LAMPIRAN 1

Magister Manajemen
Fakultas Ekonomi
Universitas Indonesia

Hari/Tanggal: ……
No. Kuesioner: ……...

Saya adalah mahasiswa Magister Manajemen, Fakultas Ekonomi, Universitas Indonesia, yang sedang melakukan penelitian mengenai kepuasan dan kesetiaan konsumen/pelanggan terkait pelayanan kesehatan unit rawat jalan di RS ini. Agar hasil penelitian ini memiliki kredibilitas yang tinggi, saya mengharapkan kesediaan Anda untuk mengisi kuesioner ini dengan lengkap dan benar. Terima kasih atas partisipasi Anda dalam penelitian ini.

Petunjuk pengisian kuesioner :
Berikut adalah beberapa petunjuk untuk mengisi kuesioner :

- Bacalah semua pertanyaan dengan baik.
- Berilah tanda silang (x) untuk menjawab setiap pertanyaan
- Dalam menjawab pertanyaan dalam kuesioner ini, tidak ada jawaban yang dianggap salah.

Untuk pertanyaan nomor 1 - 32, mohon beri tanda silang (x) untuk pernyataan berikut yang sesuai dengan pendapat Anda.

Keterangan:
STS = sangat tidak setuju
TS = tidak setuju
N = netral
S = setuju
SS = sangat setuju

Admisi/Pendaftaran

No	Pernyataan	STS	TS	N	S	SS
1	Staf pendaftaran memberikan pelayanan dengan cepat					
2	Staf pendaftaran melayani dengan efisien					
3	Staf pendaftaran memberikan pelayanan yang tepat					
4	Staf bagian pendaftaran melayani dengan ramah					
5	Staf bagian pendaftaran melayani dengan penuh pertolongan					

Pelayanan Perawat

No	Pernyataan	STS	TS	N	S	SS
6	Perawat tanggap terhadap keluhan sakit pasien					
7	Perawat melayani pasien dengan ramah					
8	Perawat melayani pasien dengan penuh kesabaran					
9	Perawat memberikan informasi kepada pasien menunggu tentang keberadaan dokter (jika belum datang/terlambat/sdg ada tindakan)					
10	Perawat memberikan penjelasan yang memadai tentang pengobatan pasien					

Pelayanan Dokter

No	Pernyataan	STS	TS	N	S	SS
11	Dokter memberikan informasi yang jelas tentang pengobatan pasien					
12	Dokter memberikan informasi yang jelas tentang hasil tes pasien					

Farmasi

No	Pernyataan	STS	TS	N	S	SS
13	Penyediaan / proses peracikan obat cepat					
14	Staf melayani dengan ramah					
15	Staf melayani dengan penuh kesabaran					

Fasilitas Ruang Tunggu Poliklinik

No	Pernyataan	STS	TS	N	S	SS
16	Fasilitas di ruang tunggu poliklinik (kursi, dll) memadai					
17	Ruang tunggu poliklinik menyediakan media hiburan (televisi, majalah, koran, tabloid), informasi kesehatan (brosur) yang memadai					
18	Tersedia *refreshment* (air mineral dalam dispenser, permen) untuk pasien/keluarga yang sedang menunggu					

Fasilitas Kamar Kecil (*Rest Room*)

No	Pernyataan	STS	TS	N	S	SS
19	Jumlah *rest room/toilet* di poliklinik memadai					
20	*Rest room/toilet* bersih					
21	Kondisi *Rest room/toilet* nyaman bagi pasien maupun non-pasien					
22	Perlengkapan *Rest room/toilet* (tissue, hand sanitizer, dll) memadai					
23	Jarak *rest room/toilet* di poliklinik mudah dijangkau pasien					

Waktu Tunggu/Antri

No	Pernyataan	STS	TS	N	S	SS
24	Waktu tunggu/antrian untuk pemeriksaan dokter efisien (masih dalam batas toleransi 15 – 45 menit).					
25	Waktu tunggu/antrian untuk pemeriksaan laboratorium cepat					
26	Waktu tunggu/antrian untuk penyelesaian administrasi cepat					
27	Waktu tunggu/antrian untuk pemeriksaan medis					

	lainnya (radiologi, dll) cepat					

Biaya Pengobatan

No	Pernyataan	STS	TS	N	S	SS
28	Nilai biaya pemeriksaan dokter di poliklinik RS ini sebanding dengan kualitas pelayanan dan hasil yang diharapkan					
29	Nilai biaya pemeriksaan medis (laboratorium, radiologi, dll) di RS ini sebanding dengan kualitas pelayanan, peralatan medis dan hasil yang diharapkan.					

Kesetiaan Pelanggan (Pasien)

No	Pernyataan	STS	TS	N	S	SS
30	Secara keseluruhan, saya sangat puas dengan pelayanan kesehatan di RS ini.					
31	Apabila saya membutuhkan pelayanan kesehatan, saya akan kembali ke RS ini.					
32	Dengan senang hati, saya akan merekomendasikan RS ini kepada orang lain yang membutuhkan pelayanan kesehatan.					

PROFIL RESPONDEN

33. Usia Anda :
    a. 18 – 24 tahun
    b. 25 – 31 tahun
    c. 32 – 38 tahun
    d. 39 – 45 tahun
    e. > 45 tahun

34. Jenis Kelamin Anda :
    a. Pria
    b. Wanita

35. Pendidikan terakhir Anda :
    a. SD/SMP
    b. SMA
    c. D3/S1
    d. S2
    e. S3

36. Pekerjaan Anda :
    a. Wiraswasta
    b. Karyawan
    c. Pelajar/Mahasiswa
    d. Lain-lain …….

37. Anda termasuk kategori:
    a. Pasien b. Keluarga pasien c. Pasien (Karyawan RS)

38. Pengeluaran rutin rumah tangga perbulan seperti listrik, air, telepon, biaya dapur, dll (tidak termasuk pengeluaran cicilan atau kredit) :
    a. Lebih dari Rp 3.001.000,-
    b. Rp 2.501.000,- sampai Rp 3.000.000,-
    c. Rp 1.751.000 sampai Rp 2.500.000,-
    d. Rp 1.251.000,- sampai Rp 1.750.000,-
    e. Rp 901.000,- sampai Rp 1.250.000,-

LAMPIRAN 2

Factor Analysis

Notes

Output Created		2010-06-20T11:18:51.312
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.

Syntax		FACTOR /VARIABLES AD1 AD2 AD3 AD5 AD6 /MISSING LISTWISE /ANALYSIS AD1 AD2 AD3 AD5 AD6 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.203
	Elapsed Time	0:00:00.219
	Maximum Memory Required	4396 (4.293K) bytes
Variables Created	FAC1_5	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.738
Bartlett's Test of Sphericity	Approx. Chi-Square	52.065
	df	10.000
	Sig.	.000

Anti-image Matrices

		AD1	AD2	AD3	AD5	AD6
Anti-image Covariance	AD1	.473	-.065	-.222	-.070	-.093
	AD2	-.065	.581	-.170	-.219	.059
	AD3	-.222	-.170	.459	.105	-.136
	AD5	-.070	-.219	.105	.555	-.245
	AD6	-.093	.059	-.136	-.245	.531
Anti-image Correlation	AD1	.797[a]	-.124	-.476	-.136	-.186
	AD2	-.124	.763[a]	-.329	-.386	.107
	AD3	-.476	-.329	.703[a]	.209	-.276
	AD5	-.136	-.386	.209	.671[a]	-.452
	AD6	-.186	.107	-.276	-.452	.755[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
AD1	1.000	.677
AD2	1.000	.558
AD3	1.000	.624
AD5	1.000	.510
AD6	1.000	.601

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.969	59.386	59.386	2.969	59.386	59.386
2	.773	15.452	74.838			
3	.626	12.518	87.356			
4	.364	7.279	94.634			
5	.268	5.366	100.000			

Extraction Method: Principal Component Analysis.

Notes

Component Matrix[a]

	Component
	1
AD1	.823
AD2	.747
AD3	.790
AD5	.714
AD6	.775

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=AD1 AD2 AD3 AD6 AD5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Output Created		2010-06-20T11:20:06.671
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=AD1 AD2 AD3 AD6 AD5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.032
	Elapsed Time	0:00:00.031

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.815	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
AD1	14.43	3.495	.678	.772
AD2	14.20	4.993	.593	.786
AD3	14.13	4.947	.657	.774
AD6	14.47	4.464	.639	.768

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

AD5	14.23	4.668	.563	.791

```
FACTOR
/VARIABLES PP1 PP2 PP3 PP4 PP5
/MISSING LISTWISE
/ANALYSIS PP1 PP2 PP3 PP4 PP5
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

	Output Created	2010-06-20T11:21:28.250
	Comments	
Input	Data	D:\Tesis\Pretest.sav

	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.
	Syntax	FACTOR /VARIABLES PP1 PP2 PP3 PP4 PP5 /MISSING LISTWISE /ANALYSIS PP1 PP2 PP3 PP4 PP5 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.203
	Elapsed Time	0:00:00.202

	Maximum Memory Required	4396 (4.293K) bytes
Variables Created	FAC1_6	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.806
Bartlett's Test of Sphericity	Approx. Chi-Square	47.338
	df	10.000
	Sig.	.000

Anti-image Matrices

		PP1	PP2	PP3	PP4	PP5
Anti-image Covariance	PP1	.553	.002	-.190	-.145	-.111
	PP2	.002	.608	-.232	-.128	-.026
	PP3	-.190	-.232	.503	-.022	-.074
	PP4	-.145	-.128	-.022	.558	-.202
	PP5	-.111	-.026	-.074	-.202	.614
Anti-image Correlation	PP1	.816[a]	.003	-.360	-.261	-.191
	PP2	.003	.794[a]	-.419	-.220	-.042

	PP3	-.360	-.419	.773[a]	-.041	-.133
	PP4	-.261	-.220	-.041	.814[a]	-.345
	PP5	-.191	-.042	-.133	-.345	.840[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
PP1	1.000	.620
PP2	1.000	.533
PP3	1.000	.650
PP4	1.000	.619

	Initial	Extraction
PP5	1.000	.557

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.980	59.594	59.594	2.980	59.594	59.594
2	.701	14.018	73.611			

3	.540	10.792	84.403			
4	.448	8.954	93.357			
5	.332	6.643	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
PP1	.788
PP2	.730
PP3	.806
PP4	.787
PP5	.747

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=PP1 PP2 PP3 PP4 PP5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
```

/SUMMARY=TOTAL.

Notes

Output Created		2010-06-20T11:22:03.500
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=PP1 PP2 PP3 PP4 PP5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.078
	Elapsed Time	0:00:00.077

Reliability

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.826	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted

PP1	13.97	6.102	.645	.784
PP2	13.87	6.602	.570	.805
PP3	14.00	6.414	.662	.783
PP4	14.13	5.430	.653	.785
PP5	14.30	6.010	.605	.796

```
FACTOR
/VARIABLES PD1 PD2
/MISSING LISTWISE
/ANALYSIS PD1 PD2
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

Output Created		2010-06-20T11:23:20.171
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>

	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.
Syntax		FACTOR /VARIABLES PD1 PD2 /MISSING LISTWISE /ANALYSIS PD1 PD2 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.312
	Elapsed Time	0:00:00.312
	Maximum Memory Required	1192 (1.164K) bytes
Variables Created	FAC1_9	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	15.841
	df	1.000
	Sig.	.000

Anti-image Matrices

		PD1	PD2
Anti-image Covariance	PD1	.562	-.372
	PD2	-.372	.562
Anti-image Correlation	PD1	.500[a]	-.662
	PD2	-.662	.500[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
PD1	1.000	.831
PD2	1.000	.831

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.662	83.086	83.086	1.662	83.086	83.086
2	.338	16.914	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
PD1	.912
PD2	.912

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=PD1 PD2
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

	Output Created	2010-06-20T11:23:50.515
	Comments	
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
	Syntax	RELIABILITY /VARIABLES=PD1 PD2 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.047

Notes

Input	Output Created	2010-06-20T11:23:50.515
	Comments	
	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
	Syntax	RELIABILITY /VARIABLES=PD1 PD2 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.047
	Elapsed Time	0:00:00.062

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.774	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PD1	3.87	.257	.662	.[a]
PD2	3.93	.478	.662	.[a]

Reliability Statistics

Cronbach's Alpha	N of Items

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

```
FACTOR
/VARIABLES FA1 FA4 FA5
/MISSING LISTWISE
/ANALYSIS FA1 FA4 FA5
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

Output Created		2010-06-20T11:25:36.718
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>

	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.
Syntax		FACTOR /VARIABLES FA1 FA4 FA5 /MISSING LISTWISE /ANALYSIS FA1 FA4 FA5 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.328
	Elapsed Time	0:00:00.344
	Maximum Memory Required	2028 (1.980K) bytes
Variables Created	FAC1_13	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.631
Bartlett's Test of Sphericity	Approx. Chi-Square	26.575
	df	3.000
	Sig.	.000

Anti-image Matrices

		FA1	FA4	FA5
Anti-image Covariance	FA1	.759	-.185	-.049
	FA4	-.185	.445	-.302
	FA5	-.049	-.302	.492
Anti-image Correlation	FA1	.785[a]	-.318	-.081
	FA4	-.318	.588[a]	-.646
	FA5	-.081	-.646	.609[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
FA1	1.000	.524
FA4	1.000	.807
FA5	1.000	.742

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.073	69.084	69.084	2.073	69.084	69.084
2	.647	21.572	90.656			
3	.280	9.344	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
FA1	.724
FA4	.898
FA5	.861

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=FA1 FA4 FA5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		2010-06-20T11:26:09.687
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input

Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=FA1 FA4 FA5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.047
	Elapsed Time	0:00:00.046

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.730	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
FA1	6.97	1.826	.476	.831
FA4	6.30	2.424	.682	.531
FA5	6.33	2.575	.598	.616

```
FACTOR
/VARIABLES RT2 RT3 RT4
/MISSING LISTWISE
/ANALYSIS RT2 RT3 RT4
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

Output Created		2010-06-20T11:27:07.609
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.

	Syntax	FACTOR /VARIABLES RT2 RT3 RT4 /MISSING LISTWISE /ANALYSIS RT2 RT3 RT4 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.297
	Elapsed Time	0:00:00.329
	Maximum Memory Required	2028 (1.980K) bytes
Variables Created	FAC1_15	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.658
Bartlett's Test of Sphericity	Approx. Chi-Square	19.098
	df	3.000
	Sig.	.000

Anti-image Matrices

		RT2	RT3	RT4
Anti-image Covariance	RT2	.639	-.302	-.112
	RT3	-.302	.586	-.218
	RT4	-.112	-.218	.754
Anti-image Correlation	RT2	.649[a]	-.494	-.162
	RT3	-.494	.619[a]	-.328
	RT4	-.162	-.328	.740[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
RT2	1.000	.673
RT3	1.000	.738
RT4	1.000	.563

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %

1	1.974	65.805	65.805	1.974	65.805	65.805
2	.624	20.795	86.600			
3	.402	13.400	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
RT2	.820
RT3	.859
RT4	.750

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=RT2 RT3 RT4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

Output Created	2010-06-20T11:27:38.281

Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=RT2 RT3 RT4 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.062
	Elapsed Time	0:00:00.062

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.731	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
RT2	6.10	2.921	.566	.642
RT3	6.33	2.437	.626	.555

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
RT2	6.10	2.921	.566	.642
RT3	6.33	2.437	.626	.555
RT4	7.63	2.516	.490	.735

```
FACTOR
/VARIABLES RR1 RR2 RR3 RR4 RR5
/MISSING LISTWISE
/ANALYSIS RR1 RR2 RR3 RR4 RR5
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

Input	Output Created	2010-06-20T11:28:23.437
	Comments	
	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1

	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.
	Syntax	FACTOR /VARIABLES RR1 RR2 RR3 RR4 RR5 /MISSING LISTWISE /ANALYSIS RR1 RR2 RR3 RR4 RR5 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.093
	Elapsed Time	0:00:00.109
	Maximum Memory Required	4396 (4.293K) bytes
Variables Created	FAC1_16	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.742
Bartlett's Test of Sphericity	Approx. Chi-Square	91.534
	df	10.000
	Sig.	.000

Anti-image Matrices

		RR1	RR2	RR3	RR4	RR5
Anti-image Covariance	RR1	.325	.083	-.066	-.175	-.203
	RR2	.083	.256	-.176	-.046	-.100
	RR3	-.066	-.176	.223	-.056	.021
	RR4	-.175	-.046	-.056	.372	.031
	RR5	-.203	-.100	.021	.031	.454
Anti-image Correlation	RR1	.695[a]	.286	-.246	-.503	-.530
	RR2	.286	.681[a]	-.736	-.148	-.295
	RR3	-.246	-.736	.739[a]	-.195	.067
	RR4	-.503	-.148	-.195	.836[a]	.075
	RR5	-.530	-.295	.067	.075	.782[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
RR1	1.000	.679
RR2	1.000	.683
RR3	1.000	.780
RR4	1.000	.722
RR5	1.000	.619

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.482	69.645	69.645	3.482	69.645	69.645
2	.708	14.154	83.799			
3	.465	9.309	93.108			
4	.218	4.368	97.476			
5	.126	2.524	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
RR1	.824
RR2	.826
RR3	.883
RR4	.849
RR5	.787

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=RR1 RR2 RR3 RR4 RR5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		2010-06-20T11:28:47.750
Comments		
Input	Data	D:\Tesis\Pretest.sav

	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
	Syntax	RELIABILITY /VARIABLES=RR1 RR2 RR3 RR4 RR5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.032
	Elapsed Time	0:00:00.031

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0

	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.889	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
RR1	13.63	10.516	.719	.868
RR2	13.23	10.392	.720	.868
RR3	13.33	9.885	.799	.849
RR4	13.17	10.833	.751	.862
RR5	13.17	10.420	.675	.879

```
FACTOR
/VARIABLES WT1 WT2 WT3 WT4
/MISSING LISTWISE
/ANALYSIS WT1 WT2 WT3 WT4
/PRINT INITIAL KMO AIC EXTRACTION
```

/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.

Factor Analysis

Notes

Output Created		2010-06-20T11:29:22.234
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.

Syntax		FACTOR /VARIABLES WT1 WT2 WT3 WT4 /MISSING LISTWISE /ANALYSIS WT1 WT2 WT3 WT4 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.125
	Elapsed Time	0:00:00.142
	Maximum Memory Required	3096 (3.023K) bytes
Variables Created	FAC1_17	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.633
Bartlett's Test of Sphericity	Approx. Chi-Square	29.891
	df	6.000
	Sig.	.000

Anti-image Matrices

		WT1	WT2	WT3	WT4
Anti-image Covariance	WT1	.654	-.176	-.273	-.003
	WT2	-.176	.607	.097	-.298
	WT3	-.273	.097	.621	-.224
	WT4	-.003	-.298	-.224	.536
Anti-image Correlation	WT1	.689[a]	-.279	-.429	-.006
	WT2	-.279	.602[a]	.158	-.521
	WT3	-.429	.158	.612[a]	-.388
	WT4	-.006	-.521	-.388	.633[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
WT1	1.000	.569
WT2	1.000	.538
WT3	1.000	.544
WT4	1.000	.670

Anti-image Matrices

		WT1	WT2	WT3	WT4
Anti-image Covariance	WT1	.654	-.176	-.273	-.003
	WT2	-.176	.607	.097	-.298
	WT3	-.273	.097	.621	-.224
	WT4	-.003	-.298	-.224	.536
Anti-image Correlation	WT1	.689[a]	-.279	-.429	-.006
	WT2	-.279	.602[a]	.158	-.521
	WT3	-.429	.158	.612[a]	-.388
	WT4	-.006	-.521	-.388	.633[a]

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.320	58.000	58.000	2.320	58.000	58.000
2	.806	20.138	78.138			
3	.562	14.046	92.184			

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.320	58.000	58.000	2.320	58.000	58.000
2	.806	20.138	78.138			
3	.562	14.046	92.184			
4	.313	7.816	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
WT1	.754
WT2	.733
WT3	.737
WT4	.819

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

RELIABILITY

```
/VARIABLES=WT1 WT2 WT3 WT4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		2010-06-20T11:29:48.500
Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
	Matrix Input	Matrix Input
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax		RELIABILITY /VARIABLES=WT1 WT2 WT3 WT4 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.046
	Elapsed Time	0:00:00.046

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.747	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
WT1	9.83	3.937	.552	.702
WT2	9.27	5.375	.512	.709
WT3	9.73	4.961	.544	.689
WT4	9.57	4.806	.605	.657

```
/VARIABLES HA1 HA3
/MISSING LISTWISE
/ANALYSIS HA1 HA3
/PRINT INITIAL KMO AIC EXTRACTION
/CRITERIA FACTORS(1) ITERATE(25)
/EXTRACTION PC
/ROTATION NOROTATE
/SAVE REG(ALL)
/METHOD=CORRELATION.
```

Factor Analysis

Notes

Output Created	2010-06-20T11:37:49.015
Comments	

Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.
Syntax		FACTOR /VARIABLES HA1 HA3 /MISSING LISTWISE /ANALYSIS HA1 HA3 /PRINT INITIAL KMO AIC EXTRACTION /CRITERIA FACTORS(1) ITERATE(25) /EXTRACTION PC /ROTATION NOROTATE /SAVE REG(ALL) /METHOD=CORRELATION.
Resources	Processor Time	0:00:00.204
	Elapsed Time	0:00:00.203
	Maximum Memory Required	1192 (1.164K) bytes
Variables Created	FAC1_19	Component score 1

[DataSet1] D:\Tesis\Pretest.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	12.805

	df	1.000
	Sig.	.000

Anti-image Matrices

		HA1	HA3
Anti-image Covariance	HA1	.628	-.383
	HA3	-.383	.628
Anti-image Correlation	HA1	.500[a]	-.610
	HA3	-.610	.500[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
HA1	1.000	.805
HA3	1.000	.805

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.610	80.507	80.507	1.610	80.507	80.507

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	12.805
	df	1.000

2	.390	19.493	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
HA1	.897
HA3	.897

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

```
RELIABILITY
/VARIABLES=HA1 HA3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

Notes

Output Created	2010-06-20T11:38:20.578

Comments		
Input	Data	D:\Tesis\Pretest.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Matrix Input	Matrix Input
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=HA1 HA3 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	0:00:00.079
	Elapsed Time	0:00:00.094

[DataSet1] D:\Tesis\Pretest.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0

	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.757	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
HA1	3.30	.700	.610	.[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
HA3	3.50	.603	.610	.[a]

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

LAMPIRAN 3

```
DATE:  7/ 2/2010
                                TIME: 21:16

                        L I S R E L  8.70

                                BY

                        Karl G. Jöreskog & Dag Sörbom

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 The following lines were read from file D:\Tesis\Uji2.spl:

 System File from File 2CFA.DSF

 Latent Variables: AD PP PD FA RT RR WA HA Evaluasi Kembali Rekomendasi

 Relationships
 AD1=1*AD
 AD2=AD
 AD3=AD
 AD4=AD
 AD5=AD

 PP1=1*PP
 PP2=PP
 PP3=PP
 PP4=PP
 PP5=PP

 PD1=1*PD
 PD2=PD

 FA1=1*FA
 FA2=FA
 FA3=FA

 RT1=1*RT
 RT2=RT

 RR1=1*RR
 RR2=RR
 RR3=RR
 RR4=RR
 RR5=RR

 WA1=1*WA
 WA2=WA
 WA3=WA
 WA4=WA

 HA1=1*HA
 HA2=HA

 KEMB1=1*Kembali
 KEMB2=Kembali

 REK=1*Rekomendasi

 AD=Evaluasi
 PP=Evaluasi
```

```
PD=Evaluasi
FA=EvaluasiRT=Evaluasi
RR=Evaluasi
WA=Evaluasi
HA=Evaluasi

Kembali=Evaluasi
Rekomendasi=Evaluasi Kembali

Set Error Variance of REK to 0.01

!Options: SC AD=OFF
Path Diagram
End of Problem

Sample Size =   160
```

Covariance Matrix

	AD1	AD2	AD3	AD4	AD5	PP1
AD1	0.90					
AD2	0.57	0.70				
AD3	0.46	0.45	0.53			
AD4	0.45	0.42	0.38	0.63		
AD5	0.53	0.48	0.41	0.47	0.74	
PP1	0.22	0.26	0.26	0.29	0.31	0.58
PP2	0.22	0.18	0.20	0.25	0.25	0.26
PP3	0.23	0.18	0.16	0.21	0.24	0.22
PP4	0.23	0.21	0.24	0.19	0.27	0.27
PP5	0.20	0.17	0.11	0.14	0.17	0.19
PD1	0.16	0.10	0.13	0.09	0.13	0.13
PD2	0.14	0.08	0.11	0.06	0.12	0.15
FA1	0.42	0.34	0.27	0.29	0.40	0.29
FA2	0.31	0.21	0.22	0.33	0.32	0.20
FA3	0.33	0.23	0.24	0.30	0.33	0.18
RT1	0.34	0.25	0.23	0.23	0.26	0.18
RT2	0.18	0.13	0.11	0.15	0.14	0.19
RR1	0.18	0.18	0.08	0.17	0.16	0.21
RR2	0.19	0.18	0.15	0.16	0.25	0.19
RR3	0.24	0.20	0.18	0.18	0.25	0.21
RR4	0.17	0.15	0.10	0.12	0.21	0.18
RR5	0.28	0.23	0.13	0.19	0.20	0.17
WA1	0.30	0.27	0.19	0.18	0.26	0.27
WA2	0.19	0.18	0.16	0.13	0.14	0.20
WA3	0.50	0.42	0.33	0.31	0.35	0.23
WA4	0.26	0.25	0.24	0.25	0.25	0.23
HA1	0.25	0.23	0.26	0.24	0.27	0.24
HA2	0.24	0.22	0.23	0.23	0.22	0.19
KEMB1	0.39	0.31	0.28	0.27	0.30	0.20
KEMB2	0.27	0.22	0.22	0.21	0.23	0.13
REK	0.24	0.19	0.18	0.18	0.22	0.16

Covariance Matrix

	PP2	PP3	PP4	PP5	PD1	PD2
PP2	0.46					
PP3	0.30	0.48				
PP4	0.32	0.29	0.69			
PP5	0.20	0.28	0.32	0.58		
PD1	0.15	0.16	0.23	0.15	0.44	
PD2	0.16	0.18	0.24	0.13	0.32	0.39
FA1	0.28	0.27	0.35	0.28	0.28	0.28
FA2	0.25	0.24	0.29	0.22	0.17	0.16
FA3	0.25	0.25	0.32	0.22	0.15	0.14
RT1	0.12	0.12	0.13	0.10	0.12	0.07
RT2	0.14	0.12	0.07	0.17	0.15	0.12
RR1	0.14	0.15	0.14	0.18	0.13	0.12
RR2	0.16	0.20	0.24	0.18	0.08	0.10
RR3	0.21	0.22	0.32	0.19	0.06	0.10
RR4	0.16	0.21	0.24	0.20	0.12	0.14

RR5	0.14	0.21	0.17	0.24	0.14	0.12
WA1	0.20	0.17	0.24	0.24	0.19	0.19
WA2	0.12	0.14	0.17	0.02	0.10	0.16
WA3	0.21	0.25	0.25	0.19	0.13	0.13
WA4	0.17	0.21	0.24	0.13	0.15	0.14
HA1	0.14	0.12	0.19	0.11	0.19	0.14
HA2	0.13	0.12	0.20	0.16	0.12	0.09
KEMB1	0.19	0.21	0.18	0.17	0.19	0.13
KEMB2	0.17	0.16	0.17	0.15	0.15	0.15
REK	0.15	0.14	0.18	0.16	0.18	0.16

Covariance Matrix

	FA1	FA2	FA3	RT1	RT2	RR1
FA1	0.91					
FA2	0.37	0.49				
FA3	0.38	0.39	0.54			
RT1	0.24	0.13	0.18	0.69		
RT2	0.26	0.10	0.09	0.32	0.61	
RR1	0.29	0.18	0.10	0.25	0.32	0.87
RR2	0.31	0.22	0.19	0.24	0.19	0.42
RR3	0.34	0.23	0.26	0.27	0.21	0.44
RR4	0.28	0.23	0.18	0.19	0.20	0.39
RR5	0.28	0.18	0.12	0.32	0.38	0.56
WA1	0.42	0.23	0.24	0.25	0.23	0.39
WA2	0.26	0.13	0.14	0.11	0.11	0.18
WA3	0.41	0.30	0.28	0.20	0.16	0.30
WA4	0.34	0.20	0.22	0.20	0.17	0.24
HA1	0.29	0.21	0.23	0.14	0.03	0.14
HA2	0.28	0.22	0.23	0.19	0.07	0.21
KEMB1	0.28	0.23	0.24	0.25	0.16	0.20
KEMB2	0.21	0.21	0.20	0.10	0.08	0.09
REK	0.23	0.22	0.20	0.12	0.10	0.14

Covariance Matrix

	RR2	RR3	RR4	RR5	WA1	WA2
RR2	0.66					
RR3	0.54	0.74				
RR4	0.42	0.47	0.60			
RR5	0.36	0.35	0.35	0.84		
WA1	0.33	0.41	0.32	0.36	1.04	
WA2	0.12	0.22	0.14	0.12	0.39	0.56
WA3	0.28	0.32	0.21	0.27	0.53	0.35
WA4	0.21	0.28	0.17	0.22	0.40	0.36
HA1	0.17	0.15	0.12	0.12	0.36	0.28
HA2	0.23	0.22	0.15	0.15	0.31	0.24
KEMB1	0.20	0.20	0.15	0.23	0.33	0.22
KEMB2	0.09	0.09	0.11	0.13	0.22	0.16
REK	0.14	0.11	0.14	0.17	0.25	0.16

Covariance Matrix

	WA3	WA4	HA1	HA2	KEMB1	KEMB2
WA3	0.83					
WA4	0.43	0.62				
HA1	0.30	0.32	0.71			
HA2	0.29	0.30	0.58	0.69		
KEMB1	0.36	0.24	0.40	0.37	0.58	
KEMB2	0.27	0.21	0.32	0.29	0.40	0.46
REK	0.23	0.21	0.35	0.28	0.39	0.41

Covariance Matrix

	REK
REK	0.51

Number of Iterations = 34

LISREL Estimates (Robust Maximum Likelihood)

Measurement Equations

AD1 = 1.00*AD, Errorvar.= 0.31 , R² = 0.66
(0.055)
5.66

AD2 = 0.91*AD, Errorvar.= 0.21 , R² = 0.70
(0.078) (0.064)
11.73 3.27

AD3 = 0.80*AD, Errorvar.= 0.15 , R² = 0.71
(0.069) (0.025)
11.57 6.16

AD4 = 0.81*AD, Errorvar.= 0.25 , R² = 0.61
(0.070) (0.039)
11.65 6.23

AD5 = 0.91*AD, Errorvar.= 0.25 , R² = 0.67
(0.071) (0.039)
12.85 6.25

PP1 = 1.00*PP, Errorvar.= 0.36 , R² = 0.38
(0.084)
4.31

PP2 = 1.13*PP, Errorvar.= 0.19 , R² = 0.60
(0.17) (0.028)
6.72 6.64

PP3 = 1.12*PP, Errorvar.= 0.21 , R² = 0.57
(0.19) (0.036)
5.82 5.68

PP4 = 1.27*PP, Errorvar.= 0.34 , R² = 0.51
(0.18) (0.053)
7.28 6.31

PP5 = 0.98*PP, Errorvar.= 0.37 , R² = 0.36
(0.19) (0.058)
5.24 6.43

PD1 = 1.00*PD, Errorvar.= 0.10 , R² = 0.77
(0.051)
1.95

PD2 = 0.94*PD, Errorvar.= 0.087 , R² = 0.78
(0.10) (0.038)
9.20 2.29

FA1 = 1.00*FA, Errorvar.= 0.49 , R² = 0.46
(0.062)
7.88

FA2 = 0.94*FA, Errorvar.= 0.13 , R² = 0.75
(0.11) (0.028)
8.25 4.44

FA3 = 0.96*FA, Errorvar.= 0.15 , R² = 0.72
(0.10) (0.039)
9.34 3.82

RT1 = 1.00*RT, Errorvar.= 0.28 , R² = 0.60
(0.10)
2.65

RT2 = 0.77*RT, Errorvar.= 0.37 , R² = 0.40
(0.22) (0.078)
3.54 4.68

```
  RR1 = 1.00*RR, Errorvar.= 0.48  , R² = 0.45
                           (0.079)
                            6.04

  RR2 = 1.10*RR, Errorvar.= 0.18  , R² = 0.72
       (0.12)              (0.035)
        9.57                5.15

  RR3 = 1.18*RR, Errorvar.= 0.18  , R² = 0.75
       (0.12)              (0.055)
        9.83                3.37

  RR4 = 0.99*RR, Errorvar.= 0.21  , R² = 0.64
       (0.11)              (0.045)
        8.65                4.78

  RR5 = 0.88*RR, Errorvar.= 0.53  , R² = 0.37
       (0.10)              (0.067)
        8.51                7.86

  WA1 = 1.00*WA, Errorvar.= 0.54  , R² = 0.48
                           (0.088)
                            6.08

  WA2 = 0.72*WA, Errorvar.= 0.30  , R² = 0.47
       (0.087)             (0.044)
        8.33                6.89

  WA3 = 1.02*WA, Errorvar.= 0.30  , R² = 0.64
       (0.12)              (0.056)
        8.43                5.37

  WA4 = 0.87*WA, Errorvar.= 0.24  , R² = 0.61
       (0.11)              (0.040)
        7.72                6.07

  HA1 = 1.00*HA, Errorvar.= 0.11  , R² = 0.84
                           (0.045)
                            2.43

  HA2 = 0.97*HA, Errorvar.= 0.13  , R² = 0.81
       (0.072)             (0.041)
        13.40               3.28

KEMB1 = 1.00*Kembali, Errorvar.= 0.18  , R² = 0.69
                                (0.033)
                                 5.40

KEMB2 = 0.99*Kembali, Errorvar.= 0.070 , R² = 0.85
       (0.075)                 (0.019)
        13.21                   3.67

  REK = 1.00*Rekomend, Errorvar.= 0.0100, R² = 0.98


     Structural Equations


   AD = 0.59*Evaluasi, Errorvar.= 0.25  , R² = 0.58
       (0.071)                  (0.070)
        8.28                     3.51

   PP = 0.38*Evaluasi, Errorvar.= 0.075 , R² = 0.66
       (0.067)                  (0.030)
        5.65                     2.48

   PD = 0.32*Evaluasi, Errorvar.= 0.24  , R² = 0.30
       (0.053)                  (0.058)
        6.03                     4.15

   FA = 0.55*Evaluasi, Errorvar.= 0.12  , R² = 0.71
       (0.069)                  (0.032)
```

```
          7.95                        3.83

      RT = 0.37*Evaluasi, Errorvar.= 0.28 , R² = 0.33
          (0.089)                    (0.12)
           4.12                       2.41

      RR = 0.39*Evaluasi, Errorvar.= 0.25  , R² = 0.38
          (0.073)                    (0.063)
           5.29                       3.93

      WA = 0.56*Evaluasi, Errorvar.= 0.19  , R² = 0.63
          (0.079)                    (0.068)
           7.12                       2.77

      HA = 0.49*Evaluasi, Errorvar.= 0.36  , R² = 0.40
          (0.078)                    (0.069)
           6.32                       5.18

 Kembali = 0.45*Evaluasi, Errorvar.= 0.20  , R² = 0.51
          (0.060)                    (0.041)
           7.46                       4.74

Rekomend = 1.13*Kembali - 0.090*Evaluasi, Errorvar.= 0.075 , R² = 0.85
          (0.11)         (0.062)                    (0.027)
           10.69         -1.46                       2.76


        Reduced Form Equations

      AD = 0.59*Evaluasi, Errorvar.= 0.25, R² = 0.58
          (0.071)
           8.28

      PP = 0.38*Evaluasi, Errorvar.= 0.075, R² = 0.66
          (0.067)
           5.65

      PD = 0.32*Evaluasi, Errorvar.= 0.24, R² = 0.30
          (0.053)
           6.03

      FA = 0.55*Evaluasi, Errorvar.= 0.12, R² = 0.71
          (0.069)
           7.95

      RT = 0.37*Evaluasi, Errorvar.= 0.28, R² = 0.33
          (0.089)
           4.12

      RR = 0.39*Evaluasi, Errorvar.= 0.25, R² = 0.38
          (0.073)
           5.29

      WA = 0.56*Evaluasi, Errorvar.= 0.19, R² = 0.63
          (0.079)
           7.12

      HA = 0.49*Evaluasi, Errorvar.= 0.36, R² = 0.40
          (0.078)
           6.32

 Kembali = 0.45*Evaluasi, Errorvar.= 0.20, R² = 0.51
          (0.060)
           7.46

Rekomend = 0.42*Evaluasi, Errorvar.= 0.32, R² = 0.35
          (0.061)
           6.89


        Correlation Matrix of Independent Variables
          Evaluasi
           --------
```

1.00

Covariance Matrix of Latent Variables

	AD	PP	PD	FA	RT	RR
AD	0.59					
PP	0.22	0.22				
PD	0.19	0.12	0.34			
FA	0.32	0.21	0.17	0.42		
RT	0.22	0.14	0.12	0.20	0.41	
RR	0.23	0.15	0.12	0.21	0.14	0.40
WA	0.33	0.21	0.18	0.31	0.21	0.22
HA	0.29	0.19	0.16	0.27	0.18	0.19
Kembali	0.26	0.17	0.14	0.25	0.17	0.17
Rekomend	0.25	0.16	0.13	0.23	0.15	0.16
Evaluasi	0.59	0.38	0.32	0.55	0.37	0.39

Covariance Matrix of Latent Variables

	WA	HA	Kembali	Rekomend	Evaluasi
WA	0.50				
HA	0.28	0.60			
Kembali	0.25	0.22	0.40		
Rekomend	0.23	0.21	0.41	0.50	
Evaluasi	0.56	0.49	0.45	0.42	1.00

Goodness of Fit Statistics

Degrees of Freedom = 424
Minimum Fit Function Chi-Square = 870.26 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 847.09 (P = 0.0)
Satorra-Bentler Scaled Chi-Square = 659.15 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 235.15
90 Percent Confidence Interval for NCP = (169.53 ; 308.72)

Minimum Fit Function Value = 5.47
Population Discrepancy Function Value (F0) = 1.48
90 Percent Confidence Interval for F0 = (1.07 ; 1.94)
Root Mean Square Error of Approximation (RMSEA) = 0.059
90 Percent Confidence Interval for RMSEA = (0.050 ; 0.068)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.047

Expected Cross-Validation Index (ECVI) = 5.05
90 Percent Confidence Interval for ECVI = (4.64 ; 5.51)
ECVI for Saturated Model = 6.24
ECVI for Independence Model = 64.82

Chi-Square for Independence Model with 465 Degrees of Freedom = 10244.96
Independence AIC = 10306.96
Model AIC = 803.15
Saturated AIC = 992.00
Independence CAIC = 10433.29
Model CAIC = 1096.56
Saturated CAIC = 3013.29

Normed Fit Index (NFI) = 0.94
Non-Normed Fit Index (NNFI) = 0.97
Parsimony Normed Fit Index (PNFI) = 0.85
Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.93

Critical N (CN) = 120.32

Root Mean Square Residual (RMR) = 0.054
Standardized RMR = 0.081
Goodness of Fit Index (GFI) = 0.74
Adjusted Goodness of Fit Index (AGFI) = 0.70

Parsimony Goodness of Fit Index (PGFI) = 0.64

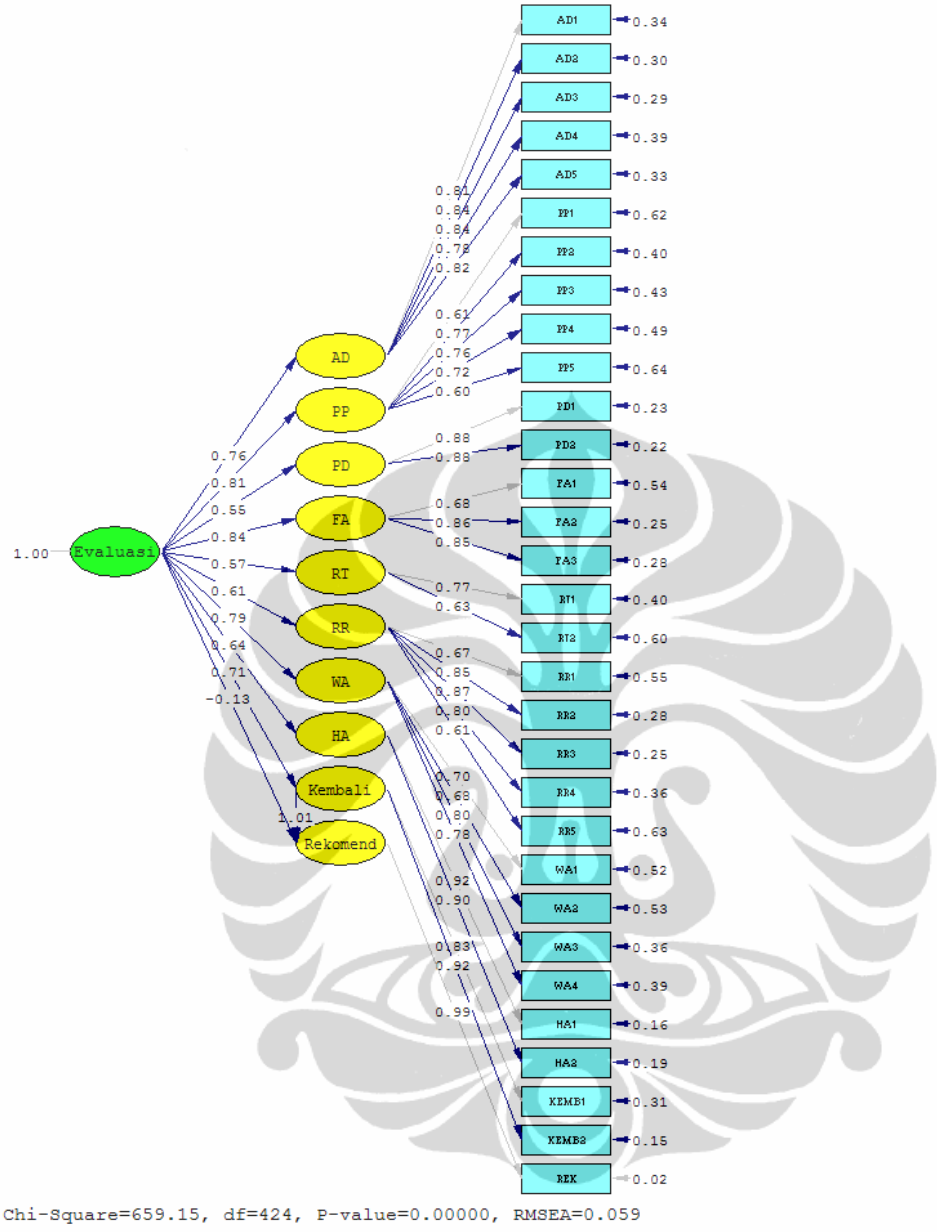
The Modification Indices Suggest to Add the

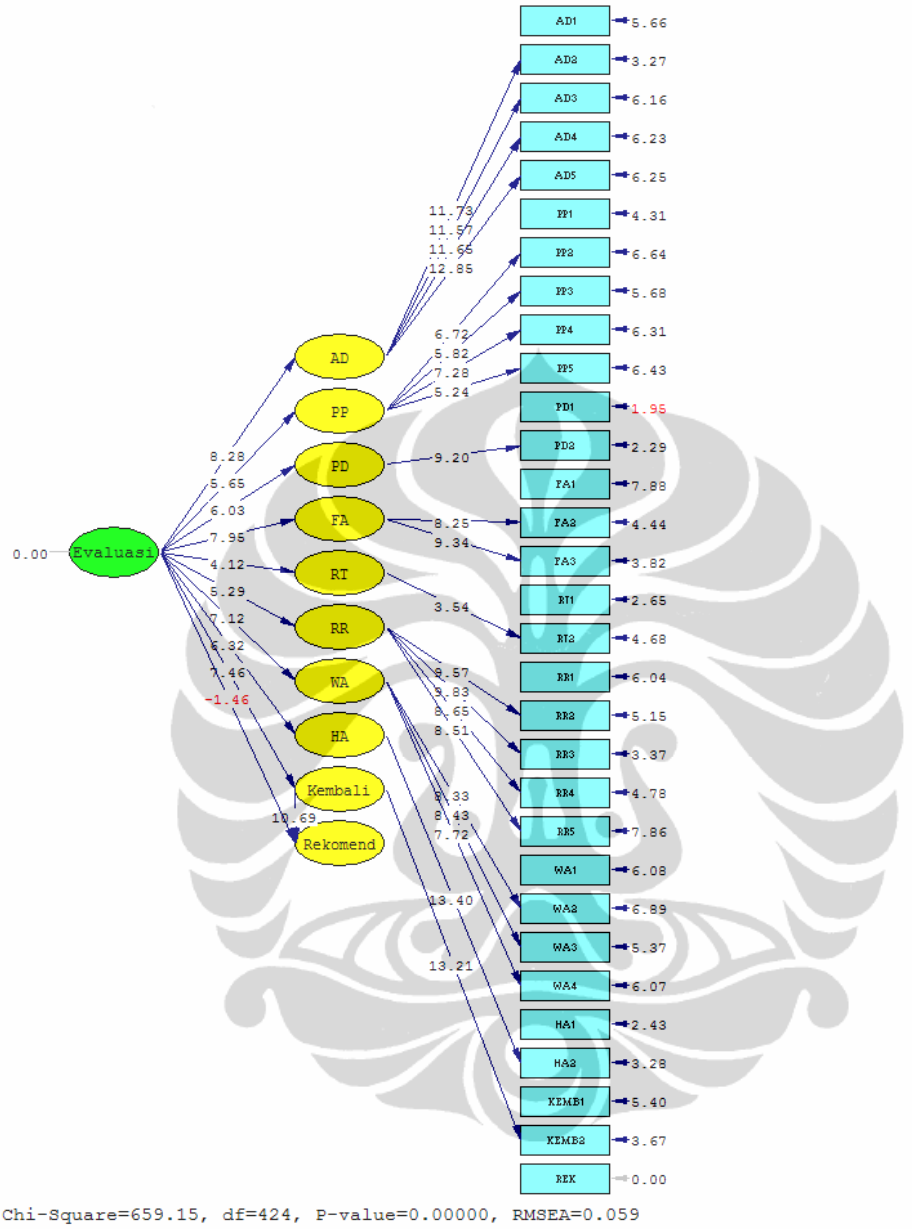
Path to	from	Decrease in Chi-Square	New Estimate
AD2	FA	16.4	-0.45
PP1	AD	17.3	0.52
PP3	HA	9.5	-0.27
PD2	PP	16.7	1.13
FA1	PD	15.4	0.50
FA1	RT	8.1	0.39
FA1	WA	16.7	0.60
FA2	RT	10.0	-0.31
FA2	WA	131.8	-5.93
RT1	RR	8.6	0.69
RT2	AD	27.4	-2.34
RT2	RR	10.2	0.49
RT2	HA	10.7	-0.42
RR5	RT	17.4	0.52
WA1	RR	9.0	0.39
WA2	AD	10.4	-0.38
WA2	FA	17.9	-0.84
WA3	AD	19.3	0.49
HA1	Kembali	9.5	0.25
HA1	Rekomend	13.7	0.23
KEMB1	AD	20.5	0.32
KEMB1	RT	23.2	0.40
KEMB1	WA	14.0	0.31
KEMB1	HA	15.2	0.24
KEMB2	PP	17.5	-0.74
KEMB2	FA	66.8	-1.63
KEMB2	RT	18.4	-0.30
KEMB2	RR	25.8	-0.31
KEMB2	WA	15.1	-0.43
PP	PD	16.3	0.42
PP	RR	15.0	0.66
PP	HA	22.5	-0.40
PD	Kembali	34.8	2.79
FA	PP	9.4	0.58
RT	AD	14.5	1.08
RT	RR	19.6	0.69
RR	RT	79.3	2.46
WA	HA	11.7	0.42
HA	Kembali	128.0	3.47
HA	Rekomend	32.5	0.73
Kembali	RR	8.2	-0.30
Kembali	HA	70.7	1.06

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
PD	PP	7.9	0.05
FA	PP	16.5	0.08
RR	RT	13.4	0.12
HA	PP	11.6	-0.07
Kembali	HA	27.5	0.15
AD2	AD1	10.9	0.16
AD3	AD2	21.7	0.21
FA2	AD2	8.7	-0.05
FA2	AD4	17.6	0.08
RR1	FA3	9.1	-0.08
RR1	RT2	9.4	0.12
RR3	FA3	14.2	0.07
RR5	RT2	16.6	0.16
RR5	RR1	37.2	0.27
RR5	RR3	14.4	-0.14
WA2	PP5	12.1	-0.10
WA2	PD2	11.2	0.06
WA3	AD1	12.4	0.11
WA4	WA2	8.6	0.09
KEMB1	PD2	11.5	-0.05
KEMB1	RT1	10.9	0.08
REK	HA1	7.9	0.04

Time used: 21.422 Seconds


Evaluasi
1.00
AD
PP
PD
FA
RT
RR
WA
HA
Kembali
Rekomend
1.01
0.76
0.81
0.55
0.84
0.57
0.61
0.79
0.64
0.71
-0.13
AD1
AD2
AD3
AD4
AD5
PP1
PP2
PP3
PP4
PP5
PD1
PD2
FA1
FA2
FA3
RT1
RT2
RR1
RR2
RR3
RR4
RR5
WA1
WA2
WA3
WA4
HA1
HA2
KEMB1
KEMB2
REK
0.34
0.30
0.29
0.39
0.33
0.62
0.40
0.43
0.49
0.64
0.23
0.22
0.54
0.25
0.28
0.40
0.60
0.55
0.28
0.25
0.36
0.63
0.52
0.53
0.36
0.39
0.16
0.19
0.31
0.15
0.02
Chi-Square=659.15, df=424, P-value=0.00000, RMSEA=0.059


Evaluasi
0.00
AD
PP
PD
FA
RT
RR
WA
HA
Kembali
Rekomend
8.28
5.65
6.03
7.95
4.12
5.29
7.12
6.32
7.46
-1.46
10.69
11.73
11.57
11.66
12.85
6.72
5.82
7.28
5.24
9.20
8.25
9.34
3.54
8.57
8.83
8.65
8.51
8.33
8.43
7.72
13.40
13.21
AD1
AD2
AD3
AD4
AD5
PP1
PP2
PP3
PP4
PP5
PD1
PD2
FA1
FA2
FA3
RT1
RT2
RR1
RR2
RR3
RR4
RR5
WA1
WA2
WA3
WA4
HA1
HA2
KEMB1
KEMB2
REK
5.66
3.27
6.16
6.23
6.25
4.31
6.64
5.68
6.31
6.43
1.95
2.29
7.88
4.44
3.82
2.65
4.68
6.04
5.15
3.37
4.78
7.86
6.08
6.89
5.37
6.07
2.43
3.28
5.40
3.67
0.00
Chi-Square=659.15, df=424, P-value=0.00000, RMSEA=0.059

LAMPIRAN 4

DESCRIPTIVES VARIABLES=AD1 AD2 AD3 AD4 AD5 PP1 PP2 PP3 PP4 PP5 PD1 PD2 FA1 FA2 FA3 RT1 RT2 RT3 RR1 RR2 RR3 RR4 RR5

WA1 WA2 WA3 WA4 HA1 HA2
/STATISTICS=MEAN STDDEV MIN MAX.

Notes

Output Created		2010-07-10T11:24:51.750
Comments		
Input	Data	D:\Tesis\Uji2.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
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	N of Rows in Working Data File	160
Missing Value Handling	Definition of Missing	User defined missing values are treated as missing.
	Cases Used	All non-missing data are used.
Syntax		DESCRIPTIVES VARIABLES=AD1 AD2 AD3 AD4 AD5 PP1 PP2 PP3 PP4 PP5 PD1 PD2 FA1 FA2 FA3 RT1 RT2 RT3 RR1 RR2 RR3 RR4 RR5 WA1 WA2 WA3 WA4 HA1 HA2 /STATISTICS=MEAN STDDEV MIN MAX.
Resources	Processor Time	0:00:00.000
	Elapsed Time	0:00:00.000

Descriptives

[DataSet1] D:\Tesis\Uji2.sav

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
AD1	160	1.00	5.00	3.5937	.94700
AD2	160	1.00	5.00	3.7063	.83626
AD3	160	1.00	5.00	3.8375	.72587
AD4	160	1.00	5.00	3.7687	.79481
AD5	160	1.00	5.00	3.5813	.85761
PP1	160	1.00	5.00	3.7687	.76250
PP2	160	2.00	5.00	3.9750	.68175
PP3	160	2.00	5.00	3.8312	.69338
PP4	160	1.00	5.00	3.6875	.83318
PP5	160	1.00	5.00	3.6375	.76469
PD1	160	1.00	5.00	4.0562	.66585
PD2	160	2.00	5.00	4.0688	.62568
FA1	160	1.00	5.00	3.2063	.95230
FA2	160	2.00	5.00	3.7187	.70195
FA3	160	1.00	5.00	3.6313	.73221
RT1	160	1.00	5.00	3.8875	.83166
RT2	160	2.00	5.00	3.9375	.78257
RT3	160	1.00	5.00	2.8562	1.15930
RR1	160	1.00	5.00	3.4125	.93424
RR2	160	1.00	5.00	3.7562	.81454
RR3	160	1.00	5.00	3.7063	.85853
RR4	160	2.00	5.00	3.7312	.77477
RR5	160	1.00	5.00	3.5813	.91440
WA1	160	1.00	5.00	3.0625	1.01985
WA2	160	1.00	5.00	3.4563	.75107
WA3	160	1.00	5.00	3.2250	.91080
WA4	160	1.00	5.00	3.3188	.78805
HA1	160	1.00	5.00	3.4125	.84219
HA2	160	1.00	5.00	3.3938	.83249
Valid N (listwise)	160				

```
DESCRIPTIVES VARIABLES=KEMB1 KEMB2
  /STATISTICS=MEAN STDDEV MIN MAX.
```

Descriptives

Notes

Output Created		2010-07-10T11:25:14.343
Comments		
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Missing Value Handling	Definition of Missing	User defined missing values are treated as missing.
	Cases Used	All non-missing data are used.
	Syntax	DESCRIPTIVES VARIABLES=KEMB1 KEMB2 /STATISTICS=MEAN STDDEV MIN MAX.
Resources	Processor Time	0:00:00.000
	Elapsed Time	0:00:00.000

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
KEMB1	160	1.00	5.00	3.6937	.76064
KEMB2	160	1.00	5.00	3.8187	.68103
Valid N (listwise)	160				

[DataSet1] D:\Tesis\Uji2.sav

```
DESCRIPTIVES VARIABLES=REK
  /STATISTICS=MEAN STDDEV MIN MAX.
```

Descriptives

Notes

Output Created		2010-07-10T11:25:38.093
Comments		
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	Split File	<none>
	N of Rows in Working Data File	160
Missing Value Handling	Definition of Missing	User defined missing values are treated as missing.
	Cases Used	All non-missing data are used.
Syntax		DESCRIPTIVES VARIABLES=REK /STATISTICS=MEAN STDDEV MIN MAX.
Resources	Processor Time	0:00:00.016
	Elapsed Time	0:00:00.015

[DataSet1] D:\Tesis\Uji2.sav

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
REK	160	1.00	5.00	3.8250	.71419
Valid N (listwise)	160				