	X1	Y	Z
KN3	,046	,205	,142	,258	,571
KN4	,073	,325	,225	,410	,907
KN5	,074	,331	,229	,418	,925
KN6	,212	,316	,128	,773	,000
KN7	,203	,303	,122	,741	,000
KP1	,218	,325	,132	,797	,000
KP2	,182	,271	,110	,664	,000
KP3	,411	,000	,000	,000	,000
KP4	,655	,000	,000	,000	,000
KP5	,603	,000	,000	,000	,000
LP1	,766	,000	,000	,000	,000
LP2	,722	,000	,000	,000	,000
LP3	,000	,323	,000	,000	,000
LP4	,000	,495	,000	,000	,000
LP5	,000	,657	,000	,000	,000
LP6	,000	,753	,000	,000	,000
KL1	,000	,757	,000	,000	,000
KL2	,000	,000	,398	,000	,000
KL3	,000	,000	,653	,000	,000
KL4	,000	,000	,183	,000	,000
KL5	,000	,000	,616	,000	,000
KK1	,000	,000	,509	,000	,000
KK2	,000	,000	,000	,000	,000
KK3	,000	,000	,000	,000	,000
KK4	,000	,000	,000	,000	,000

Direct Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,251	,388	,205	,000	,000
Z	,187	,195	,254	,533	,000
KN1	,000	,000	,000	,000	,495
KN2	,000	,000	,000	,000	,558
KN3	,000	,000	,000	,000	,744
KN4	,000	,000	,000	,000	,962
KN5	,000	,000	,000	,000	1,000
KN6	,000	,000	,000	,981	,000
KN7	,000	,000	,000	,987	,000
KP1	,000	,000	,000	1,000	,000
KP2	,000	,000	,000	,830	,000
KP3	,500	,000	,000	,000	,000
KP4	,809	,000	,000	,000	,000
KP5	,743	,000	,000	,000	,000

	X3	X2	X1	Y	Z
LP1	,998	,000	,000	,000	,000
LP2	1,000	,000	,000	,000	,000
LP3	,000	,494	,000	,000	,000
LP4	,000	,680	,000	,000	,000
LP5	,000	,875	,000	,000	,000
LP6	,000	1,000	,000	,000	,000
KL1	,000	,996	,000	,000	,000
KL2	,000	,000	,691	,000	,000
KL3	,000	,000	1,000	,000	,000
KL4	,000	,000	,357	,000	,000
KL5	,000	,000	1,000	,000	,000
KK1	,000	,000	,924	,000	,000
KK2	,000	,000	,000	,000	,000
KK3	,000	,000	,000	,000	,000
KK4	,000	,000	,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,274	,408	,165	,000	,000
Z	,173	,184	,183	,452	,000
KN1	,000	,000	,000	,000	,468
KN2	,000	,000	,000	,000	,544
KN3	,000	,000	,000	,000	,571
KN4	,000	,000	,000	,000	,907
KN5	,000	,000	,000	,000	,925
KN6	,000	,000	,000	,773	,000
KN7	,000	,000	,000	,741	,000
KP1	,000	,000	,000	,797	,000
KP2	,000	,000	,000	,664	,000
KP3	,411	,000	,000	,000	,000
KP4	,655	,000	,000	,000	,000
KP5	,603	,000	,000	,000	,000
LP1	,766	,000	,000	,000	,000
LP2	,722	,000	,000	,000	,000
LP3	,000	,323	,000	,000	,000
LP4	,000	,495	,000	,000	,000
LP5	,000	,657	,000	,000	,000
LP6	,000	,753	,000	,000	,000
KL1	,000	,757	,000	,000	,000
KL2	,000	,000	,398	,000	,000
KL3	,000	,000	,653	,000	,000
KL4	,000	,000	,183	,000	,000

	X3	X2	X1	Y	Z
KL5	,000	,000	,616	,000	,000
KK1	,000	,000	,509	,000	,000
KK2	,000	,000	,000	,000	,000
KK3	,000	,000	,000	,000	,000
KK4	,000	,000	,000	,000	,000

Indirect Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,000	,000	,000	,000	,000
Z	,134	,207	,109	,000	,000
KN1	,043	,199	,180	,264	,000
KN2	,048	,224	,202	,298	,000
KN3	,065	,299	,270	,397	,000
KN4	,084	,386	,349	,513	,000
KN5	,087	,402	,363	,533	,000
KN6	,246	,381	,201	,000	,000
KN7	,247	,383	,202	,000	,000
KP1	,251	,388	,205	,000	,000
KP2	,208	,322	,170	,000	,000
KP3	,000	,000	,000	,000	,000
KP4	,000	,000	,000	,000	,000
KP5	,000	,000	,000	,000	,000
LP1	,000	,000	,000	,000	,000
LP2	,000	,000	,000	,000	,000
LP3	,000	,000	,000	,000	,000
LP4	,000	,000	,000	,000	,000
LP5	,000	,000	,000	,000	,000
LP6	,000	,000	,000	,000	,000
KL1	,000	,000	,000	,000	,000
KL2	,000	,000	,000	,000	,000
KL3	,000	,000	,000	,000	,000
KL4	,000	,000	,000	,000	,000
KL5	,000	,000	,000	,000	,000
KK1	,000	,000	,000	,000	,000
KK2	,000	,000	,000	,000	,000
KK3	,000	,000	,000	,000	,000
KK4	,000	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	X3	X2	X1	Y	Z
Y	,000	,000	,000	,000	,000
Z	,124	,185	,175	,000	,000
KN1	,038	,168	,116	,211	,000
KN2	,044	,195	,135	,246	,000

	X3	X2	X1	Y	Z
KN3	,046	,205	,142	,258	,000
KN4	,073	,325	,225	,410	,000
KN5	,074	,331	,229	,418	,000
KN6	,212	,316	,128	,000	,000
KN7	,203	,303	,122	,000	,000
KP1	,218	,325	,132	,000	,000
KP2	,182	,271	,110	,000	,000
KP3	,000	,000	,000	,000	,000
KP4	,000	,000	,000	,000	,000
KP5	,000	,000	,000	,000	,000
LP1	,000	,000	,000	,000	,000
LP2	,000	,000	,000	,000	,000
LP3	,000	,000	,000	,000	,000
LP4	,000	,000	,000	,000	,000
LP5	,000	,000	,000	,000	,000
LP6	,000	,000	,000	,000	,000
KL1	,000	,000	,000	,000	,000
KL2	,000	,000	,000	,000	,000
KL3	,000	,000	,000	,000	,000
KL4	,000	,000	,000	,000	,000
KL5	,000	,000	,000	,000	,000
KK1	,000	,000	,000	,000	,000
KK2	,000	,000	,000	,000	,000
KK3	,000	,000	,000	,000	,000
KK4	,000	,000	,000	,000	,000

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

	M.I.	Par Change
e23 <--> X3	4,149	,053
e13 <--> X1	12,583	,096
e8 <--> X3	6,445	,084

Variances: (Group number 1 - Default model)

	M.I.	Par Change

Regression Weights: (Group number 1 - Default model)

	M.I.	Par Change
KN3 <--- KK1	4,938	,102
KK1 <--- KN3	6,574	,106
KK3 <--- X1	12,716	,290
KK3 <--- KP1	5,341	,105

KK3	<---	LP2	11,090	,153
KK3	<---	LP4	9,241	,132
KK3	<---	LP5	5,960	,095
KK4	<---	KL5	4,018	,075
KK4	<---	LP4	5,257	,091
KL1	<---	LP5	4,075	,101
KL2	<---	KN	4,151	,115
KL2	<---	KN3	8,118	,119
KL2	<---	KN2	4,166	,105
KL3	<---	X3	4,786	,123
KL3	<---	KK2	4,202	,086
KL3	<---	KK4	5,593	,094
KL3	<---	KL1	5,112	,079
LP1	<---	X3	5,506	,156
LP1	<---	X2	4,304	,143
LP1	<---	KN	6,421	,148
LP1	<---	KN3	7,155	,116
LP1	<---	KN2	6,108	,132
LP1	<---	KN1	6,105	,129
LP1	<---	KP2	4,300	,110
LP1	<---	KK2	8,309	,143
LP1	<---	KK5	4,352	,092
LP1	<---	KL2	5,118	,104
LP1	<---	KL3	4,267	,098
LP3	<---	KK4	5,991	,133

Minimization History (Default model)

Iteration		Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	19		-,822	9999,000	3593,478	0	9999,000
1	e*	11		-,303	2,682	1848,448	20	,417
2	e	3		-,124	,847	1035,998	6	,968
3	e	0	3016,802		,698	588,710	5	,861
4	e	0	461,073		,683	460,467	5	,000
5	e	0	242,172		,860	308,994	2	,000
6	e	0	160,871		,511	245,210	1	1,138
7	e	0	166,396		,194	237,192	1	1,114
8	e	0	191,478		,047	236,786	1	1,048
9	e	0	194,872		,004	236,783	1	1,005
10	e	0	194,992		,000	236,783	1	1,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	97	236,783	203	,052	1,166
Saturated model	300	,000	0		
Independence model	24	3620,472	276	,000	13,118

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,051	,950	,926	,643
Saturated model	,000	1,000		
Independence model	,253	,372	,317	,342

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,935	,911	,990	,986	,990
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,736	,687	,728
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	33,783	,000	76,215
Saturated model	,000	,000	,000
Independence model	3344,472	3153,934	3542,339

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,633	,090	,000	,204
Saturated model	,000	,000	,000	,000
Independence model	9,680	8,942	8,433	9,471

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,021	,000	,032	1,000
Independence model	,180	,175	,185	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	430,783	444,680	811,695	908,695
Saturated model	600,000	642,980	1778,078	2078,078
Independence model	3668,472	3671,910	3762,718	3786,718

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	1,152	1,061	1,265	1,189
Saturated model	1,604	1,604	1,604	1,719
Independence model	9,809	9,299	10,338	9,818

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	375	400
Independence model	33	35

Execution time summary

Minimization:	,249
Miscellaneous:	5,211
Bootstrap:	,000
Total:	5,460

Lampiran 8

UJI SOBEL

X1 ke Z Melalui Y

Input:			Test statistic:	Std. Error:	*p*-value:
a	0.205	Sobel test:	2.01406157	0.05425107	0.04400307
b	0.533	Aroian test:	1.98675804	0.05499663	0.04694922
s_a	0.095	Goodman test:	2.04252263	0.05349512	0.04109972
s_b	0.095	Reset all	Calculate		

X2 ke Z melalui Y

Input:			Test statistic:	Std. Error:	*p*-value:
a	0.388	Sobel test:	3.74892107	0.0551636	0.0001776
b	0.533	Aroian test:	3.71638855	0.0556465	0.00020209
s_a	0.077	Goodman test:	3.78232318	0.05467645	0.00015537
s_b	0.095	Reset all	Calculate		

X3 Ke Z melalui Y

Input:			Test statistic:	Std. Error:	*p*-value:
a	0.251	Sobel test:	3.42666372	0.03904177	0.00061105
b	0.533	Aroian test:	3.39303916	0.03942866	0.00069122
s_a	0.058	Goodman test:	3.46130815	0.03865099	0.00053756
s_b	0.095	Reset all	Calculate		

BIODATA

1. Data Pribadi

Nama	: Paulus Johan Lolo, SE.,MM
Tempat/ Tgl Lahir	: Ujung Pandang, 17 September 1963
Agama	: Katolik
Alama Rumah	: Jl. Kabaena No. 9
Alamat Kantor	: Jl. Boulevar

2. Riwayat Pendidikan

Sekolah Dasar	:	SD Frater Thamrin Tahun Ujung Pandang 1975
Sekolah Menengah Pertama	:	SMP Frater Thamrin Ujung Pandang Tahun 1979
Sekolah Menengah Atas	:	SMA Bersubsidi Katolik Yayasan Paulus U. Pandang 1982
Sarjana S1	:	Sarjana Ekonomi Universitas Hasanuddin Tahun 2004
Sarnaja S2	:	Pasca Sarjana Magister Manajemen Universitas Hasanuddin tahun 2007

3. Pengalaman Kerja

Pekerjaan	:	Direktur Utama PT. DAYA Energi (Owner) Bendahara Yayasan UDIPA Tahun 2019 sampai sekarang Marketing Analyst pada American Academy of Project Management 2022

Makassar, Desember 2022

Paulus Johan Lolo