

LAMPIRAN

Lampiran 1. Kuisioner Penelitian

INSTRUMEN PENILAIAN CITRA RUMAH SAKIT, KEPUASAN PASIEN DAN LOYALITAS PASIEN

Petunjuk Pengisian :

1. Tulislah identitas Anda yang dinilai pada tempat yang telah disediakan. Identitas yang dituliskan untuk mempermudah dalam mengolah data.
2. Jawablah dengan jujur dan sesuai dengan pendapat Anda.
3. Terdapat tiga kuisioner dalam instrument ini, yaitu:
 - a. Kuisioner pertama tentang “Citra Rumah Sakit”
 - b. Kuisioner kedua tentang “Kepuasan Pasien”
 - c. Kuisioner ketiga tentang “Loyalitas Pasien”
4. Berilah tanda silang (X) pada salah satu kolom alternative jawaban yang Anda pilih.
5. Seluruh pertanyaan harus dijawab.

Identitas Pasien :

1. Nama : _____
2. Jenis Kelamin :
 Pria
 Wanita
3. Usia : _____
4. Pendidikan Terakhir :
 SD SMA Sarjana
 SMP Diploma
 Lainnya
5. Pekerjaan : _____
6. Status Pasien : _____

Keterangan Alternatif Jawaban :

SS : Sangat Setuju

S : Setuju

N : Netral

TS : Tidak Setuju

STS : Sangat Tidak Setuju

Kuisiener Pertama : CITRA RUMAH SAKIT

No.	Pernyataan	SS	S	N	TS	STS
1.	Rumah Sakit memiliki gedung yang bagus					
2.	Rumah Sakit memiliki dokter yang ahli					
3.	Rumah Sakit memiliki fasilitas yang lengkap					
4.	Rumah Sakit berciri khas keislaman					
5.	Rumah Sakit memberikan kualitas baik dengan harga murah					
6.	Rumah Sakit memiliki nama yang mudah diingat					
7.	Rumah Sakit dikenal oleh masyarakat					

Kuisiener kedua : KEPUASAN PASIEN

No.	Pernyataan	SS	S	N	TS	STS
1.	Rumah Sakit memiliki dokter yang berpengalaman					
2.	Rumah Sakit memberikan pelayanan sesuai dengan harapan					
3.	Pasien diberi kesempatan untuk menyampaikan keluhan dan saran					
4.	Pasien puas dengan pelayanan Rumah Sakit					
5.	Pasien dapat menikmati pelayanan dengan baik					
6.	Rumah Sakit menerapkan harga yang relatif murah					
7.	Pasien tidak membuang waktu untuk mendapatkan pelayanan					

Kuisiner ketiga : LOYALITAS PASIEN

No.	Pernyataan	SS	S	N	TS	STS
1.	Memeriksa semua keluhan penyakit ke Rumah Sakit					
2.	Senang berobat ke Rumah Sakit					
3.	Melakukan kunjungan ulang ke Rumah Sakit					
4.	Yakin dengan kualitas pelayanan Rumah Sakit					
5.	Tidak mencoba jasa Rumah Sakit lain					
6.	Bersedia memberi rekomendasi pada calon pasien lain					

Lampiran 2. Hasil Perhitungan *Construct Reliability* dan *Average Variance Extracted*

	Estimate	Loading ²	Error	CR	AVE
CIT1	0.786	0.618	0.382	0.904	0.573
CIT2	0.735	0.540	0.460		
CIT3	0.772	0.596	0.404		
CIT4	0.761	0.579	0.421		
CIT5	0.754	0.569	0.431		
CIT6	0.729	0.531	0.469		
CIT7	0.761	0.579	0.421		
	5.298	4.012	2.988		

	Estimate	Loading ²	Error	CR	AVE
KEP1	0.783	0.613	0.387	0.908	0.586
KEP2	0.791	0.626	0.374		
KEP3	0.749	0.561	0.439		
KEP4	0.756	0.572	0.428		
KEP5	0.739	0.546	0.454		
KEP6	0.769	0.591	0.409		
KEP7	0.768	0.590	0.410		
	5.355	4.099	2.901		

	Estimate	Loading ²	Error	CR	AVE
LOY1	0.758	0.575	0.425	0.889	0.572
LOY2	0.735	0.540	0.460		
LOY3	0.734	0.539	0.461		
LOY4	0.749	0.561	0.439		
LOY5	0.776	0.602	0.398		
LOY6	0.784	0.615	0.385		
	4.536	3.431	2.569		

Lampiran 3 Tabulasi Data Profil Responden

Resp,	Jenis Kelamin	Usia (tahun)	Pendidikan	Pekerjaan
1	Pria	45	SMA	Pegawai Swasta
2	Pria	41	Sarjana	Pegawai Negeri Sipil
3	Pria	49	SMA	Buruh
4	Wanita	32	SMA	Ibu Rumah Tangga
5	Wanita	65	Diploma	Pensiunan
6	Wanita	67	SMA	Ibu Rumah Tangga
7	Pria	46	Sarjana	Pegawai Swasta
8	Wanita	66	SMP	Pensiunan
9	Wanita	47	Sarjana	Pegawai Swasta
10	Pria	29	Diploma	Pegawai Negeri Sipil
11	Wanita	64	SMP	Ibu Rumah Tangga
12	Pria	42	SMA	Pegawai Swasta
13	Wanita	63	SMP	Ibu Rumah Tangga
14	Pria	58	SMA	Pegawai Swasta
15	Wanita	28	Sarjana	Pegawai Negeri Sipil
16	Wanita	50	SMA	Buruh
17	Wanita	63	Sarjana	Pensiunan
18	Wanita	53	SMA	Pegawai Negeri Sipil
19	Wanita	27	Sarjana	Pegawai Negeri Sipil
20	Pria	54	SMA	Buruh
21	Wanita	53	SMA	Ibu Rumah Tangga
22	Wanita	56	Sarjana	Pegawai Negeri Sipil
23	Pria	55	SMA	Wiraswasta
24	Wanita	49	Sarjana	Pegawai Negeri Sipil
25	Pria	41	SMA	Pegawai Negeri Sipil
26	Wanita	45	Diploma	Wiraswasta
27	Pria	60	SMA	Tani
28	Pria	42	Diploma	Pegawai Negeri Sipil
29	Wanita	43	SMA	Ibu Rumah Tangga
30	Pria	55	SMA	Tani
31	Pria	64	SMA	Pensiunan
32	Wanita	36	Diploma	Ibu Rumah Tangga
33	Wanita	41	Sarjana	Pegawai Negeri Sipil
34	Pria	33	Diploma	Pegawai Swasta
35	Wanita	51	SMA	Ibu Rumah Tangga
36	Pria	44	SMA	Buruh
37	Wanita	65	SMP	Ibu Rumah Tangga
38	Pria	43	SMA	Buruh
39	Wanita	52	SMP	Ibu Rumah Tangga
40	Pria	42	Sarjana	Pegawai Swasta
41	Pria	56	SMA	Buruh
42	Wanita	45	SMA	Ibu Rumah Tangga

43	Pria	57	SMP	Buruh
44	Pria	66	SMP	Tani
45	Wanita	49	SMA	Buruh
46	Wanita	60	Sarjana	Wiraswasta
47	Wanita	59	SMA	Pegawai Swasta
48	Pria	53	Sarjana	Pegawai Negeri Sipil
49	Pria	26	Diploma	Wiraswasta
50	Wanita	56	SMA	Pegawai Swasta
51	Pria	55	SMA	Tani
52	Wanita	51	Sarjana	Pegawai Negeri Sipil
53	Pria	52	Sarjana	Pegawai Negeri Sipil
54	Pria	45	SMA	Tani
55	Pria	56	Sarjana	Wiraswasta
56	Wanita	35	SMA	Ibu Rumah Tangga
57	Wanita	56	SMA	Wiraswasta
58	Pria	44	Diploma	Wiraswasta
59	Wanita	57	Diploma	Wiraswasta
60	Pria	47	SMA	Pegawai Negeri Sipil
61	Pria	48	SMA	Tani
62	Pria	65	SMP	Tani
63	Pria	65	SMA	Pensiunan
64	Wanita	33	SMA	Ibu Rumah Tangga
65	Wanita	34	Sarjana	Wiraswasta
66	Wanita	56	Diploma	Pegawai Negeri Sipil
67	Pria	42	SMA	Pegawai Swasta
68	Wanita	67	SMP	Wiraswasta
69	Pria	43	SMA	Tani
70	Wanita	57	SMP	Buruh
71	Pria	46	SMA	Pegawai Swasta
72	Wanita	47	SMA	Ibu Rumah Tangga
73	Pria	66	SMA	Pensiunan
74	Wanita	45	Sarjana	Pegawai Negeri Sipil
75	Pria	66	SMP	Tani
76	Pria	52	SMA	Pegawai Swasta
77	Pria	47	SMA	Tani
78	Wanita	58	SMP	Buruh
79	Pria	27	SMA	Pegawai Swasta
80	Wanita	56	SMA	Pegawai Swasta
81	Pria	52	SMP	Tani
82	Pria	53	SMA	Pegawai Swasta
83	Pria	54	SMA	Wiraswasta
84	Wanita	56	SMA	Ibu Rumah Tangga
85	Pria	37	SMA	Wiraswasta
86	Pria	47	SMA	Buruh

87	Pria	36	SMA	Wiraswasta
88	Wanita	46	Diploma	Pegawai Negeri Sipil
89	Pria	59	Diploma	Wiraswasta
90	Wanita	40	SMA	Ibu Rumah Tangga
91	Pria	52	SMA	Pegawai Negeri Sipil
92	Pria	46	SMP	Tani
93	Pria	44	SMP	Tani
94	Wanita	55	SMA	Pegawai Swasta
95	Pria	33	Diploma	Pegawai Negeri Sipil
96	Wanita	63	SMA	Pensiunan
97	Wanita	35	SMA	Wiraswasta
98	Pria	67	Diploma	Pensiunan
99	Wanita	38	SMA	Ibu Rumah Tangga
100	Wanita	65	Sarjana	Pensiunan

39	5	4	4	5	4	5	5	32
40	4	3	4	5	5	4	5	30
41	4	3	3	3	3	3	3	22
42	5	4	4	5	5	5	5	33
43	3	3	3	3	3	3	3	21
44	3	3	3	2	3	4	3	21
45	3	3	3	3	3	3	2	20
46	4	4	4	4	5	4	4	29
47	4	5	4	4	5	5	4	31
48	5	5	5	4	4	4	5	32
49	3	2	3	3	3	3	3	20
50	5	5	4	4	4	4	5	31
51	4	3	4	4	3	3	3	24
52	3	4	3	3	3	3	3	22
53	3	4	3	3	3	4	3	23
54	4	4	4	4	5	4	4	29
55	3	3	4	3	2	3	3	21
56	4	4	3	3	4	4	4	26
57	3	3	3	4	4	3	3	23
58	5	4	4	4	4	5	4	30
59	3	3	3	3	2	3	3	20
60	3	3	3	4	3	3	4	23
61	4	4	4	5	5	5	4	31
62	3	3	4	4	3	3	4	24
63	4	4	4	4	4	4	4	28
64	4	5	4	5	5	5	4	32
65	3	3	4	3	3	3	3	22
66	5	5	4	4	4	4	4	30
67	4	4	3	3	3	3	4	24
68	4	4	4	4	5	4	5	30
69	4	3	3	3	4	4	3	24
70	4	3	4	3	3	3	3	23
71	3	3	3	4	3	4	4	24
72	4	4	4	4	4	4	4	28
73	3	3	3	3	3	3	2	20
74	3	3	3	3	3	3	4	22
75	3	3	3	3	3	2	2	19
76	3	2	3	3	3	2	2	18
77	3	3	4	3	3	2	3	21
78	4	4	4	5	5	4	5	31
79	3	3	3	2	3	3	4	21
80	4	4	4	4	4	5	4	29
81	5	4	4	4	5	5	4	31

82	4	4	4	4	4	4	4	28
83	3	3	3	2	3	4	4	22
84	3	3	4	3	4	3	3	23
85	3	4	4	3	4	4	4	26
86	4	5	5	5	4	4	4	31
87	4	5	4	4	5	5	4	31
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89	3	3	3	3	3	3	3	21
90	5	5	5	4	5	4	4	32
91	4	5	5	5	5	4	4	32
92	4	5	5	5	5	4	5	33
93	4	4	4	4	4	4	4	28
94	3	3	3	3	3	3	3	21
95	4	5	4	4	5	5	5	32
96	4	5	4	5	5	4	4	31
97	4	5	5	5	4	4	5	32
98	4	4	4	5	4	5	5	31
99	3	4	3	3	3	3	3	22
100	4	5	4	5	4	5	5	32

Lampiran 5. Tabulasi Data Penelitian Kepuasan Pasien

Resp.	Item Kepuasan							Total
	1	2	3	4	5	6	7	
1	4	4	4	4	4	4	4	28
2	4	4	4	5	4	4	4	29
3	4	4	4	5	4	4	4	29
4	5	5	4	4	4	4	4	30
5	4	3	4	3	3	3	3	23
6	3	3	4	3	2	4	4	23
7	5	4	4	4	4	4	4	29
8	4	4	4	4	5	4	4	29
9	3	3	4	3	2	3	3	21
10	4	3	3	2	4	3	3	22
11	4	3	3	4	3	3	3	23
12	3	4	3	4	3	4	3	24
13	3	2	3	3	3	2	3	19
14	3	3	4	4	4	4	3	25
15	4	4	3	4	3	4	4	26
16	3	3	3	3	3	3	3	21
17	4	4	4	4	4	4	4	28
18	3	3	3	3	3	3	3	21
19	3	3	3	3	3	3	2	20
20	4	4	4	4	5	5	4	30
21	3	4	3	4	3	4	3	24
22	5	5	4	4	4	4	4	30
23	3	3	4	4	4	3	3	24
24	4	4	4	4	5	4	4	29
25	3	2	3	3	3	3	4	21
26	3	3	3	4	3	3	3	22
27	5	4	4	4	5	4	5	31
28	3	3	3	3	3	4	3	22
29	4	5	5	5	4	5	4	32
30	4	4	4	4	4	5	5	30
31	3	3	3	4	3	4	3	23
32	3	3	4	4	3	3	4	24
33	4	4	5	5	5	4	4	31
34	4	5	4	4	4	4	4	29
35	4	4	5	4	4	4	5	30
36	4	3	2	2	3	3	3	20
37	4	4	3	3	3	4	4	25
38	5	5	5	4	4	4	5	32
39	4	4	4	4	5	5	4	30
40	4	4	5	4	5	5	4	31

41	4	4	5	5	4	4	4	30
42	4	3	3	3	3	4	3	23
43	4	4	3	4	4	4	3	26
44	3	2	3	3	3	3	3	20
45	3	4	4	3	3	3	4	24
46	3	3	3	3	3	4	3	22
47	5	5	5	4	4	4	4	31
48	4	4	4	4	4	4	4	28
49	5	4	4	5	4	4	4	30
50	3	3	3	2	4	4	3	22
51	5	4	4	4	5	5	5	32
52	5	5	4	4	4	4	5	31
53	3	3	3	3	3	3	4	22
54	4	4	4	5	5	4	4	30
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56	4	4	5	5	4	4	5	31
57	4	4	4	4	5	5	4	30
58	4	4	4	4	5	5	5	31
59	5	4	4	5	5	4	4	31
60	4	4	3	3	3	3	4	24
61	4	4	4	4	4	4	4	28
62	4	4	5	5	4	4	4	30
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66	4	4	5	5	5	4	4	31
67	3	4	4	3	3	3	4	24
68	4	4	5	5	5	4	4	31
69	4	4	5	4	4	5	4	30
70	4	4	4	5	4	4	4	29
71	3	4	3	3	3	3	3	22
72	5	5	4	5	4	5	4	32
73	3	3	3	4	3	4	4	24
74	5	4	4	5	4	5	5	32
75	5	4	4	5	4	5	5	32
76	3	3	3	3	3	3	4	22
77	5	4	5	4	5	4	5	32
78	4	4	5	5	5	4	5	32
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81	4	4	4	4	4	4	4	28
82	3	3	4	3	4	3	4	24
83	3	3	3	3	3	3	3	21
84	3	3	2	3	3	3	3	20

85	4	4	5	5	5	4	4	31
86	5	4	4	4	4	5	5	31
87	3	3	3	3	4	3	2	21
88	3	4	4	4	3	3	3	24
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96	4	4	4	5	5	4	5	31
97	4	4	4	4	4	4	4	28
98	2	3	4	4	3	3	4	23
99	3	3	4	3	3	3	3	22
100	4	4	4	5	5	5	4	31

Lampiran 6. Tabulasi Data Penelitian Loyalitas Pasien

Resp.	Item Loyalitas						Total
	1	2	3	4	5	6	
1	3	3	4	4	4	4	22
2	3	4	3	3	3	3	19
3	5	4	4	4	5	4	26
4	5	4	4	4	4	5	26
5	5	5	4	5	4	5	28
6	4	4	4	4	4	4	24
7	5	4	4	4	4	4	25
8	4	4	5	5	5	3	26
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13	3	3	4	4	5	5	24
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16	4	3	3	3	4	4	21
17	4	5	4	4	4	5	26
18	4	3	3	4	4	4	22
19	3	4	4	3	3	2	19
20	4	4	4	4	4	4	24
21	4	4	4	4	4	4	24
22	4	4	5	5	5	4	27
23	3	3	3	3	3	3	18
24	4	4	4	5	5	4	26
25	3	3	3	3	3	3	18
26	4	4	4	3	3	3	21
27	4	5	4	4	5	5	27
28	3	3	4	3	3	3	19
29	5	5	4	4	5	4	27
30	4	4	4	5	5	4	26
31	4	5	4	4	4	4	25
32	3	4	4	3	4	4	22
33	5	4	5	4	5	5	28
34	4	4	4	5	5	5	27
35	4	4	4	5	4	4	25
36	3	4	4	3	3	4	21
37	3	4	4	3	4	4	22
38	3	4	3	3	4	4	21
39	3	3	3	3	3	3	18
40	5	5	5	4	4	4	27

41	4	5	5	4	4	4	26
42	4	4	4	3	3	3	21
43	4	4	4	4	4	4	24
44	4	4	3	4	4	3	22
45	4	3	3	3	3	2	18
46	3	3	4	4	4	3	21
47	5	4	4	4	5	5	27
48	4	4	4	4	4	5	25
49	4	4	4	4	4	4	24
50	4	4	4	4	3	3	22
51	3	3	4	3	4	4	21
52	3	3	3	3	3	3	18
53	4	4	4	3	3	3	21
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57	4	4	4	4	4	4	24
58	4	4	4	4	4	4	24
59	4	4	3	3	3	3	20
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63	3	3	4	4	4	3	21
64	3	4	4	4	3	3	21
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66	4	3	3	3	4	4	21
67	4	4	4	4	4	4	24
68	4	4	4	4	4	4	24
69	3	3	3	3	3	3	18
70	4	4	4	4	4	4	24
71	3	3	3	3	3	3	18
72	5	5	5	4	4	5	28
73	4	5	5	4	4	5	27
74	4	5	4	4	5	5	27
75	4	3	3	3	4	3	20
76	4	4	4	4	3	4	23
77	4	4	3	3	4	3	21
78	5	4	4	4	5	5	27
79	3	3	3	4	3	4	20
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83	3	3	4	3	4	4	21
84	3	3	3	3	3	3	18

85	4	4	5	5	5	5	28
86	4	4	5	5	5	4	27
87	3	3	3	3	3	3	18
88	3	3	3	4	3	3	19
89	3	3	2	3	2	3	16
90	5	5	5	4	4	4	27
91	4	4	4	4	5	4	25
92	5	4	4	5	5	5	28
93	5	4	4	4	4	5	26
94	5	5	4	4	4	4	26
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97	3	3	3	3	4	4	20
98	3	3	3	3	4	3	19
99	5	4	4	4	5	4	26
100	3	3	3	4	3	3	19

Lampiran 7. Hasil Output Amos

HASIL DISTRIBUSI FREKUENSI PROFIL RESPONDEN

FREQUENCIES

Statistics

		Jenis Kelamin	Usia	Pendidikan	Pekerjaan
N	Valid	100	100	100	100
	Missing	0	0	0	0

Frequency Table

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	52	52,0	52,0	52,0
	Wanita	48	48,0	48,0	100,0
	Total	100	100,0	100,0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<= 30 tahun	5	5,0	5,0	5,0
	31 - 40 tahun	12	12,0	12,0	17,0
	41 - 50 tahun	32	32,0	32,0	49,0
	51 - 60 tahun	34	34,0	34,0	83,0
	> 60 tahun	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMP	15	15,0	15,0	15,0
	SMA	53	53,0	53,0	68,0
	Diploma	14	14,0	14,0	82,0
	Sarjana	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ibu Rumah Tangga	17	17,0	17,0	17,0
Pegawai Negeri Sipil	19	19,0	19,0	36,0
Pegawai Swasta	16	16,0	16,0	52,0
Wiraswasta	15	15,0	15,0	67,0
Tani	13	13,0	13,0	80,0
Buruh	11	11,0	11,0	91,0
Pensiunan	9	9,0	9,0	100,0
Total	100	100,0	100,0	

**HASIL STATISIK DESKRIPTIF
VARIABEL CITRA RUMAH SAKIT**

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rumah Sakit memiliki gedung yang bagus	100	3,00	5,00	3,8000	,71067
Rumah Sakit memiliki dokter yang ahli	100	2,00	5,00	3,8000	,82878
Rumah Sakit memiliki fasilitas yang lengkap	100	2,00	5,00	3,8100	,72048
Rumah Sakit berciri khas keislaman	100	2,00	5,00	3,8300	,85345
Rumah Sakit memberikan kualitas baik dengan harga murah	100	2,00	5,00	3,8900	,81520
Rumah Sakit memiliki nama yang mudah diingat	100	2,00	5,00	3,8300	,80472
Rumah Sakit dikenal oleh masyarakat	100	2,00	5,00	3,7900	,85629
Valid N (listwise)	100				

HASIL STATISIK DESKRIPTIF VARIABEL KEPUASAN PASIEN

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rumah Sakit memiliki dokter yang berpengalaman	100	2,00	5,00	3,8000	,72474
Rumah Sakit memberikan pelayanan sesuai dengan harapan	100	2,00	5,00	3,7500	,68718
Pasien diberi kesempatan untuk menyampaikan keluhan dan saran	100	2,00	5,00	3,8200	,74373
Pasien puas dengan pelayanan Rumah Sakit	100	2,00	5,00	3,8900	,79003
Pasien dapat menikmati pelayanan dengan baik	100	2,00	5,00	3,7800	,78599
Rumah Sakit menerapkan harga yang relatif murah	100	2,00	5,00	3,8600	,69660
Pasien tidak membuang waktu untuk mendapatkan pelayanan	100	2,00	5,00	3,8400	,72083
Valid N (listwise)	100				

HASIL STATISIK DESKRIPTIF VARIABEL LOYALITAS PASIEN

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Memeriksa semua keluhan penyakit ke Rumah Sakit	100	3,00	5,00	3,7900	,71485
Senang berobat ke Rumah Sakit	100	3,00	5,00	3,7800	,66027
Melakukan kunjungan ulang ke Rumah Sakit	100	2,00	5,00	3,7600	,66848
Yakin dengan kualitas pelayanan Rumah Sakit	100	3,00	5,00	3,7500	,64157
Tidak mencoba jasa Rumah Sakit lain	100	2,00	5,00	3,8500	,71598
Bersedia memberi rekomendasi pada calon pasien lain	100	2,00	5,00	3,7800	,75985
Valid N (listwise)	100				

**HASIL STATISIK DESKRIPTIF Z-SCORE
UNTUK PENGUJIAN *OUTLIERS UNIVARIATE***

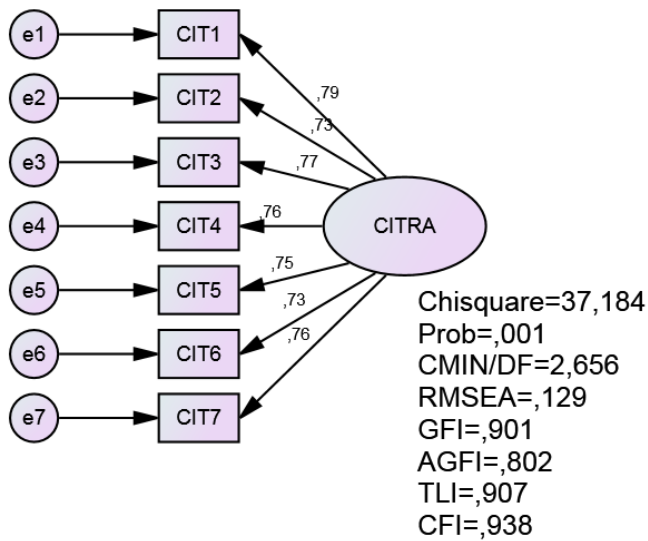
Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore(CIT1)	100	-1,12570	1,68855	,0000000	1,00000000
Zscore(CIT2)	100	-2,17188	1,44792	,0000000	1,00000000
Zscore(CIT3)	100	-2,51222	1,65168	,0000000	1,00000000
Zscore(CIT4)	100	-2,14423	1,37090	,0000000	1,00000000
Zscore(CIT5)	100	-2,31846	1,36163	,0000000	1,00000000
Zscore(CIT6)	100	-2,27408	1,45392	,0000000	1,00000000
Zscore(CIT7)	100	-2,09041	1,41307	,0000000	1,00000000
Zscore(KEP1)	100	-2,48364	1,65576	,0000000	1,00000000
Zscore(KEP2)	100	-2,54662	1,81902	,0000000	1,00000000
Zscore(KEP3)	100	-2,44713	1,58660	,0000000	1,00000000
Zscore(KEP4)	100	-2,39233	1,40502	,0000000	1,00000000
Zscore(KEP5)	100	-2,26466	1,55219	,0000000	1,00000000
Zscore(KEP6)	100	-2,67011	1,63652	,0000000	1,00000000
Zscore(KEP7)	100	-2,55261	1,60926	,0000000	1,00000000
Zscore(LOY1)	100	-1,10513	1,69266	,0000000	1,00000000
Zscore(LOY2)	100	-1,18133	1,84772	,0000000	1,00000000
Zscore(LOY3)	100	-2,63283	1,85495	,0000000	1,00000000
Zscore(LOY4)	100	-1,16900	1,94834	,0000000	1,00000000
Zscore(LOY5)	100	-2,58387	1,60619	,0000000	1,00000000
Zscore(LOY6)	100	-2,34256	1,60558	,0000000	1,00000000
Valid N (listwise)	100				

HASIL PENGUJIAN STRUCTURAL EQUATION MODEL (SEM)

KONSTRUK EKSOGEN



Analysis Summary

Date and Time

Date: 17 Agustus 2018

Time: 13:33:37

Title

Anggita eksogen: 17 Agustus 2018 13:33

Notes for Group (Group number 1)

The model is recursive.

Sample size = 100

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

CIT7

CIT6

CIT5

CIT4

CIT3

CIT2

CIT1

Unobserved, exogenous variables

CITRA

e7
e6
e5
e4
e3
e2
e1

Variable counts (Group number 1)

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

Parameter Summary (Group number 1)

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

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 28
 Number of distinct parameters to be estimated: 14
 Degrees of freedom (28 - 14): 14

Result (Default model)

Minimum was achieved
 Chi-square = 37,184
 Degrees of freedom = 14
 Probability level = ,001

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
CIT7 <--- CITRA	1,000				
CIT6 <--- CITRA	,900	,123	7,334	***	
CIT5 <--- CITRA	,943	,124	7,625	***	
CIT4 <--- CITRA	,996	,129	7,698	***	
CIT3 <--- CITRA	,854	,109	7,831	***	
CIT2 <--- CITRA	,935	,126	7,406	***	
CIT1 <--- CITRA	,857	,107	7,988	***	

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

	Estimate
CIT7 <--- CITRA	,761
CIT6 <--- CITRA	,729
CIT5 <--- CITRA	,754
CIT4 <--- CITRA	,761
CIT3 <--- CITRA	,772
CIT2 <--- CITRA	,735
CIT1 <--- CITRA	,786

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
CITRA	,421	,097	4,322	***	
e7	,305	,051	5,999	***	
e6	,301	,049	6,186	***	
e5	,284	,047	6,043	***	
e4	,304	,051	6,003	***	
e3	,207	,035	5,923	***	
e2	,313	,051	6,153	***	
e1	,191	,033	5,817	***	

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	2	-,881	9999,000	375,360	0	9999,000
1	e	1	-,086	2,976	129,424	20	,193
2	e	1	-,023	1,053	63,855	5	,656
3	e	0	16,107	,647	39,938	5	,825
4	e	0	18,066	,158	37,267	1	1,096
5	e	0	18,147	,048	37,184	1	1,034
6	e	0	18,347	,003	37,184	1	1,003
7	e	0	18,348	,000	37,184	1	1,000

Model Fit Summary**CMIN**

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	14	37,184	14	,001	2,656
Saturated model	28	,000	0		
Independence model	7	396,192	21	,000	18,866

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,032	,901	,802	,450
Saturated model	,000	1,000		
Independence model	,315	,334	,112	,251

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,906	,859	,939	,907	,938
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,667	,604	,625
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	23,184	8,806	45,216
Saturated model	,000	,000	,000
Independence model	375,192	314,255	443,560

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,376	,234	,089	,457
Saturated model	,000	,000	,000	,000
Independence model	4,002	3,790	3,174	4,480

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,129	,080	,181	,007
Independence model	,425	,389	,462	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	65,184	67,645	101,656	115,656
Saturated model	56,000	60,923	128,945	156,945
Independence model	410,192	411,423	428,429	435,429

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,658	,513	,881	,683
Saturated model	,566	,566	,566	,615
Independence model	4,143	3,528	4,834	4,156

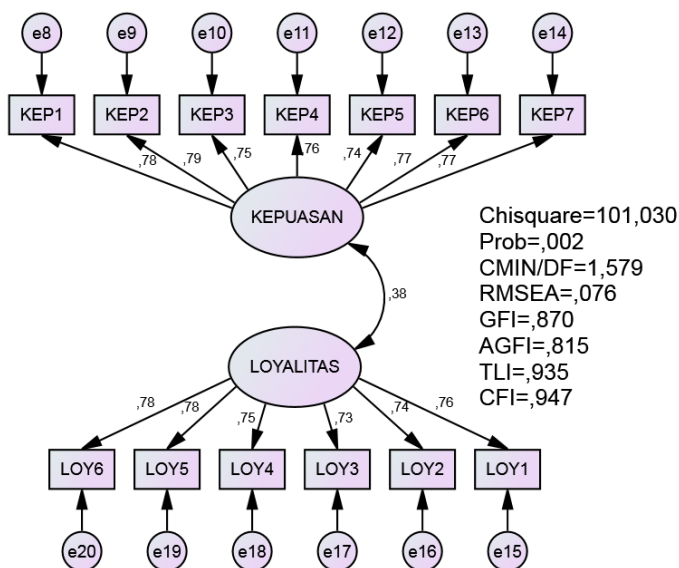
HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	64	78
Independence model	9	10

Execution time summary

Minimization: ,015
 Miscellaneous: ,375
 Bootstrap: ,000
 Total: ,390

**HASIL PENGUJIAN STRUCTURAL EQUATION MODEL (SEM)
KONSTRUK ENDOGEN**

**Analysis Summary****Date and Time**

Date: 17 Agustus 2018

Time: 13:42:09

Title

Anggita endogen: 17 Agustus 2018 13:42

Notes for Group (Group number 1)

The model is recursive.

Sample size = 100

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

LOY1

LOY2

LOY3

LOY4

LOY5

LOY6

KEP1

KEP2

KEP3

KEP4

KEP5

KEP6

KEP7

Unobserved, exogenous variables

LOYALITAS

e15

e16

e17

e18

e19

e20

KEPUASAN

e8

e9

e10

e11

e12

e13

e14

Variable counts (Group number 1)

Number of variables in your model: 28

Number of observed variables: 13

Number of unobserved variables: 15

Number of exogenous variables: 15

Number of endogenous variables: 13

Parameter Summary (Group number 1)

	Weight s	Covariance s	Variance s	Mean s	Intercept s	Total
Fixed	15	0	0	0	0	15
Labeled	0	0	0	0	0	0
Unlabeled	11	1	15	0	0	27
Total	26	1	15	0	0	42

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 91

Number of distinct parameters to be estimated: 27

Degrees of freedom (91 - 27): 64

Result (Default model)

Minimum was achieved

Chi-square = 101,030

Degrees of freedom = 64

Probability level = ,002

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
LOY1 <--- LOYALITAS	1,000				
LOY2 <--- LOYALITAS	,897	,123	7,275	***	
LOY3 <--- LOYALITAS	,906	,125	7,264	***	
LOY4 <--- LOYALITAS	,887	,120	7,421	***	
LOY5 <--- LOYALITAS	1,026	,133	7,714	***	
LOY6 <--- LOYALITAS	1,101	,141	7,803	***	
KEP1 <--- KEPUASAN	1,000				
KEP2 <--- KEPUASAN	,958	,114	8,371	***	
KEP3 <--- KEPUASAN	,982	,125	7,842	***	
KEP4 <--- KEPUASAN	1,053	,133	7,927	***	
KEP5 <--- KEPUASAN	1,025	,133	7,719	***	
KEP6 <--- KEPUASAN	,945	,117	8,097	***	
KEP7 <--- KEPUASAN	,976	,121	8,079	***	

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

	Estimate
LOY1 <--- LOYALITAS	,758
LOY2 <--- LOYALITAS	,735
LOY3 <--- LOYALITAS	,734
LOY4 <--- LOYALITAS	,749
LOY5 <--- LOYALITAS	,776
LOY6 <--- LOYALITAS	,784
KEP1 <--- KEPUASAN	,783
KEP2 <--- KEPUASAN	,791
KEP3 <--- KEPUASAN	,749
KEP4 <--- KEPUASAN	,756
KEP5 <--- KEPUASAN	,739
KEP6 <--- KEPUASAN	,769
KEP7 <--- KEPUASAN	,768

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
LOYALITAS <--> KEPUASAN	,115	,038	3,004	,003	

Correlations: (Group number 1 - Default model)

	Estimate
LOYALITAS <--> KEPUASAN	,378

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
LOYALITAS	,290	,068	4,260	***	
KEPUASAN	,318	,071	4,512	***	
e15	,216	,037	5,866	***	
e16	,198	,033	6,015	***	
e17	,204	,034	6,021	***	
e18	,179	,030	5,927	***	
e19	,202	,035	5,718	***	
e20	,220	,039	5,643	***	
e8	,202	,034	5,921	***	
e9	,175	,030	5,858	***	
e10	,240	,039	6,135	***	
e11	,265	,043	6,096	***	
e12	,277	,045	6,187	***	

	Estimate	S.E.	C.R.	P	Label
e13	,196	,033	6,013	***	
e14	,211	,035	6,023	***	

Minimization History (Default model)

Iteraton	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTr ies	Ratio
0	e	4	-,916	9999,000	740,071	0	9999,000
1	e	3	-,128	3,607	276,914	20	,237
2	e	1	-,057	1,189	140,586	4	,756
3	e	0	26,753	1,027	106,142	6	,754
4	e	0	32,244	,510	103,433	1	,494
5	e	0	30,117	,108	101,173	1	1,105
6	e	0	27,970	,057	101,033	1	1,085
7	e	0	27,814	,008	101,030	1	1,014
8	e	0	27,578	,000	101,030	1	1,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	27	101,030	64	,002	1,579
Saturated model	91	,000	0		
Independence model	13	774,877	78	,000	9,934

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,027	,870	,815	,612
Saturated model	,000	1,000		
Independence model	,204	,312	,197	,267

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,870	,841	,948	,935	,947
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,821	,714	,777

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

NCP

Model	NCP	LO 90	HI 90
Default model	37,030	13,588	68,400
Saturated model	,000	,000	,000
Independence model	696,877	611,322	789,880

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1,021	,374	,137	,691
Saturated model	,000	,000	,000	,000
Independence model	7,827	7,039	6,175	7,979

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,076	,046	,104	,071
Independence model	,300	,281	,320	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	155,030	163,924	225,370	252,370
Saturated model	182,000	211,976	419,070	510,070
Independence model	800,877	805,159	834,744	847,744

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	1,566	1,329	1,883	1,656
Saturated model	1,838	1,838	1,838	2,141
Independence model	8,090	7,225	9,029	8,133

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	82	92
Independence model	13	15

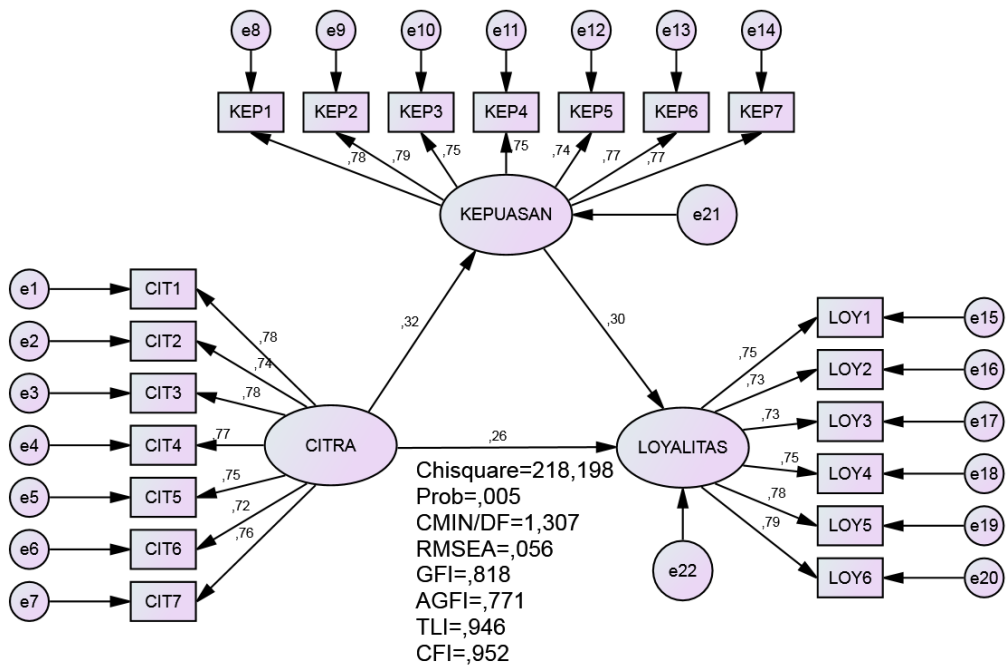
Execution time summary

Minimization: ,000

Miscellaneous: ,811

Bootstrap: ,000

Total: ,811

HASIL PENGUJIAN STRUCTURAL EQUATION MODEL (SEM)**FULL MODEL****Analysis Summary****Date and Time**

Date: 17 Agustus 2018

Time: 13:47:27

Title

Anggita gambar full: 17 Agustus 2018 13:47

Notes for Group (Group number 1)

The model is recursive.

Sample size = 100

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

CIT7

CIT6

CIT5

CIT4

CIT3

CIT2

CIT1

LOY1

LOY2

LOY3

LOY4

LOY5

LOY6

KEP1

KEP2

KEP3

KEP4

KEP5

KEP6

KEP7

Unobserved, endogenous variables

LOYALITAS

KEPUASAN

Unobserved, exogenous variables

CITRA

e7

e6

e5

e4

e3

e2

e1

e15

e16

e17

e18

e19
 e20
 e8
 e9
 e10
 e11
 e12
 e13
 e14
 e21
 e22

Variable counts (Group number 1)

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

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	25	0	0	0	0	25
Labeled	0	0	0	0	0	0
Unlabeled	20	0	23	0	0	43
Total	45	0	23	0	0	68

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
KEP7	2,000	5,000	-,079	-,321	-,423	-,864
KEP6	2,000	5,000	,014	,055	-,549	-1,121
KEP5	2,000	5,000	,155	,634	-,900	-1,838
KEP4	2,000	5,000	-,175	-,712	-,623	-1,271
KEP3	2,000	5,000	,004	,015	-,620	-1,266

Variable	min	max	skew	c.r.	kurtosis	c.r.
KEP2	2,000	5,000	-,199	-,814	-,040	-,081
KEP1	2,000	5,000	,160	,653	-,775	-1,582
LOY6	2,000	5,000	,111	,453	-,754	-1,539
LOY5	2,000	5,000	,060	,246	-,694	-1,416
LOY4	3,000	5,000	,274	1,118	-,684	-1,397
LOY3	2,000	5,000	-,094	-,384	-,153	-,312
LOY2	3,000	5,000	,266	1,087	-,752	-1,535
LOY1	3,000	5,000	,328	1,339	-,994	-2,030
CIT1	3,000	5,000	,305	1,247	-,981	-2,002
CIT2	2,000	5,000	,064	,262	-,958	-1,956
CIT3	2,000	5,000	,135	,552	-,746	-1,523
CIT4	2,000	5,000	-,257	-1,049	-,621	-1,267
CIT5	2,000	5,000	-,022	-,088	-1,020	-2,082
CIT6	2,000	5,000	-,035	-,144	-,796	-1,626
CIT7	2,000	5,000	-,167	-,683	-,705	-1,440
Multivariate					-2,387	-,402

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

Observation number	Mahalanobis d-squared	p1	p2
9	32,874	,035	,971
5	32,168	,042	,923
10	31,473	,049	,875
13	31,318	,051	,758

Observation number	Mahalanobis d-squared	p1	p2
15	28,520	,098	,972
37	28,157	,106	,960
4	27,469	,123	,969
55	26,939	,137	,972
8	26,539	,149	,970
6	26,512	,150	,944
75	26,058	,164	,951
77	26,000	,166	,919
19	25,358	,188	,952
74	25,160	,195	,941
100	24,920	,204	,934
40	24,915	,205	,894
90	24,869	,206	,848
92	24,855	,207	,783
11	24,688	,214	,754
50	24,668	,214	,675
98	24,607	,217	,605
31	24,270	,231	,639
73	24,159	,236	,590
76	23,805	,251	,638
27	23,657	,258	,607
44	23,648	,258	,521
64	23,492	,265	,495
47	23,285	,275	,494
86	23,280	,275	,408
99	23,083	,285	,404
3	22,781	,300	,448
60	22,776	,300	,366
45	22,735	,302	,305
85	22,642	,307	,267
51	22,624	,308	,208
36	22,395	,319	,221
2	22,312	,324	,189
65	22,245	,327	,155
42	22,234	,328	,113
24	21,836	,349	,169
29	21,834	,350	,123

Observation number	Mahalanobis d-squared	p1	p2
14	21,800	,351	,093
41	21,539	,366	,111
34	21,337	,378	,119
59	21,165	,388	,119
38	21,022	,396	,114
30	20,679	,416	,161
33	20,482	,428	,172
56	20,267	,441	,189
12	20,241	,443	,148
87	20,130	,450	,134
95	20,029	,456	,119
96	19,910	,464	,109
28	19,712	,476	,119
22	19,678	,478	,091
16	19,577	,485	,080
66	19,390	,497	,086
69	19,340	,500	,066
78	19,151	,512	,072
83	19,079	,517	,058
25	18,905	,528	,061
94	18,873	,530	,044
7	18,869	,530	,028
32	18,785	,536	,023
35	18,472	,556	,036
58	18,337	,565	,034
1	18,021	,586	,053
67	18,010	,587	,035
91	17,783	,602	,043
18	17,732	,605	,031
53	17,668	,609	,023
88	17,116	,645	,071
39	16,556	,682	,176
71	16,319	,697	,203
21	16,231	,702	,175
49	15,722	,734	,320
62	15,427	,751	,384
84	15,310	,758	,356

Observation number	Mahalanobis d-squared	p1	p2
79	15,273	,761	,288
72	15,188	,766	,247
52	14,974	,778	,261
57	14,939	,780	,200
97	14,923	,781	,142
46	14,753	,790	,135
63	14,604	,799	,121
17	13,436	,858	,547
82	12,901	,882	,706
89	12,897	,882	,598
68	12,868	,883	,491
81	12,854	,884	,374
26	12,105	,912	,621
48	11,908	,919	,581
61	11,662	,927	,556
23	11,314	,938	,568
54	11,245	,940	,434
70	11,204	,941	,287
20	10,099	,966	,565
43	9,354	,978	,634
93	8,014	,992	,801
80	7,660	,994	,542

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	KEP7	KEP6	KEP5	KEP4	KEP3	KEP2	KEP1	LOY6
KEP7	,514							
KEP6	,298	,480						
KEP5	,295	,329	,612					
KEP4	,312	,315	,366	,618				
KEP3	,331	,265	,360	,380	,548			
KEP2	,290	,295	,265	,323	,285	,468		
KEP1	,328	,302	,336	,288	,264	,350	,520	
LOY6	,115	,079	,102	,146	,110	,135	,166	,572
LOY5	,156	,119	,147	,193	,183	,153	,160	,357
LOY4	,070	,095	,085	,092	,105	,098	,080	,275

	KEP7	KEP6	KEP5	KEP4	KEP3	KEP2	KEP1	LOY6
LOY3	,072	,126	,077	,104	,077	,090	,102	,267
LOY2	,065	,109	,032	,106	,070	,085	,116	,282
LOY1	,066	,091	,094	,137	,112	,128	,138	,324
CIT1	,068	,122	,166	,068	,124	,070	,070	,106
CIT2	,108	,082	,186	,088	,134	,120	,100	,146
CIT3	,090	,123	,178	,099	,136	,123	,132	,158
CIT4	,133	,206	,243	,181	,179	,168	,146	,143
CIT5	,042	,135	,116	,088	,130	,082	,028	,146
CIT6	,013	,076	,073	,031	,109	,037	-,014	,103
CIT7	,056	,081	,154	,047	,142	,068	,038	,164

	LOY5	LOY4	LOY3	LOY2	LOY1	CIT1	CIT2	CIT3
KEP7								
KEP6								
KEP5								
KEP4								
KEP3								
KEP2								
KEP1								
LOY6								
LOY5	,507							
LOY4	,303	,408						
LOY3	,264	,240	,442					
LOY2	,207	,215	,277	,432				
LOY1	,279	,238	,250	,314	,506			
CIT1	,140	,120	,102	,036	,058	,500		
CIT2	,170	,160	,112	,036	,058	,360	,680	
CIT3	,192	,143	,104	,088	,090	,312	,382	,514
CIT4	,175	,098	,129	,123	,134	,326	,366	,398
CIT5	,123	,113	,114	,096	,087	,308	,328	,329
CIT6	,105	,098	,079	,033	,044	,326	,336	,258
CIT7	,159	,137	,090	,044	-,004	,398	,388	,340

	CIT4	CIT5	CIT6	CIT7
KEP7				
KEP6				
KEP5				

	CIT4	CIT5	CIT6	CIT7
KEP4				
KEP3				
KEP2				
KEP1				
LOY6				
LOY5				
LOY4				
LOY3				
LOY2				
LOY1				
CIT1				
CIT2				
CIT3				
CIT4	,721			
CIT5	,461	,658		
CIT6	,361	,421	,641	
CIT7	,384	,367	,424	,726

Condition number = 49,506

Eigenvalues

3,903 1,927 1,358 ,511 ,420 ,335 ,311 ,295 ,254 ,225 ,222 ,211 ,199 ,182
,158 ,153 ,116 ,108 ,098 ,079

Determinant of sample covariance matrix = ,000

Sample Correlations (Group number 1)

	KEP7	KEP6	KEP5	KEP4	KEP3	KEP2	KEP1	LOY6
KEP7	1,000							
KEP6	,599	1,000						
KEP5	,526	,607	1,000					
KEP4	,554	,577	,595	1,000				
KEP3	,624	,516	,623	,654	1,000			
KEP2	,591	,622	,496	,600	,563	1,000		
KEP1	,634	,604	,596	,508	,495	,710	1,000	
LOY6	,212	,151	,172	,245	,197	,261	,304	1,000
LOY5	,305	,241	,264	,346	,347	,313	,311	,663
LOY4	,153	,215	,170	,184	,222	,223	,174	,570
LOY3	,150	,274	,148	,198	,156	,198	,213	,531

	LOY5	LOY4	LOY3	LOY2	LOY1	CIT1	CIT2	CIT3
KEP3								
KEP2								
KEP1								
LOY6								
LOY5								
LOY4								
LOY3								
LOY2								
LOY1								
CIT1								
CIT2								
CIT3								
CIT4	1,000							
CIT5	,670	1,000						
CIT6	,531	,649	1,000					
CIT7	,531	,531	,622	1,000				

Condition number = 44,805

Eigenvalues

6,971 3,290 2,728 ,877 ,725 ,624 ,576 ,491 ,453 ,440 ,400 ,390 ,361 ,332
,305 ,275 ,224 ,198 ,186 ,156

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 210
Number of distinct parameters to be estimated: 43
Degrees of freedom (210 - 43): 167

Result (Default model)

Minimum was achieved
Chi-square = 218,198
Degrees of freedom = 167
Probability level = ,005

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 <--- CITRA	,277	,098	2,814	,005	
LOYALITAS <--- CITRA	,217	,094	2,309	,021	
LOYALITAS <--- KEPUASAN	,281	,108	2,594	,009	
CIT7 <--- CITRA	1,000				
CIT6 <--- CITRA	,895	,125	7,188	***	
CIT5 <--- CITRA	,949	,126	7,558	***	
CIT4 <--- CITRA	1,013	,131	7,726	***	
CIT3 <--- CITRA	,869	,111	7,863	***	
CIT2 <--- CITRA	,944	,128	7,378	***	
CIT1 <--- CITRA	,861	,109	7,905	***	
LOY1 <--- LOYALITAS	1,000				
LOY2 <--- LOYALITAS	,897	,126	7,134	***	
LOY3 <--- LOYALITAS	,915	,127	7,195	***	
LOY4 <--- LOYALITAS	,902	,122	7,406	***	
LOY5 <--- LOYALITAS	1,045	,136	7,703	***	
LOY6 <--- LOYALITAS	1,115	,144	7,745	***	
KEP1 <--- KEPUASAN	1,000				
KEP2 <--- KEPUASAN	,960	,116	8,312	***	
KEP3 <--- KEPUASAN	,990	,126	7,844	***	
KEP4 <--- KEPUASAN	1,056	,134	7,881	***	
KEP5 <--- KEPUASAN	1,035	,134	7,743	***	
KEP6 <--- KEPUASAN	,951	,118	8,080	***	
KEP7 <--- KEPUASAN	,977	,122	8,018	***	

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

	Estimate
KEPUASAN <--- CITRA	,317
LOYALITAS <--- CITRA	,262
LOYALITAS <--- KEPUASAN	,296
CIT7 <--- CITRA	,755
CIT6 <--- CITRA	,719
CIT5 <--- CITRA	,753
CIT4 <--- CITRA	,768
CIT3 <--- CITRA	,780
CIT2 <--- CITRA	,737

		Estimate
CIT1	<--- CITRA	,784
LOY1	<--- LOYALITAS	,750
LOY2	<--- LOYALITAS	,728
LOY3	<--- LOYALITAS	,734
LOY4	<--- LOYALITAS	,754
LOY5	<--- LOYALITAS	,782
LOY6	<--- LOYALITAS	,786
KEP1	<--- KEPUASAN	,779
KEP2	<--- KEPUASAN	,789
KEP3	<--- KEPUASAN	,752
KEP4	<--- KEPUASAN	,755
KEP5	<--- KEPUASAN	,744
KEP6	<--- KEPUASAN	,771
KEP7	<--- KEPUASAN	,766

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
CITRA	,414	,097	4,279	***	
e21	,284	,064	4,439	***	
e22	,226	,055	4,116	***	
e7	,312	,051	6,057	***	
e6	,309	,050	6,247	***	
e5	,285	,047	6,072	***	
e4	,296	,050	5,976	***	
e3	,201	,034	5,888	***	
e2	,311	,050	6,163	***	
e1	,193	,033	5,859	***	
e15	,221	,037	5,933	***	
e16	,203	,033	6,070	***	
e17	,204	,034	6,036	***	
e18	,176	,030	5,906	***	
e19	,197	,035	5,678	***	
e20	,218	,039	5,641	***	
e8	,204	,034	5,949	***	
e9	,176	,030	5,876	***	

	Estimate	S.E.	C.R.	P	Label
e10	,238	,039	6,124	***	
e11	,266	,044	6,107	***	
e12	,273	,044	6,168	***	
e13	,195	,032	6,008	***	
e14	,213	,035	6,040	***	

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

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,277	,000	,000
LOYALITAS	,295	,281	,000
KEP7	,271	,977	,000
KEP6	,263	,951	,000
KEP5	,286	1,035	,000
KEP4	,292	1,056	,000
KEP3	,274	,990	,000
KEP2	,266	,960	,000
KEP1	,277	1,000	,000
LOY6	,329	,313	1,115
LOY5	,308	,294	1,045
LOY4	,266	,254	,902
LOY3	,270	,257	,915
LOY2	,265	,252	,897
LOY1	,295	,281	1,000
CIT1	,861	,000	,000
CIT2	,944	,000	,000
CIT3	,869	,000	,000
CIT4	1,013	,000	,000
CIT5	,949	,000	,000
CIT6	,895	,000	,000
CIT7	1,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,317	,000	,000
LOYALITAS	,356	,296	,000
KEP7	,243	,766	,000
KEP6	,244	,771	,000
KEP5	,236	,744	,000
KEP4	,239	,755	,000
KEP3	,238	,752	,000
KEP2	,250	,789	,000
KEP1	,247	,779	,000
LOY6	,280	,233	,786
LOY5	,278	,232	,782
LOY4	,268	,223	,754
LOY3	,261	,217	,734
LOY2	,259	,216	,728
LOY1	,267	,222	,750
CIT1	,784	,000	,000
CIT2	,737	,000	,000
CIT3	,780	,000	,000
CIT4	,768	,000	,000
CIT5	,753	,000	,000
CIT6	,719	,000	,000
CIT7	,755	,000	,000

Direct Effects (Group number 1 - Default model)

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,277	,000	,000
LOYALITAS	,217	,281	,000
KEP7	,000	,977	,000
KEP6	,000	,951	,000
KEP5	,000	1,035	,000
KEP4	,000	1,056	,000
KEP3	,000	,990	,000
KEP2	,000	,960	,000
KEP1	,000	1,000	,000
LOY6	,000	,000	1,115

	CITRA	KEPUASAN	LOYALITAS
LOY5	,000	,000	1,045
LOY4	,000	,000	,902
LOY3	,000	,000	,915
LOY2	,000	,000	,897
LOY1	,000	,000	1,000
CIT1	,861	,000	,000
CIT2	,944	,000	,000
CIT3	,869	,000	,000
CIT4	1,013	,000	,000
CIT5	,949	,000	,000
CIT6	,895	,000	,000
CIT7	1,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,317	,000	,000
LOYALITAS	,262	,296	,000
KEP7	,000	,766	,000
KEP6	,000	,771	,000
KEP5	,000	,744	,000
KEP4	,000	,755	,000
KEP3	,000	,752	,000
KEP2	,000	,789	,000
KEP1	,000	,779	,000
LOY6	,000	,000	,786
LOY5	,000	,000	,782
LOY4	,000	,000	,754
LOY3	,000	,000	,734
LOY2	,000	,000	,728
LOY1	,000	,000	,750
CIT1	,784	,000	,000
CIT2	,737	,000	,000
CIT3	,780	,000	,000
CIT4	,768	,000	,000
CIT5	,753	,000	,000
CIT6	,719	,000	,000

	CITRA	KEPUASAN	LOYALITAS
CIT7	,755	,000	,000

Indirect Effects (Group number 1 - Default model)

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,000	,000	,000
LOYALITAS	,078	,000	,000
KEP7	,271	,000	,000
KEP6	,263	,000	,000
KEP5	,286	,000	,000
KEP4	,292	,000	,000
KEP3	,274	,000	,000
KEP2	,266	,000	,000
KEP1	,277	,000	,000
LOY6	,329	,313	,000
LOY5	,308	,294	,000
LOY4	,266	,254	,000
LOY3	,270	,257	,000
LOY2	,265	,252	,000
LOY1	,295	,281	,000
CIT1	,000	,000	,000
CIT2	,000	,000	,000
CIT3	,000	,000	,000
CIT4	,000	,000	,000
CIT5	,000	,000	,000
CIT6	,000	,000	,000
CIT7	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	CITRA	KEPUASAN	LOYALITAS
KEPUASAN	,000	,000	,000
LOYALITAS	,094	,000	,000
KEP7	,243	,000	,000
KEP6	,244	,000	,000
KEP5	,236	,000	,000
KEP4	,239	,000	,000
KEP3	,238	,000	,000

	CITRA	KEPUASAN	LOYALITAS
KEP2	,250	,000	,000
KEP1	,247	,000	,000
LOY6	,280	,233	,000
LOY5	,278	,232	,000
LOY4	,268	,223	,000
LOY3	,261	,217	,000
LOY2	,259	,216	,000
LOY1	,267	,222	,000
CIT1	,000	,000	,000
CIT2	,000	,000	,000
CIT3	,000	,000	,000
CIT4	,000	,000	,000
CIT5	,000	,000	,000
CIT6	,000	,000	,000
CIT7	,000	,000	,000

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

	M.I.	Par Change
e10 <--> e11	4,949	,063
e9 <--> e12	6,328	-,063
e8 <--> e11	4,859	-,059
e8 <--> e10	6,210	-,063
e8 <--> e9	7,984	,062
e20 <--> e13	4,229	-,050
e18 <--> e19	4,547	,046
e17 <--> e13	4,750	,050
e16 <--> e19	11,733	-,079
e16 <--> e17	5,832	,056
e15 <--> e16	9,789	,076
e2 <--> e13	4,188	-,058
e4 <--> e21	4,819	,073
e4 <--> e18	5,684	-,063
e5 <--> e4	6,032	,081
e6 <--> e3	8,448	-,082
e6 <--> e5	6,780	,087

	M.I.	Par Change
e7 <--> e15	8,368	-,088

Variances: (Group number 1 - Default model)

	M.I.	Par Change
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Regression Weights: (Group number 1 - Default model)

	M.I.	Par Change
LOY5 <--- KEP3	4,444	,139
LOY5 <--- LOY2	4,983	-,166
LOY2 <--- CIT2	4,078	-,118
LOY1 <--- LOY2	4,133	,158
LOY1 <--- CIT7	8,563	-,175
CIT4 <--- KEPUASAN	4,251	,226
CIT4 <--- KEP6	4,844	,187
CIT4 <--- KEP4	4,261	,154
CIT6 <--- KEP1	5,612	-,194
CIT7 <--- LOY1	4,963	-,188

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	6	-,925	9999,000	1205,460	0	9999,000
1	e	4	-,091	4,929	509,745	20	,192
2	e	2	-,094	1,422	316,267	4	,765
3	e	0	35,236	1,186	227,043	5	,866
4	e	0	18,455	,410	219,773	2	,000
5	e	0	20,148	,208	218,260	1	1,088
6	e	0	20,215	,049	218,198	1	1,039
7	e	0	20,762	,004	218,198	1	1,004
8	e	0	20,710	,000	218,198	1	1,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMI N/DF
Default model	43	218,198	167	,005	1,307

Model	NPAR	CMIN	DF	P	CMI N/DF
Saturated model	210	,000	0		
Independence model	20	1265,579	190	,000	6,661

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,037	,818	,771	,650
Saturated model	,000	1,000		
Independence model	,193	,284	,209	,257

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,828	,804	,953	,946	,952
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,879	,727	,837
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	51,198	17,027	93,479
Saturated model	,000	,000	,000
Independence model	1075,579	966,721	1191,904

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	2,204	,517	,172	,944
Saturated model	,000	,000	,000	,000
Independence model	12,784	10,864	9,765	12,039

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,056	,032	,075	,319
Independence model	,239	,227	,252	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	304,198	327,352	416,220	459,220
Saturated model	420,000	533,077	967,086	1177,086
Independence model	1305,579	1316,348	1357,682	1377,682

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	3,073	2,728	3,500	3,307
Saturated model	4,242	4,242	4,242	5,385
Independence model	13,188	12,088	14,363	13,296

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	90	97
Independence model	18	19

Execution time summary

Minimization: ,076
 Miscellaneous: 1,916
 Bootstrap: ,000
 Total: 1,992