

Jakarta, Mei 2008

Kepada Yth,

Bapak/Ibu Pegawai Panin Bank Cabang Utama Palmerah

Di

Jakarta

Dengan hormat,

Berikut ini saya sampaikan kuesioner yang terdiri atas 3 (tiga) bagian, yaitu kepemimpinan, motivasi kerja dan kualitas pelayanan. Kuesioner ini saya perlukan sebagai data untuk menyusun tesis yang berjudul **“PENGARUH KEPEMIMPINAN DAN MOTIVASI KERJA TERHADAP KUALITAS PELAYANAN PEGAWAI FRONTOFFICE PADA PANIN BANK CABANG UTAMA PALMERAH”**. Karena kuesioner ini semata-mata untuk kepentingan akademis, maka tidak akan berdampak apa pun pada kinerja Bapak/Ibu. Oleh karena itu, silahkan Bapak/Ibu menanggapi setiap item pernyataan dengan leluasa dan benar-benar sesuai dengan kondisi sebenarnya.

Terima kasih atas segenap kerjasamanya.

Hormat saya,

**Febriyanti**

**A. Berikan tanda “√” pada salah satu kotak yang tersedia di bawah ini sesuai dengan keadaan Bapak/Ibu.**

1. Jenis kelamin:  Pria  
 Wanita
2. Usia:  ≤ 30 tahun  
 31 – 40 tahun  
 41 – 50 tahun  
 > 50 tahun
3. Pendidikan terakhir:  SLTA  
 Akademi  
 S1  
 S2
4. Status :  Kawin  
 Belum kawin
5. Lama bekerja :  ≤ 5 tahun  
 6 – 10 tahun  
 11 – 15 tahun  
 16 – 20 tahun  
 > 20 tahun

**B. Pilihlah salah satu alternatif respon (jawaban) untuk setiap pernyataan yang paling sesuai dengan keadaan Bapak/IBu dengan membubuhkan tanda "X". Masing-masing pernyataan memiliki alternatif jawaban sebagai berikut:**

- SS = Sangat Setuju  
S = Setuju  
KS = Kurang Setuju  
TS = Tidak Setuju  
STS = Sangat Tidak Setuju

## Bagian Satu

### KEPEMIMPINAN

No	Pernyataan	Alternatif Jawaban				
		SS	S	KS	TS	STS
1	Pimpinan berusaha menciptakan situasi krisis dalam lingkungan organisasi untuk mendorong perubahan.					
2	Pimpinan menunjukkan banyak data-data kepada karyawan tentang kelemahan karyawan dalam menghadapi persaingan.					
3	Pimpinan menekankan kepada karyawan untuk berbicara secara teratur kepada nasabah yang tidak puas.					
4	Pimpinan membentuk tim kerja yang dimaksudkan untuk mewujudkan perubahan organisasi.					
5	Pimpinan menunjuk beberapa orang ahli dan memiliki kredibilitas tinggi yang difungsikan menjadi agen perubahan.					
6	Pimpinan senantiasa menciptakan optimisme kepada karyawan bahwa perubahan dapat menjadikan organisasi berkembang lebih baik.					
7	Pimpinan menciptakan visi organisasi yang mudah dibayangkan oleh semua karyawan.					
8	Pimpinan menciptakan visi organisasi yang realistis sehingga memberikan rasa optimisme kepada karyawan untuk mewujudkannya.					
9	Pimpinan mengembangkan strategi yang jelas untuk mewujudkan visi organisasi.					
10.	Pimpinan senantiasa memberikan teladan untuk mendorong karyawan melakukan upaya-upaya yang mendukung visi perubahan.					
11	Pimpinan mengembangkan komunikasi dua arah untuk menjelaskan visi perubahan yang diprogramkan					
12	Pimpinan berusaha mendelegasikan wewenang untuk meningkatkan rasa tanggungjawab karyawan					

No	Pernyataan	Alternatif Jawaban				
		SS	S	KS	TS	STS
13	Pimpinan menyelenggarakan program-program pelatihan untuk meningkatkan pengetahuan dan keterampilan karyawan					
14	Pimpinan merencanakan secara jelas pencapaian-pencapaian yang akan diwujudkan dalam jangka pendek.					
15	Pimpinan berusaha keras untuk mewujudkan keuntungan-keuntungan jangka pendek yang telah ditetapkan.					
16	Pimpinan bersikap terbuka dan menghargai karyawan-karyawan yang berprestasi.					
17	Pimpinan mempromosikan para karyawan yang telah berhasil mensukseskan terwujudnya visi perubahan yang dicanangkan.					
18	Pimpinan terus mendorong karyawan untuk menciptakan perubahan-perubahan positif dalam organisasi.					
19	Pimpinan bersikap konsisten dalam mendorong perubahan organisasi ke arah yang lebih baik.					
20	Pimpinan senantiasa menekankan kepada karyawan untuk meningkatkan kinerja yang lebih baik melalui perilaku yang berorientasi pada nasabah.					
21	Pimpinan bersikap tegas terhadap karyawan yang tidak menghormati terhadap nilai-nilai luhur organisasi.					

**Bagian Dua**  
**MOTIVASI KERJA**

No	Pernyataan	Alternatif Jawaban				
		SS	S	KS	TS	STS
1	Kebijakan-kebijakan yang diambil perusahaan terkait dengan kepentingan pegawai cukup aspiratif.					
2	Pimpinan melaksanakan pengawasan secara rutin terhadap pelaksanaan tugas pegawai.					
3	Dalam melakukan pengawasan pimpinan memberikan arahan-arahan yang berguna bagi pegawai.					
4	Hubungan yang antar pegawai di dalam perusahaan berlangsung harmonis.					
5	Komunikasi yang terjalin antara pegawai dan pimpinan berjalan baik.					
6	Sarana dan prasarana yang disediakan perusahaan mendukung pelaksanaan tugas pegawai.					
7	Suasana kerja di kantor menyenangkan sehingga mendorong bekerja lebih giat.					
8	Penetapan gaji pegawai didasarkan pada peraturan yang jelas dan disesuaikan dengan kenaikan inflasi.					
9	Gaji yang saya terima setiap bulan mencukupi untuk memenuhi kebutuhan sehari-hari.					
10	Pemberian tunjangan dan insentif oleh perusahaan cukup memadai sehingga membuat nyaman dalam bekerja.					
11	Saya senantiasa dapat menunjukkan kinerja terbaik dalam menyelesaikan tugas.					
12	Perusahaan memberikan penghargaan atas berbagai prestasi yang saya raih.					
13	Pimpinan memberikan pujian setiap kali saya dapat menampilkan prestasi kerja yang memuaskan.					

14	Saya merasa pekerjaan yang menjadi tugas saya sekarang sesuai dengan keinginan saya.					
15	Saya merasa pekerjaan yang menjadi tugas saya memberikan banyak manfaat baik bagi diri saya, perusahaan maupun orang lain.					
16	Saya tidak merasa bosan dengan pekerjaan yang saya lakukan saat ini.					
17	Pekerjaan yang diberikan oleh pimpinan kepada saya sesuai dengan tanggungjawab saya sebagaimana yang tertuang dalam uraian tugas.					
18	Saya senantiasa dapat melaksanakan tanggungjawab secara penuh atas tugas-tugas yang diberikan kepada saya.					
19	Saya senantiasa mendapatkan pengetahuan dan keterampilan baru dalam bekerja.					
20	Saya memiliki jenjang karir yang senantiasa meningkat dari waktu ke waktu.					

**Bagian Tiga**  
**KUALITAS PELAYANAN**

KUALITAS PELAYANAN No	Pernyataan	Alternatif Jawaban				
		SS	S	KS	TS	STS
1	Saya menilai peralatan yang ada di kantor pelayanan mutakhir.					
2	Saya menilai sarana dan prasarana pendukung pelayanan kondisinya memadai.					
3	Saya telah mengenakan tanda pengenal saat memberikan pelayanan.					
4	Saya telah berusaha berpenampilan rapi.					
5	Saya telah berusaha memberikan pelayanan sesuai dengan permintaan.					
6	Saya dapat memberikan pelayanan secara konsisten.					
7	Saya dapat dipercaya dalam memberikan pelayanan.					
8	Saya dapat memberikan pelayanan tepat waktu.					
9	Saya telah berusaha memberikan pelayanan dengan cepat dan tepat.					
10	Saya siap sedia memberikan pelayanan terbaik kepada nasabah.					
11	Saya telah memberikan informasi mengenai kapan pelayanan akan diberikan.					
12	Saya telah menjelaskan urutan-urutan kerja kepada nasabah, sehingga nasabah tahu kapan urusannya akan selesai.					
13	Saya telah berusaha sesigap mungkin terhadap permintaan nasabah					

14	Saya memiliki pengetahuan yang memadai terkait dengan pelayanan yang diberikan.					
15	Saya dapat memberikan jawaban dengan detail atas pertanyaan yang diajukan oleh nasabah					
16	Saya telah menanyakan hal-hal apa saja yang dapat dibantu setiap nasabah datang meminta pelayanan.					
17	Saya telah berusaha untuk bertutur kata yang baik dalam melayani nasabah					
18	Saya merasa bersalah jika tidak dapat memberikan pelayanan secara memuaskan kepada nasabah					
19	Saya bersedia membantu kesulitan-kesulitan yang dihadapi nasabah.					
20	Saya sadar bahwa saya bekerja untuk memberikan pelayanan bagi nasabah.					
21	Saya telah berusaha memberikan perhatian secara individual kepada nasabah tanpa bersikap diskriminatif.					



**DATA PENELITIAN VARIABEL KEPEMIMPINAN**

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10
1	4	5	5	4	3	4	4	4	3	3
2	4	4	4	3	4	4	3	4	4	4
3	5	4	4	3	4	4	4	5	5	4
4	5	5	5	5	5	4	4	4	4	3
5	3	4	3	4	3	4	4	4	3	5
6	5	4	4	4	5	5	3	4	4	4
7	4	4	4	4	4	4	5	5	5	4
8	3	4	3	4	3	4	4	4	3	5
9	5	5	5	4	5	4	5	3	3	2
10	5	5	4	5	4	5	5	4	4	3
11	4	5	4	4	4	4	4	4	5	4
12	4	4	4	5	4	4	4	4	5	4
13	4	5	5	4	4	4	4	4	4	5
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15	4	5	5	5	4	4	5	5	5	5
16	4	5	4	5	5	4	4	4	4	4
17	5	5	5	4	4	4	4	5	5	5
18	4	4	4	4	4	5	5	5	5	4
19	5	4	4	3	4	4	4	5	5	4
20	4	4	4	4	4	3	3	4	5	5
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25	4	3	3	3	3	3	4	4	4	4
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27	4	4	4	4	4	5	5	5	4	3
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31	4	5	5	5	3	5	4	4	4	5
32	5	5	4	5	4	5	5	4	4	5
33	4	5	5	5	5	3	3	4	4	3
34	4	4	4	4	5	4	4	4	4	5
35	4	5	5	5	5	4	4	4	4	4
36	5	4	4	4	4	4	4	4	5	5
37	5	5	5	5	5	4	4	4	4	5
38	4	5	5	5	4	4	5	5	5	5
39	4	4	4	5	4	4	4	5	5	5
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41	5	5	5	5	5	5	4	4	3	4
42	5	5	5	5	5	5	3	4	5	4
43	5	5	5	5	4	4	4	4	4	5
44	3	5	4	5	5	5	5	4	5	5
45	3	3	4	4	5	3	5	4	4	5
46	3	3	3	3	4	5	5	2	3	5
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48	4	4	5	5	5	5	5	4	5	3
49	4	3	3	5	4	4	5	5	3	3
50	4	5	5	4	3	5	4	5	4	4

51	4	4	4	4	4	5	4	4	3	4
52	3	3	3	4	5	5	3	4	4	5
53	4	4	4	4	4	5	4	4	4	4
54	4	4	4	4	4	3	4	4	3	4
55	4	3	3	3	4	4	4	3	4	4
56	4	5	5	5	5	3	3	4	4	3
57	4	5	5	4	3	5	4	5	4	5
58	2	4	4	4	5	5	3	4	4	4
59	3	4	4	3	4	3	3	4	3	4
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69	4	3	4	4	4	5	5	5	5	5
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76	3	4	4	3	4	3	4	3	4	4
77	4	3	4	5	4	4	4	4	4	5
78	3	4	4	4	5	4	4	5	3	4
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82	3	4	4	4	5	5	5	5	4	5
83	3	4	3	3	5	5	3	2	4	5
84	4	4	5	5	3	5	5	5	4	5
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86	4	4	5	5	4	5	5	4	4	4
87	5	5	4	4	4	4	4	4	4	5
88	3	5	5	4	5	5	2	3	3	4
89	2	4	3	3	4	3	3	3	4	4
90	3	4	3	4	3	3	4	4	3	4
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99	3	3	4	3	3	3	4	4	3	4
100	3	2	3	3	2	3	3	4	4	4
Σ	392	403	413	418	409	418	406	408	401	418

X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	X1
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4	4	4	4	4	5	5	4	4	5	5	90
3	4	4	5	5	5	5	5	4	4	4	92
5	4	4	4	5	3	5	5	5	4	5	86
4	4	5	4	3	4	3	4	4	4	4	85
4	3	4	5	5	5	5	5	5	5	4	93
5	4	4	4	4	4	3	3	4	5	5	82
4	5	3	5	3	4	3	3	3	3	4	81
5	5	4	5	4	5	5	5	5	5	5	97
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4	4	4	4	4	5	5	4	4	5	5	90
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4	4	4	5	4	5	5	5	4	5	5	92
5	4	5	5	5	5	5	5	4	5	5	101
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3	3	3	5	5	2	3	3	5	5	2	84
3	4	5	5	5	3	3	4	4	5	3	83
4	4	4	5	4	4	4	4	4	3	4	87

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4	5	3	3	3	5	3	5	5	3	4	82
4	4	4	4	5	5	5	5	5	4	5	91
4	4	3	4	4	4	4	3	4	4	4	80
4	3	4	4	3	4	4	4	4	4	3	77
5	4	4	5	4	5	5	5	5	4	5	92
5	4	4	5	4	4	5	5	5	3	5	93
4	4	5	4	3	4	3	4	4	4	4	82
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3	2	4	3	2	3	3	4	4	4	4	68
3	3	4	4	3	4	4	3	3	3	4	73
3	3	4	3	4	3	4	4	3	4	3	67
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4	3	4	4	3	4	3	3	4	3	4	72
4	5	5	4	5	4	4	5	5	5	4	94
5	4	5	4	4	5	4	5	4	4	4	89
4	3	4	4	3	4	3	4	4	4	4	76
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4	4	4	4	4	4	4	3	4	4	4	85
3	3	3	4	4	3	4	3	4	3	4	74
4	4	4	4	5	4	5	5	4	5	4	89
4	5	5	4	4	4	3	5	5	5	4	88
5	5	5	5	5	5	5	5	5	5	5	103
4	3	5	4	4	5	4	3	4	4	4	81
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4	5	5	5	5	5	5	5	5	5	5	102
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5	4	4	4	5	5	5	5	5	4	4	93
4	4	4	3	3	4	4	4	3	4	4	75
3	4	3	4	4	3	4	4	4	4	4	72
<b>416</b>	<b>405</b>	<b>419</b>	<b>421</b>	<b>410</b>	<b>417</b>	<b>418</b>	<b>417</b>	<b>420</b>	<b>420</b>	<b>424</b>	<b>8673</b>

**DATA PENELITIAN VARIABEL MOTIVASI KERJA**

No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10
1	4	4	4	5	4	4	4	5	4	4
2	3	4	4	4	5	5	5	4	3	3
3	5	3	3	4	4	4	4	4	5	5
4	4	5	5	4	4	4	4	4	4	4
5	4	5	4	4	4	5	5	3	4	4
6	5	5	4	3	4	4	4	5	4	4
7	4	5	5	4	5	5	4	4	4	4
8	4	5	5	5	4	4	3	3	3	4
9	5	3	3	5	5	2	5	3	4	3
10	5	5	4	5	5	4	3	3	4	4
11	3	4	4	4	4	5	4	3	3	3
12	4	5	4	4	4	4	4	4	4	5
13	4	5	5	5	4	5	5	4	4	4
14	4	4	4	5	4	4	4	4	5	4
15	5	4	4	4	4	3	4	4	4	4
16	4	5	5	3	4	4	3	4	3	4
17	4	4	5	4	4	4	4	3	4	4
18	4	5	5	5	5	4	4	4	4	4
19	5	5	5	4	4	4	4	4	5	5
20	5	4	4	4	3	4	4	5	5	5
21	5	5	4	4	4	5	4	4	5	4
22	4	5	4	4	4	5	5	3	4	4
23	4	4	5	5	5	4	5	5	4	4
24	4	5	5	4	4	4	5	5	4	4
25	5	5	4	4	5	4	4	3	4	3
26	5	5	4	5	5	4	4	4	4	4
27	3	4	4	4	4	4	4	3	3	4
28	4	4	4	4	5	5	5	4	4	5
29	5	4	4	4	3	4	3	4	3	4
30	4	3	5	4	5	5	5	4	4	4
31	5	5	4	5	5	4	5	5	5	3
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35	4	5	5	4	4	5	5	5	4	5
36	4	4	4	4	5	4	4	5	5	5
37	4	4	4	4	5	5	5	5	3	4
38	4	5	5	5	4	4	4	4	4	4
39	4	4	4	4	4	4	4	5	4	5
40	5	4	4	5	5	3	4	4	5	4
41	3	3	5	5	4	4	4	4	5	5
42	4	4	4	4	4	4	5	5	5	4
43	3	5	5	5	5	5	5	3	3	3
44	4	5	4	4	5	4	5	4	5	5
45	5	3	5	4	4	4	5	5	4	3
46	5	4	3	4	3	5	5	3	3	5
47	2	3	4	3	3	5	3	5	5	3
48	4	4	4	5	4	4	4	5	4	4
49	4	5	5	5	3	3	4	4	5	3
50	4	5	5	4	5	4	5	5	4	5

51	5	5	4	4	5	5	5	4	5	5
52	5	3	4	3	5	5	4	4	5	3
53	3	3	4	5	5	4	4	4	5	5
54	3	3	4	3	4	3	4	4	3	3
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56	5	4	5	4	4	4	5	5	5	4
57	4	5	5	4	5	4	5	5	4	5
58	5	5	4	4	3	4	4	4	3	4
59	5	4	4	4	4	4	3	4	4	4
60	5	5	3	4	5	5	4	5	5	5
61	4	3	4	3	4	3	3	4	3	3
62	4	4	5	5	5	5	5	4	4	4
63	3	3	4	3	4	3	3	3	3	4
64	3	3	3	3	3	4	3	4	4	4
65	4	4	4	4	4	5	4	4	4	3
66	3	2	3	3	3	4	2	2	4	2
67	4	3	3	3	3	3	3	3	3	4
68	3	3	4	3	3	3	4	3	3	3
69	5	5	5	5	5	5	5	5	4	5
70	4	4	4	4	4	4	4	4	4	4
71	3	3	4	3	4	3	4	4	3	4
72	3	3	3	3	3	3	4	4	3	3
73	4	3	4	4	3	3	3	2	2	4
74	4	5	4	4	4	4	4	4	4	4
75	4	4	4	5	5	4	5	5	2	4
76	3	3	3	3	4	4	3	3	4	3
77	5	5	5	4	4	5	4	5	3	4
78	4	3	4	5	4	4	4	2	2	4
79	4	4	5	5	5	5	5	5	3	4
80	4	4	4	4	4	5	4	4	3	4
81	5	3	4	3	5	5	3	3	5	4
82	5	2	4	5	5	5	4	5	3	4
83	4	3	5	3	3	5	4	3	5	3
84	4	5	5	5	4	5	5	4	5	5
85	3	3	5	5	5	4	5	4	4	5
86	4	4	4	4	4	4	5	5	5	5
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89	5	4	4	4	5	5	5	5	4	4
90	3	2	4	4	4	4	4	3	4	3
91	5	4	4	4	4	4	4	4	5	4
92	3	3	4	4	3	3	4	3	4	3
93	5	5	4	5	5	4	5	5	5	3
94	4	5	5	5	3	3	4	4	5	3
95	5	3	5	4	4	5	4	4	4	4
96	4	5	5	5	5	5	5	5	4	4
97	4	5	5	4	4	5	5	5	4	5
98	4	4	4	4	5	4	4	5	5	5
99	4	4	4	4	4	4	4	4	4	4
100	3	3	4	3	4	3	4	3	3	3
Σ	412	405	427	414	418	417	419	406	400	397

X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	X2.17	X2.18	X2.19	X2.20	X2
3	4	4	4	5	5	4	4	4	5	84
4	4	3	4	4	4	3	4	5	5	80
4	5	5	5	5	4	3	3	4	4	83
5	5	4	4	4	4	4	4	5	5	86
5	4	4	5	4	4	3	4	3	4	82
4	3	4	4	4	4	4	4	4	4	81
4	3	3	4	5	5	5	5	4	4	86
4	5	5	5	4	4	5	5	5	5	87
3	3	5	5	3	4	5	5	4	3	78
5	3	4	4	4	4	4	4	4	4	82
3	5	5	3	4	4	5	5	3	4	78
5	4	4	4	5	4	4	4	4	5	85
4	5	4	4	5	5	5	4	5	4	90
4	4	4	4	4	4	4	4	4	4	82
4	4	4	4	3	4	4	4	5	5	81
4	4	4	4	4	5	3	3	4	4	78
4	4	4	4	4	4	4	4	3	3	78
3	5	5	4	3	4	3	4	3	4	82
5	5	4	4	5	4	4	4	4	5	89
5	5	4	4	5	5	5	5	5	4	90
5	4	5	5	5	4	5	4	5	4	90
5	4	4	5	4	4	3	4	3	4	82
4	5	5	5	4	5	4	4	5	4	90
4	5	5	5	4	4	4	4	5	5	89
3	4	3	3	4	4	4	3	4	4	77
4	5	4	4	4	4	4	4	4	3	84
4	4	5	4	4	3	4	3	4	4	76
5	4	4	4	4	4	3	4	4	4	84
3	4	4	3	4	4	4	4	4	4	76
4	3	3	4	4	3	3	3	3	4	77
5	4	4	4	3	4	4	3	4	3	84
3	4	3	3	4	3	4	4	3	4	76
4	4	4	4	3	4	3	4	4	3	79
5	4	4	5	4	4	4	5	5	4	91
5	4	5	5	4	4	4	4	4	4	89
4	4	5	5	5	5	5	5	5	5	92
4	5	5	5	5	5	4	4	4	4	88
4	4	4	4	5	5	4	5	4	5	87
5	4	5	4	4	4	4	4	5	4	85
4	5	4	4	3	4	3	4	4	4	82
4	4	4	5	5	4	4	4	4	4	84
5	4	4	4	5	5	5	4	3	3	85
4	4	4	3	3	3	3	3	2	2	73
5	4	5	5	4	4	5	5	5	3	90
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4	5	5	3	4	5	5	4	3	4	78
4	4	4	5	4	4	4	4	4	4	83
5	4	3	5	4	5	5	5	5	4	86
5	5	3	3	4	4	5	3	5	4	87

4	5	4	4	4	4	4	4	4	5	89
4	3	3	5	4	5	3	3	4	4	79
3	4	4	3	3	5	3	5	5	3	80
3	4	3	4	3	4	3	4	3	4	69
4	4	5	5	5	5	3	4	4	3	81
4	5	4	5	4	4	4	5	5	4	89
5	5	3	3	4	4	5	3	5	4	87
5	4	4	4	4	4	4	5	5	5	84
4	3	4	3	4	4	3	4	4	4	77
5	2	2	3	3	3	4	4	4	3	79
4	3	4	3	3	4	3	4	3	3	68
4	4	4	5	5	5	4	4	5	4	89
4	3	4	3	3	3	4	3	4	2	66
3	4	4	3	3	3	3	3	3	2	65
4	4	5	4	4	5	4	5	4	3	82
3	3	3	3	4	4	3	4	4	4	63
3	3	4	3	4	4	3	3	3	3	65
3	3	3	3	4	3	3	4	3	3	64
5	4	4	4	4	3	4	4	3	4	88
4	4	4	4	4	4	4	4	4	4	80
3	4	3	3	4	3	3	4	4	3	69
4	3	3	3	2	3	3	3	4	3	63
3	3	3	4	3	4	3	4	3	3	65
4	4	4	4	4	3	4	4	4	4	80
4	5	4	4	4	3	4	4	4	4	82
3	4	3	4	3	3	4	3	4	3	67
4	4	4	3	4	4	5	5	4	4	85
3	4	4	4	4	3	4	4	4	5	75
4	5	3	4	4	4	5	4	4	4	86
4	4	4	3	4	4	4	4	4	3	78
4	4	4	5	3	4	4	4	4	4	80
4	4	3	5	3	5	4	4	3	4	81
5	4	2	5	5	3	4	4	5	5	80
4	5	4	5	3	5	4	4	5	5	91
5	4	4	4	4	3	4	5	4	4	84
5	4	4	5	5	4	4	5	5	5	90
5	5	5	5	5	5	4	5	4	4	95
5	5	4	5	5	5	5	3	5	5	90
4	4	4	3	3	4	4	4	4	3	82
3	3	4	4	3	3	4	3	3	3	68
5	4	4	4	4	5	5	5	5	5	88
4	3	3	4	4	3	3	3	4	3	68
5	4	4	5	5	4	5	5	5	4	92
5	4	3	5	4	5	5	5	5	4	86
4	5	5	4	4	4	5	5	4	4	86
5	4	4	5	4	4	4	5	5	4	91
5	4	5	5	4	4	4	4	4	4	89
4	4	5	5	5	5	5	5	5	5	92
3	4	3	3	3	2	3	2	3	1	67
3	3	4	3	3	3	3	3	3	3	64
<b>410</b>	<b>407</b>	<b>395</b>	<b>407</b>	<b>399</b>	<b>402</b>	<b>395</b>	<b>403</b>	<b>408</b>	<b>388</b>	<b>8129</b>



**DATA PENELITIAN VARIABEL KUALITAS PELAYANAN**

No	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y.9	Y.10
1	5	3	4	5	4	4	4	5	4	3
2	4	3	3	4	3	4	4	4	4	5
3	4	4	5	4	4	3	4	4	5	5
4	4	4	4	4	3	3	4	5	5	5
5	4	4	4	5	5	5	4	3	4	3
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7	5	5	5	5	5	5	5	4	5	4
8	4	4	4	4	4	3	5	4	5	4
9	5	4	5	4	4	5	4	4	3	3
10	4	4	4	5	4	5	4	4	4	4
11	4	4	5	5	5	3	4	4	5	3
12	5	5	4	5	5	5	4	5	5	4
13	5	5	5	5	5	5	5	5	5	5
14	5	5	4	4	4	4	4	4	5	4
15	4	4	4	5	3	4	4	4	4	5
16	5	5	4	4	4	4	5	5	5	5
17	5	5	4	4	4	4	5	5	5	5
18	4	5	5	5	4	4	4	4	4	4
19	5	4	5	5	5	5	5	5	4	4
20	4	5	5	5	5	4	4	4	4	4
21	4	5	5	5	5	4	4	4	4	4
22	4	4	4	5	5	5	4	3	4	3
23	4	4	4	4	4	4	4	4	4	4
24	5	5	5	4	5	5	4	5	4	5
25	4	4	4	4	4	4	4	4	5	5
26	5	4	5	5	5	5	4	5	4	5
27	4	5	5	5	4	4	5	5	4	4
28	5	5	5	5	5	5	4	5	5	4
29	4	5	4	4	5	4	4	4	5	5
30	5	5	5	5	5	3	3	5	4	4
31	4	5	4	4	5	5	5	3	4	4
32	5	4	5	5	4	4	5	5	4	5
33	5	4	4	4	5	4	4	4	4	4
34	5	5	5	5	4	5	5	4	4	5
35	4	5	4	4	5	5	5	5	5	5
36	5	5	5	5	4	4	4	4	5	5
37	4	4	5	5	5	4	4	4	4	4
38	4	4	4	4	5	4	4	5	5	4
39	5	4	4	4	4	4	4	5	5	5
40	4	4	4	4	5	5	5	4	4	4
41	5	5	5	5	5	5	5	5	5	5
42	4	4	4	4	5	4	4	5	5	4
43	4	4	4	4	5	4	4	4	4	4
44	5	4	4	5	5	4	5	4	5	4
45	4	4	5	5	3	5	4	4	5	5
46	4	4	4	4	4	5	4	4	4	4
47	4	3	4	4	4	4	4	5	4	4
48	5	5	4	5	3	4	5	3	5	3
49	5	5	3	3	5	4	4	4	3	5
50	4	4	5	4	5	5	5	5	5	5

51	5	4	4	4	4	5	4	4	5	4
52	4	4	4	4	5	4	4	4	4	4
53	4	5	4	3	4	3	5	5	3	5
54	4	4	4	4	4	4	3	4	4	3
55	3	4	4	3	4	3	4	4	3	3
56	5	5	5	4	5	5	5	4	5	5
57	4	4	5	5	4	4	5	5	5	3
58	5	5	5	4	4	5	5	4	4	4
59	5	4	3	4	3	4	4	4	4	5
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64	4	4	3	4	3	3	3	3	4	4
65	3	3	5	5	5	5	5	5	5	5
66	3	4	5	3	4	4	4	4	4	4
67	3	3	2	4	4	4	4	4	4	4
68	1	2	4	4	4	4	4	4	4	4
69	4	5	5	5	5	5	5	5	5	5
70	4	4	4	4	4	4	4	4	4	4
71	4	4	2	4	4	4	4	4	4	4
72	3	4	4	4	4	4	4	4	4	4
73	3	4	4	5	4	4	4	5	5	5
74	4	5	4	4	4	4	4	4	5	5
75	5	5	4	4	4	5	4	5	4	4
76	3	4	3	4	4	3	4	3	4	3
77	5	4	4	5	5	5	4	5	5	5
78	5	4	4	4	4	4	4	5	5	5
79	5	4	4	4	5	5	4	4	5	5
80	4	4	5	4	4	5	4	5	5	4
81	4	5	4	4	5	4	4	4	4	4
82	4	4	5	4	4	5	4	4	4	5
83	5	5	4	4	4	4	5	5	5	5
84	5	5	4	4	5	5	3	5	5	5
85	4	5	5	4	5	4	5	5	5	5
86	4	5	5	5	5	5	5	5	4	4
87	4	4	4	4	4	5	5	5	4	4
88	5	4	4	5	5	5	3	4	5	4
89	4	4	4	4	4	4	4	5	4	4
90	3	3	3	3	4	4	3	3	3	3
91	4	5	4	4	5	4	4	4	5	5
92	4	4	4	4	4	4	3	3	3	4
93	4	5	4	4	5	5	5	3	4	4
94	5	4	5	5	4	4	5	5	4	5
95	5	4	4	4	5	4	4	4	4	4
96	5	5	5	5	4	5	5	4	4	5
97	4	5	4	4	5	5	5	5	5	5
98	5	5	5	5	4	4	4	4	5	5
99	3	4	5	3	4	4	4	4	4	4
100	3	3	2	4	4	4	4	4	4	4
Σ	423	427	425	431	436	429	423	428	436	427

Y.11	Y.12	Y.13	Y.14	Y.15	Y.16	Y.17	Y.18	Y.19	Y.20	Y.21	Y
4	3	4	4	4	4	5	5	5	4	3	86
5	4	4	5	5	3	4	4	4	3	4	83
5	4	4	4	4	4	4	5	5	4	4	89
4	4	5	5	4	4	4	4	4	4	4	87
4	3	4	4	4	4	5	5	4	5	4	87
5	4	4	4	5	3	4	4	5	4	4	92
4	4	4	5	5	4	5	5	5	5	5	99
5	5	5	5	4	4	4	4	4	3	5	89
5	4	4	4	4	4	4	4	5	5	5	89
4	5	4	4	4	4	4	4	4	5	5	89
5	4	5	4	4	4	5	5	4	5	5	92
5	5	4	4	4	4	4	4	5	5	5	96
4	4	4	4	5	5	5	4	4	4	4	97
5	5	5	4	4	5	5	4	5	5	5	95
4	4	5	5	5	5	4	5	5	5	5	93
4	4	4	4	4	5	5	5	4	4	4	93
4	4	4	4	4	5	4	4	4	5	4	92
4	4	4	5	5	5	4	4	4	5	5	92
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4	5	5	5	4	4	5	4	4	5	5	94
5	3	5	4	5	5	4	5	4	4	5	93
4	3	4	4	4	4	5	5	4	5	4	87
5	5	5	4	5	5	4	4	4	4	5	90
5	4	3	5	5	5	5	4	4	4	4	95
5	5	5	5	5	5	5	5	5	5	5	97
4	4	4	5	5	4	4	4	4	4	4	93
4	4	4	4	5	5	4	4	4	4	4	91
5	5	4	4	4	5	5	5	4	4	5	98
5	5	5	5	5	4	4	4	5	5	5	96
3	3	5	4	4	5	3	5	3	3	4	86
4	5	5	4	5	5	5	5	5	4	5	95
5	5	3	5	4	4	5	5	4	5	4	95
5	5	5	4	4	4	4	5	5	4	5	92
4	5	5	4	4	4	4	4	4	4	4	93
4	4	3	4	4	5	4	4	4	5	5	93
5	4	4	4	4	4	4	5	4	4	4	92
4	4	4	5	5	5	4	4	4	5	5	92
5	4	5	5	5	5	5	5	4	5	5	96
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4	4	4	5	5	5	4	4	5	5	5	93
5	5	5	5	5	5	4	4	4	4	4	100
5	4	5	5	5	5	5	5	4	4	5	95
4	4	4	4	5	5	5	4	3	3	4	86
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4	5	4	5	5	5	5	5	5	4	4	95
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5	4	4	4	4	4	5	5	5	5	5	90
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5	3	3	5	4	4	3	3	4	4	5	90

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4	4	4	4	5	4	4	4	4	4	4	86
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4	5	3	3	4	4	5	3	3	4	4	89
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4	3	4	3	4	3	4	3	3	4	4	78
4	4	4	4	4	4	4	4	4	4	4	80
<b>436</b>	<b>415</b>	<b>425</b>	<b>435</b>	<b>427</b>	<b>434</b>	<b>424</b>	<b>414</b>	<b>422</b>	<b>432</b>	<b>435</b>	<b>8984</b>

UJI CONFIRMATORY FACTOR ANALYSIS (CFA)

1. Uji Confirmatory Factor Analysis Variabel Kepemimpinan

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP2PAR.SPJ:

Observed Variables  
X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5  
Raw Data From File E:\FEBRIY~1\DATAPR.PR2  
Sample Size = 100  
Latent Variables KEPMPNAN MOTIVASI KUALPLYN  
Relationships  
X1.1-X1.8=KEPMPNAN  
Options: SS  
Set Error Covariance of X1.2 and X1.1  
Set Error Covariance of X1.6 and X1.1  
Path Diagram  
Iterations = 250  
Method of Estimation: Maximum Likelihood  
End of Problem

Sample Size = 100

Covariance Matrix to be Analyzed

	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6
X1.1	3.83					
X1.2	1.96	2.82				
X1.3	1.05	0.98	2.55			
X1.4	0.45	0.55	0.49	1.52		
X1.5	0.80	0.91	0.68	0.60	1.28	
X1.6	1.69	1.07	1.19	0.72	0.72	2.37
X1.7	1.07	0.88	1.02	0.93	0.71	1.32
X1.8	0.99	0.82	0.52	0.59	0.69	0.86

Covariance Matrix to be Analyzed

	X1.7	X1.8
X1.7	2.96	
X1.8	1.13	1.36

Number of Iterations = 11

LISREL Estimates (Maximum Likelihood)

X1.1 = 1.03\*KEPMPNAN, Errorvar.= 2.76 , R<sup>2</sup> = 0.28  
 (0.20) (0.42)  
 5.11 6.62

X1.2 = 0.97\*KEPMPNAN, Errorvar.= 1.87 , R<sup>2</sup> = 0.34  
 (0.17) (0.29)  
 5.82 6.33

X1.3 = 0.86\*KEPMPNAN, Errorvar.= 1.81 , R<sup>2</sup> = 0.29  
 (0.16) (0.28)  
 5.31 6.47

X1.4 = 0.70\*KEPMPNAN, Errorvar.= 1.03 , R<sup>2</sup> = 0.32  
 (0.12) (0.16)  
 5.69 6.37

X1.5 = 0.76\*KEPMPNAN, Errorvar.= 0.70 , R<sup>2</sup> = 0.45  
 (0.11) (0.12)  
 6.99 5.89

X1.6 = 1.07\*KEPMPNAN, Errorvar.= 1.22 , R<sup>2</sup> = 0.49  
 (0.15) (0.21)  
 7.32 5.72

X1.7 = 1.17\*KEPMPNAN, Errorvar.= 1.60 , R<sup>2</sup> = 0.46  
 (0.17) (0.27)  
 7.07 5.85

X1.8 = 0.85\*KEPMPNAN, Errorvar.= 0.64 , R<sup>2</sup> = 0.53  
 (0.11) (0.12)  
 7.75 5.47

Error Covariance for X1.2 and X1.1 = 0.95  
 (0.26)  
 3.70

Error Covariance for X1.6 and X1.1 = 0.57  
 (0.20)  
 2.81

Correlation Matrix of Independent Variables

KEPMPNAN
1.00

Goodness of Fit Statistics

Degrees of Freedom = 18  
Minimum Fit Function Chi-Square = 26.33 (P = 0.092)  
Normal Theory Weighted Least Squares Chi-Square = 25.68 (P = 0.11)  
Estimated Non-centrality Parameter (NCP) = 7.68  
90 Percent Confidence Interval for NCP = (0.0 ; 25.25)

Minimum Fit Function Value = 0.27  
Population Discrepancy Function Value (F0) = 0.078  
90 Percent Confidence Interval for F0 = (0.0 ; 0.26)  
Root Mean Square Error of Approximation (RMSEA) = 0.066  
90 Percent Confidence Interval for RMSEA = (0.0 ; 0.12)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.30

Expected Cross-Validation Index (ECVI) = 0.62  
90 Percent Confidence Interval for ECVI = (0.55 ; 0.80)  
ECVI for Saturated Model = 0.73  
ECVI for Independence Model = 3.04

Chi-Square for Independence Model with 28 Degrees of Freedom = 284.58  
Independence AIC = 300.58  
Model AIC = 61.68  
Saturated AIC = 72.00  
Independence CAIC = 329.42  
Model CAIC = 126.57  
Saturated CAIC = 201.79

Root Mean Square Residual (RMR) = 0.12  
Standardized RMR = 0.052  
Goodness of Fit Index (GFI) = 0.94  
Adjusted Goodness of Fit Index (AGFI) = 0.88  
Parsimony Goodness of Fit Index (PGFI) = 0.47

Normed Fit Index (NFI) = 0.91  
Non-Normed Fit Index (NNFI) = 0.95  
Parsimony Normed Fit Index (PNFI) = 0.58  
Comparative Fit Index (CFI) = 0.97  
Incremental Fit Index (IFI) = 0.97  
Relative Fit Index (RFI) = 0.86

Critical N (CN) = 131.85

Standardized Solution

LAMBDA-X

KEPMPNAN  
-----

X1.1	1.03
X1.2	0.97
X1.3	0.86
X1.4	0.70
X1.5	0.76
X1.6	1.07
X1.7	1.17
X1.8	0.85

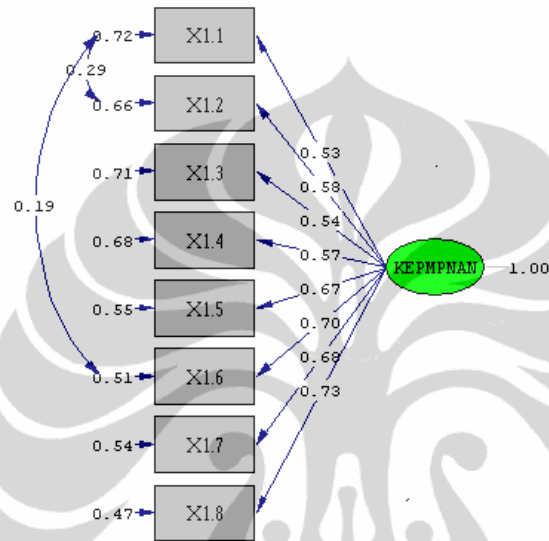
PHI

KEPMPNAN

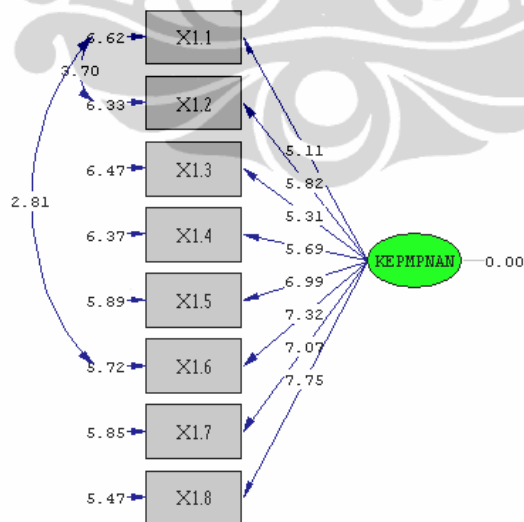
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1.00

The Problem used 10880 Bytes (= 0.0% of Available Workspace)

Time used: 0.000 Seconds



Chi-Square=25.68, df=18, P-value=0.10735, RMSEA=0.066



Chi-Square=25.68, df=18, P-value=0.10735, RMSEA=0.066



## 2. Uji Confirmatory Factor Analysis Variabel Motivasi

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP2PAR.SPJ:

Observed Variables  
X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5  
Raw Data From File E:\FEBRIY~1\DATAPR.PR2  
Sample Size = 100  
Latent Variables KEPMPNAN MOTIVASI KUALPLYN  
Relationships  
X2.1-X2.10=MOTIVASI  
Options: SS  
Set Error Covariance of X2.4 and X2.3  
Set Error Covariance of X2.10 and X2.8  
Set Error Covariance of X2.7 and X2.6  
Path Diagram  
Iterations = 250  
Method of Estimation: Maximum Likelihood  
End of Problem

Sample Size = 100

Covariance Matrix to be Analyzed

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6
X2.1	0.53					
X2.2	0.21	1.57				
X2.3	0.20	0.62	1.33			
X2.4	0.16	0.62	0.64	1.30		
X2.5	0.41	0.82	0.71	0.80	2.86	
X2.6	0.15	0.47	0.21	0.34	0.69	0.56
X2.7	0.11	0.47	0.37	0.40	0.70	0.14
X2.8	0.35	0.71	0.49	0.61	1.31	0.58
X2.9	0.19	0.55	0.40	0.28	0.76	0.31
X2.10	0.29	0.60	0.30	0.33	0.92	0.42

Covariance Matrix to be Analyzed

	X2.7	X2.8	X2.9	X2.10
X2.7	1.33			
X2.8	0.87	2.88		
X2.9	0.50	1.03	1.41	
X2.10	0.50	1.39	0.84	1.78

Number of Iterations = 7

LISREL Estimates (Maximum Likelihood)

X2.1	= 0.28*MOTIVASI, Errorvar.= 0.45 , R <sup>2</sup> = 0.15 (0.076) (0.066) 3.76 6.83
X2.2	= 0.79*MOTIVASI, Errorvar.= 0.95 , R <sup>2</sup> = 0.40 (0.12) (0.15) 6.57 6.28
X2.3	= 0.53*MOTIVASI, Errorvar.= 1.05 , R <sup>2</sup> = 0.21 (0.12) (0.16) 4.47 6.73
X2.4	= 0.61*MOTIVASI, Errorvar.= 0.94 , R <sup>2</sup> = 0.28 (0.11) (0.14) 5.30 6.59
X2.5	= 1.19*MOTIVASI, Errorvar.= 1.44 , R <sup>2</sup> = 0.50 (0.16) (0.24) 7.55 5.90
X2.6	= 0.53*MOTIVASI, Errorvar.= 0.27 , R <sup>2</sup> = 0.51 (0.071) (0.049) 7.53 5.52
X2.7	= 0.64*MOTIVASI, Errorvar.= 0.93 , R <sup>2</sup> = 0.30 (0.12) (0.15) 5.39 6.32
X2.8	= 1.14*MOTIVASI, Errorvar.= 1.58 , R <sup>2</sup> = 0.45 (0.16) (0.26) 7.10 6.05
X2.9	= 0.70*MOTIVASI, Errorvar.= 0.92 , R <sup>2</sup> = 0.35 (0.12) (0.14) 6.01 6.43
X2.10	= 0.80*MOTIVASI, Errorvar.= 1.13 , R <sup>2</sup> = 0.36 (0.13) (0.18) 6.17 6.33

Error Covariance for X2.4 and X2.3 = 0.32  
 (0.11)  
 2.87  
 Error Covariance for X2.7 and X2.6 = -0.20  
 (0.061)  
 -3.26  
 Error Covariance for X2.10 and X2.8 = 0.47  
 (0.17)  
 2.81

Correlation Matrix of Independent Variables

MOTIVASI  
 -----  
 1.00

Goodness of Fit Statistics

Degrees of Freedom = 32  
 Minimum Fit Function Chi-Square = 37.17 (P = 0.24)  
 Normal Theory Weighted Least Squares Chi-Square = 36.20 (P = 0.28)  
 Estimated Non-centrality Parameter (NCP) = 4.20  
 90 Percent Confidence Interval for NCP = (0.0 ; 23.22)

Minimum Fit Function Value = 0.38  
 Population Discrepancy Function Value (F0) = 0.042  
 90 Percent Confidence Interval for F0 = (0.0 ; 0.23)  
 Root Mean Square Error of Approximation (RMSEA) = 0.036  
 90 Percent Confidence Interval for RMSEA = (0.0 ; 0.086)  
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.62

Expected Cross-Validation Index (ECVI) = 0.83  
 90 Percent Confidence Interval for ECVI = (0.79 ; 1.02)  
 ECVI for Saturated Model = 1.11  
 ECVI for Independence Model = 3.49

Chi-Square for Independence Model with 45 Degrees of Freedom = 325.29  
 Independence AIC = 345.29  
 Model AIC = 82.20  
 Saturated AIC = 110.00  
 Independence CAIC = 381.34  
 Model CAIC = 165.11  
 Saturated CAIC = 308.28

Root Mean Square Residual (RMR) = 0.087  
 Standardized RMR = 0.056  
 Goodness of Fit Index (GFI) = 0.93  
 Adjusted Goodness of Fit Index (AGFI) = 0.88  
 Parsimony Goodness of Fit Index (PGFI) = 0.54

Normed Fit Index (NFI) = 0.89  
 Non-Normed Fit Index (NNFI) = 0.97  
 Parsimony Normed Fit Index (PNFI) = 0.63  
 Comparative Fit Index (CFI) = 0.98  
 Incremental Fit Index (IFI) = 0.98  
 Relative Fit Index (RFI) = 0.84

Critical N (CN) = 143.47

Standardized Solution

LAMBDA-X

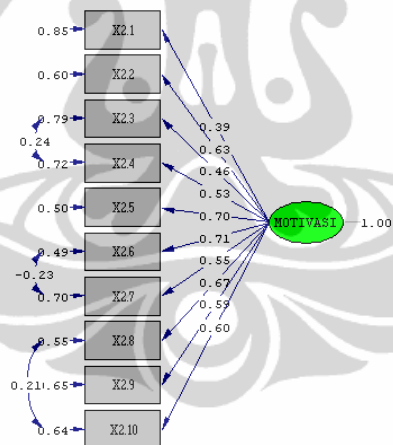
	MOTIVASI
X2.1	0.28
X2.2	0.79
X2.3	0.53
X2.4	0.61
X2.5	1.19
X2.6	0.53
X2.7	0.64
X2.8	1.14
X2.9	0.70
X2.10	0.80

PHI

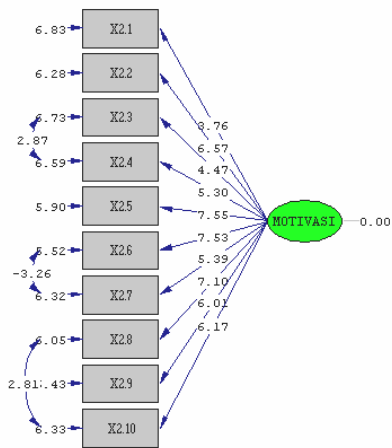
MOTIVASI
1.00

The Problem used 15960 Bytes (= 0.0% of Available Workspace)

Time used: 0.000 Seconds



Chi-Square=36.20, df=32, P-value=0.27904, RMSEA=0.036



Chi-Square=36.20, df=32, P-value=0.27904, RMSEA=0.036



### 3. Uji Confirmatory Factor Analysis Variabel Kualitas Pelayanan

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP2PAR.SPJ:

Observed Variables  
X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5  
Raw Data From File E:\FEBRIY~1\DATAPR.PR2  
Sample Size = 100  
Latent Variables KEPMPNAN MOTIVASI KUALPLYN  
Relationships  
Y.1-Y.5=KUALPLYN  
Options: SS  
Set Error Covariance of Y.2 and Y.1  
Path Diagram  
Iterations = 250  
Method of Estimation: Maximum Likelihood  
End of Problem  
  
Sample Size = 100

#### Covariance Matrix to be Analyzed

	Y.1	Y.2	Y.3	Y.4	Y.5
Y.1	3.90				
Y.2	1.68	2.54			
Y.3	1.23	0.83	3.14		
Y.4	1.25	1.31	1.38	2.79	
Y.5	1.29	1.15	1.66	1.78	3.58

Number of Iterations = 9

LISREL Estimates (Maximum Likelihood)

Y.1 = 0.98\*KUALPLYN, Errorvar.= 2.93 , R<sup>2</sup> = 0.25  
(0.21) (0.46)  
4.67 6.39

Y.2 = 0.90\*KUALPLYN, Errorvar.= 1.73 , R<sup>2</sup> = 0.32  
(0.17) (0.28)  
5.42 6.14

Y.3 = 1.10\*KUALPLYN, Errorvar.= 1.92 , R<sup>2</sup> = 0.39  
(0.18) (0.33)  
6.13 5.84

Y.4 = 1.30\*KUALPLYN, Errorvar.= 1.09 , R<sup>2</sup> = 0.61  
(0.16) (0.27)  
7.98 4.02

Y.5 = 1.38\*KUALPLYN, Errorvar.= 1.68 , R<sup>2</sup> = 0.53  
(0.19) (0.35)  
7.37 4.81

Error Covariance for Y.2 and Y.1 = 0.80  
(0.28)  
2.88

Correlation Matrix of Independent Variables

KUALPLYN  
-----  
1.00

Goodness of Fit Statistics

Degrees of Freedom = 4  
Minimum Fit Function Chi-Square = 3.95 (P = 0.41)  
Normal Theory Weighted Least Squares Chi-Square = 4.09 (P = 0.39)  
Estimated Non-centrality Parameter (NCP) = 0.088  
90 Percent Confidence Interval for NCP = (0.0 ; 9.29)

Minimum Fit Function Value = 0.040  
Population Discrepancy Function Value (F0) = 0.00089  
90 Percent Confidence Interval for F0 = (0.0 ; 0.094)  
Root Mean Square Error of Approximation (RMSEA) = 0.015  
90 Percent Confidence Interval for RMSEA = (0.0 ; 0.15)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.52

Expected Cross-Validation Index (ECVI) = 0.26  
90 Percent Confidence Interval for ECVI = (0.26 ; 0.36)  
ECVI for Saturated Model = 0.30  
ECVI for Independence Model = 1.54

Chi-Square for Independence Model with 10 Degrees of Freedom = 142.21  
Independence AIC = 152.21  
Model AIC = 26.09  
Saturated AIC = 30.00  
Independence CAIC = 170.23

Model CAIC = 65.74  
Saturated CAIC = 84.08

Root Mean Square Residual (RMR) = 0.082  
Standardized RMR = 0.027  
Goodness of Fit Index (GFI) = 0.98  
Adjusted Goodness of Fit Index (AGFI) = 0.94  
Parsimony Goodness of Fit Index (PGFI) = 0.26

Normed Fit Index (NFI) = 0.97  
Non-Normed Fit Index (NNFI) = 1.00  
Parsimony Normed Fit Index (PNFI) = 0.39  
Comparative Fit Index (CFI) = 1.00  
Incremental Fit Index (IFI) = 1.00  
Relative Fit Index (RFI) = 0.93

Critical N (CN) = 333.35

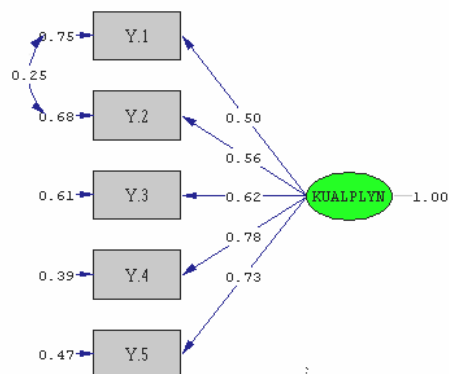
Standardized Solution

LAMBDA-X  
KUALPLYN  
-----  
Y.1      0.98  
Y.2      0.90  
Y.3      1.10  
Y.4      1.30  
Y.5      1.38

PHI  
KUALPLYN  
-----  
1.00

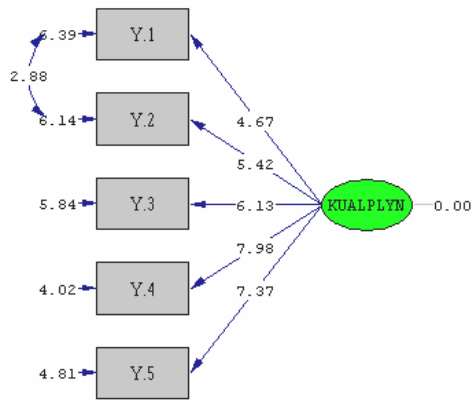
The Problem used 5208 Bytes (= 0.0% of Available Workspace)

Time used: 0.000 Seconds



Chi-Square=4.09, df=4, P-value=0.39427, RMSEA=0.015





Chi-Square=4.09, df=4, P-value=0.39427, RMSEA=0.015



# PENGUJIAN STRUCTURAL EQUATION MODELING

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP1.SPJ:

Observed Variables  
X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5

Raw Data From File E:\FEBRIY~1\DATAPR.PR2

Sample Size = 100

Latent Variables KEPMPNAN MOTIVASI KUALPLYN

Relationships

X1.1-X1.8=KEPMPNAN

X2.1-X2.10=MOTIVASI

Y.1-Y.5=KUALPLYN

MOTIVASI=KEPMPNAN

KUALPLYN=KEPMPNAN MOTIVASI

Options: SS EF

Set Error Variance of X2.4 and X2.3

Set Error Variance of X2.10 and X2.8

Set Error Variance of X1.2 and X1.1

Set Error Variance of X1.8 and Y.2

Set Error Covariance of X2.10 and X2.8

Set Error Covariance of Y.2 and X2.2

Set Error Covariance of Y.2 and Y.2

Set Error Covariance of X1.2 and X1.1

Set Error Covariance of X1.3 and Y.2

Set Error Covariance of X1.4 and X1.1

Set Error Covariance of X1.8 and Y.2

Set Error Covariance of X1.8 and X1.8

Set Error Covariance of Y.5 and Y.1

Set Error Covariance of Y.4 and Y.1

Path Diagram

Iterations = 250

Method of Estimation: Maximum Likelihood

End of Problem

Sample Size = 100

Covariance Matrix to be Analyzed

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6
X2.1	0.53					
X2.2	0.21	1.57				
X2.3	0.20	0.62	1.33			
X2.4	0.16	0.62	0.64	1.30		
X2.5	0.41	0.82	0.71	0.80	2.86	
X2.6	0.15	0.47	0.21	0.34	0.69	0.56
X2.7	0.11	0.47	0.37	0.40	0.70	0.14
X2.8	0.35	0.71	0.49	0.61	1.31	0.58

X2.9	0.19	0.55	0.40	0.28	0.76	0.31
X2.10	0.29	0.60	0.30	0.33	0.92	0.42
Y.1	0.51	1.21	0.95	0.92	1.74	0.63
Y.2	0.28	1.09	0.60	0.78	1.16	0.55
Y.3	0.42	0.60	0.52	0.29	1.09	0.33
Y.4	0.28	0.89	0.73	0.61	0.94	0.36
Y.5	0.44	0.67	0.64	0.60	1.18	0.33
X1.1	0.21	0.90	0.94	0.33	1.36	0.38
X1.2	0.32	0.74	0.79	0.59	1.14	0.50
X1.3	0.04	0.75	0.78	0.22	0.76	0.22
X1.4	0.28	0.52	0.46	0.60	0.60	0.24
X1.5	0.24	0.68	0.55	0.44	0.47	0.31
X1.6	0.19	0.76	0.79	0.38	0.95	0.29
X1.7	0.26	0.98	0.64	0.79	1.24	0.46
X1.8	0.17	0.75	0.53	0.47	0.74	0.35

Covariance Matrix to be Analyzed

	X2.7	X2.8	X2.9	X2.10	Y.1	Y.2
X2.7	1.33					
X2.8	0.87	2.88				
X2.9	0.50	1.03	1.41			
X2.10	0.50	1.39	0.84	1.78		
Y.1	0.53	1.39	1.05	1.18	3.90	
Y.2	0.31	0.73	0.73	0.49	1.68	2.54
Y.3	0.68	0.98	0.87	1.00	1.23	0.83
Y.4	0.74	1.09	0.65	0.65	1.25	1.31
Y.5	0.96	1.24	0.93	0.80	1.29	1.15
X1.1	0.82	0.94	0.77	0.66	1.78	1.05
X1.2	0.33	0.99	0.78	0.85	1.86	1.03
X1.3	0.48	0.57	0.38	0.48	1.02	0.35
X1.4	0.25	0.66	0.33	0.45	0.96	0.57
X1.5	0.21	0.35	0.26	0.33	0.82	0.70
X1.6	0.37	0.90	0.64	0.84	1.39	0.72
X1.7	0.58	1.14	0.50	0.95	1.48	1.08
X1.8	0.43	0.46	0.41	0.41	0.98	1.01

Covariance Matrix to be Analyzed

	Y.3	Y.4	Y.5	X1.1	X1.2	X1.3
Y.3	3.14					
Y.4	1.38	2.79				
Y.5	1.66	1.78	3.58			
X1.1	1.13	1.09	1.50	3.83		
X1.2	1.13	1.03	1.06	1.96	2.82	
X1.3	0.48	1.15	1.24	1.05	0.98	2.55
X1.4	0.26	0.55	0.40	0.45	0.55	0.49
X1.5	0.66	0.81	0.79	0.80	0.91	0.68
X1.6	0.88	1.19	1.43	1.69	1.07	1.19
X1.7	0.65	0.91	1.33	1.07	0.88	1.02
X1.8	0.69	0.79	0.85	0.99	0.82	0.52

Covariance Matrix to be Analyzed

	X1.4	X1.5	X1.6	X1.7	X1.8
X1.4	1.52				
X1.5	0.60	1.28			
X1.6	0.72	0.72	2.37		
X1.7	0.93	0.71	1.32	2.96	

X1.8          0.59          0.69          0.86          1.13          1.36

Number of Iterations = 43

LISREL Estimates (Maximum Likelihood)

X2.1 = 0.31*MOTIVASI, Errorvar.= 0.44 , R <sup>2</sup> = 0.18 (0.081) (0.064) 3.81 6.84
X2.2 = 0.82*MOTIVASI, Errorvar.= 0.88 , R <sup>2</sup> = 0.44 (0.15) (0.14) 5.66 6.32
X2.3 = 0.66*MOTIVASI, Errorvar.= 0.90 , R <sup>2</sup> = 0.33 (0.13) (0.096) 4.99 9.36
X2.4 = 0.64*MOTIVASI, Errorvar.= 0.90 , R <sup>2</sup> = 0.31 (0.13) (0.096) 4.92 9.36
X2.5 = 1.16*MOTIVASI, Errorvar.= 1.51 , R <sup>2</sup> = 0.47 (0.20) (0.24) 5.81 6.22
X2.6 = 0.46*MOTIVASI, Errorvar.= 0.34 , R <sup>2</sup> = 0.38 (0.086) (0.053) 5.34 6.47
X2.7 = 0.59*MOTIVASI, Errorvar.= 0.98 , R <sup>2</sup> = 0.26 (0.13) (0.15) 4.54 6.71
X2.8 = 1.10*MOTIVASI, Errorvar.= 1.42 , R <sup>2</sup> = 0.46 (0.19) (0.17) 5.78 8.37
X2.9 = 0.71*MOTIVASI, Errorvar.= 0.91 , R <sup>2</sup> = 0.35 (0.14) (0.14) 5.17 6.53
X2.10 = 0.78*MOTIVASI, Errorvar.= 1.42 , R <sup>2</sup> = 0.30 (0.16) (0.17) 4.79 8.37
Y.1 = 1.58*KUALPLYN, Errorvar.= 1.37 , R <sup>2</sup> = 0.65 (0.26) (0.32) 6.07 4.22
Y.2 = 1.03*KUALPLYN, Errorvar.= 1.49 , R <sup>2</sup> = 0.42 (0.16) (0.22) 6.48 6.76
Y.3 = 0.97*KUALPLYN, Errorvar.= 2.20 , R <sup>2</sup> = 0.30 (0.18) (0.32) 5.29 6.86
Y.4 = 1.27*KUALPLYN, Errorvar.= 1.19 , R <sup>2</sup> = 0.57 (0.20) (0.23) 6.26 5.26
Y.5 = 1.38*KUALPLYN, Errorvar.= 1.68 , R <sup>2</sup> = 0.53 (0.23) (0.30) 6.10 5.56

$X1.1 = 1.26 * KEPMPNAN$ , Errorvar.= 1.97 ,  $R^2 = 0.45$   
 (0.18) (0.24)  
 7.14 8.38

$X1.2 = 1.04 * KEPMPNAN$ , Errorvar.= 1.97 ,  $R^2 = 0.35$   
 (0.17) (0.24)  
 6.16 8.38

$X1.3 = 0.87 * KEPMPNAN$ , Errorvar.= 1.79 ,  $R^2 = 0.30$   
 (0.16) (0.27)  
 5.60 6.66

$X1.4 = 0.68 * KEPMPNAN$ , Errorvar.= 1.05 ,  $R^2 = 0.30$   
 (0.12) (0.16)  
 5.62 6.60

$X1.5 = 0.72 * KEPMPNAN$ , Errorvar.= 0.76 ,  $R^2 = 0.41$   
 (0.11) (0.12)  
 6.76 6.42

$X1.6 = 1.13 * KEPMPNAN$ , Errorvar.= 1.09 ,  $R^2 = 0.54$   
 (0.14) (0.18)  
 8.15 5.97

$X1.7 = 1.14 * KEPMPNAN$ , Errorvar.= 1.66 ,  $R^2 = 0.44$   
 (0.16) (0.26)  
 7.09 6.33

$X1.8 = 0.82 * KEPMPNAN$ , Errorvar.= 0.69 ,  $R^2 = 0.50$   
 (0.11) (0.11)  
 7.72 6.15

Error Covariance for X2.10 and X2.8 = 0.53  
 (0.17)  
 3.11

Error Covariance for Y.2 and X2.2 = 0.33  
 (0.12)  
 2.75

Error Covariance for Y.4 and Y.1 = -0.73  
 (0.21)  
 -3.49

Error Covariance for Y.5 and Y.1 = -0.87  
 (0.24)  
 -3.58

Error Covariance for X1.2 and X1.1 = 0.61  
 (0.24)  
 2.59

Error Covariance for X1.3 and Y.2 = -0.43  
 (0.17)  
 -2.58

Error Covariance for X1.4 and X1.1 = -0.32  
 (0.15)  
 -2.17

Error Covariance for X1.8 and Y.2 = 0.25  
 (0.11)  
 2.37

$MOTIVASI = 0.81 * KEPMPNAN$ , Errorvar.= 0.34,  $R^2 = 0.66$   
 (0.16)  
 5.05

$KUALPLYN = 0.50 * MOTIVASI + 0.39 * KEPMPNAN$ , Errorvar.= 0.27,  $R^2 = 0.73$   
 (0.17) (0.16)  
 2.88 2.46

Correlation Matrix of Independent Variables

KEPMPNAN

-----

1.00

Covariance Matrix of Latent Variables

	MOTIVASI	KUALPLYN	KEPMPNAN
	-----	-----	-----
MOTIVASI	1.00		
KUALPLYN	0.82	1.00	
KEPMPNAN	0.81	0.80	1.00

Goodness of Fit Statistics

Degrees of Freedom = 222

Minimum Fit Function Chi-Square = 320.32 (P = 0.00)

Normal Theory Weighted Least Squares Chi-Square = 292.40 (P = 0.0011)

Estimated Non-centrality Parameter (NCP) = 70.40

90 Percent Confidence Interval for NCP = (30.10 ; 118.80)

Minimum Fit Function Value = 3.24

Population Discrepancy Function Value (F0) = 0.71

90 Percent Confidence Interval for F0 = (0.30 ; 1.20)

Root Mean Square Error of Approximation (RMSEA) = 0.057

90 Percent Confidence Interval for RMSEA = (0.037 ; 0.074)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.27

Expected Cross-Validation Index (ECVI) = 4.04

90 Percent Confidence Interval for ECVI = (3.64 ; 4.53)

ECVI for Saturated Model = 5.58

ECVI for Independence Model = 12.18

Chi-Square for Independence Model with 253 Degrees of Freedom = 1160.06

Independence AIC = 1206.06

Model AIC = 400.40

Saturated AIC = 552.00

Independence CAIC = 1288.98

Model CAIC = 595.08

Saturated CAIC = 1547.03

Root Mean Square Residual (RMR) = 0.15

Standardized RMR = 0.072

Goodness of Fit Index (GFI) = 0.80

Adjusted Goodness of Fit Index (AGFI) = 0.75

Parsimony Goodness of Fit Index (PGFI) = 0.64

Normed Fit Index (NFI) = 0.72

Non-Normed Fit Index (NNFI) = 0.88

Parsimony Normed Fit Index (PNFI) = 0.64

Comparative Fit Index (CFI) = 0.89

Incremental Fit Index (IFI) = 0.90

Relative Fit Index (RFI) = 0.69

Critical N (CN) = 85.67

Standardized Solution

LAMBDA-Y

	MOTIVASI	KUALPLYN
	-----	-----
X2.1	0.31	- -
X2.2	0.82	- -
X2.3	0.66	- -
X2.4	0.64	- -
X2.5	1.16	- -
X2.6	0.46	- -
X2.7	0.59	- -
X2.8	1.10	- -
X2.9	0.71	- -
X2.10	0.78	- -
Y.1	- -	1.58
Y.2	- -	1.03
Y.3	- -	0.97
Y.4	- -	1.27
Y.5	- -	1.38

LAMBDA-X

	KEPMPNAN
	-----
X1.1	1.26
X1.2	1.04
X1.3	0.87
X1.4	0.68
X1.5	0.72
X1.6	1.13
X1.7	1.14
X1.8	0.82

BETA

	MOTIVASI	KUALPLYN
	-----	-----
MOTIVASI	- -	- -
KUALPLYN	0.50	- -

GAMMA

	KEPMPNAN
	-----
MOTIVASI	0.81
KUALPLYN	0.39

Correlation Matrix of ETA and KSI

	MOTIVASI	KUALPLYN	KEPMPNAN
	-----	-----	-----
MOTIVASI	1.00		
KUALPLYN	0.82	1.00	
KEPMPNAN	0.81	0.80	1.00

PSI

Note: This matrix is diagonal.

	MOTIVASI	KUALPLYN
	-----	-----
	0.34	0.27

Regression Matrix ETA on KSI (Standardized)

	KEPMPNAN
	-----
MOTIVASI	0.81
KUALPLYN	0.80

Total and Indirect Effects

Total Effects of KSI on ETA

	KEPMPNAN
	-----
MOTIVASI	0.81 (0.16) 5.05
KUALPLYN	0.80 (0.14) 5.54

Indirect Effects of KSI on ETA

	KEPMPNAN
	-----
MOTIVASI	- -
KUALPLYN	0.41 (0.14) 2.87

Total Effects of ETA on ETA

	MOTIVASI	KUALPLYN
	-----	-----
MOTIVASI	- -	- -
KUALPLYN	0.50 (0.17) 2.88	- -

Largest Eigenvalue of B\*B' (Stability Index) is 0.254

Total Effects of ETA on Y

	MOTIVASI	KUALPLYN
	-----	-----
X2.1	0.31 (0.08) 3.81	- -
X2.2	0.82 (0.15) 5.66	- -
X2.3	0.66 (0.13) 4.99	- -
X2.4	0.64 (0.13) 4.92	- -
X2.5	1.16 (0.20) 5.81	- -
X2.6	0.46	- -



	(0.09)		
	5.34		
X2.7	0.59	- -	
	(0.13)		
	4.54		
X2.8	1.10	- -	
	(0.19)		
	5.78		
X2.9	0.71	- -	
	(0.14)		
	5.17		
X2.10	0.78	- -	
	(0.16)		
	4.79		
Y.1	0.80	1.58	
	(0.26)	(0.26)	
	3.09	6.07	
Y.2	0.52	1.03	
	(0.18)	(0.16)	
	2.95	6.48	
Y.3	0.49	0.97	
	(0.17)	(0.18)	
	2.85	5.29	
Y.4	0.64	1.27	
	(0.21)	(0.20)	
	3.06	6.26	
Y.5	0.70	1.38	
	(0.23)	(0.23)	
	3.04	6.10	

Indirect Effects of ETA on Y

	MOTIVASI	KUALPLYN
	-----	-----
X2.1	- -	- -
X2.2	- -	- -
X2.3	- -	- -
X2.4	- -	- -
X2.5	- -	- -
X2.6	- -	- -
X2.7	- -	- -
X2.8	- -	- -
X2.9	- -	- -
X2.10	- -	- -
Y.1	0.80	- -
	(0.26)	
	3.09	
Y.2	0.52	- -

	(0.18)	
	2.95	
Y.3	0.49	- -
	(0.17)	
	2.85	
Y.4	0.64	- -
	(0.21)	
	3.06	
Y.5	0.70	- -
	(0.23)	
	3.04	

Total Effects of KSI on Y

	KEPMPNAN
	-----
X2.1	0.25
	(0.06)
	3.92
X2.2	0.67
	(0.11)
	6.05
X2.3	0.54
	(0.10)
	5.25
X2.4	0.52
	(0.10)
	5.17
X2.5	0.94
	(0.15)
	6.25
X2.6	0.38
	(0.07)
	5.66
X2.7	0.48
	(0.10)
	4.73
X2.8	0.90
	(0.14)
	6.20
X2.9	0.58
	(0.11)
	5.46
X2.10	0.64
	(0.13)
	5.03
Y.1	1.27
	(0.17)
	7.26
Y.2	0.82
	(0.14)
	5.83

Y.3	0.78 (0.15) 5.07
Y.4	1.01 (0.15) 6.80
Y.5	1.10 (0.17) 6.53

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	KEPMPNAN
MOTIVASI	0.81
KUALPLYN	0.80

Standardized Indirect Effects of KSI on ETA

	KEPMPNAN
MOTIVASI	-
KUALPLYN	0.41

Standardized Total Effects of ETA on ETA

	MOTIVASI	KUALPLYN
MOTIVASI	-	-
KUALPLYN	0.50	-

Standardized Total Effects of ETA on Y

	MOTIVASI	KUALPLYN
X2.1	0.31	-
X2.2	0.82	-
X2.3	0.66	-
X2.4	0.64	-
X2.5	1.16	-
X2.6	0.46	-
X2.7	0.59	-
X2.8	1.10	-
X2.9	0.71	-
X2.10	0.78	-
Y.1	0.80	1.58
Y.2	0.52	1.03
Y.3	0.49	0.97
Y.4	0.64	1.27
Y.5	0.70	1.38

Standardized Indirect Effects of ETA on Y

	MOTIVASI	KUALPLYN
X2.1	-	-
X2.2	-	-

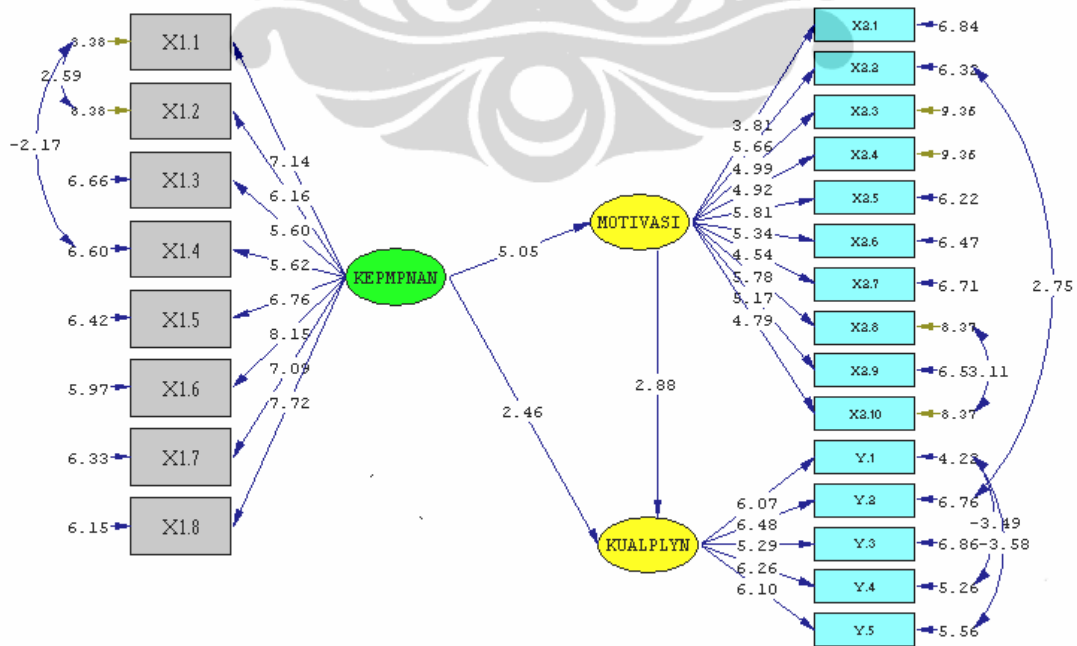
X2.3	-	-	-
X2.4	-	-	-
X2.5	-	-	-
X2.6	-	-	-
X2.7	-	-	-
X2.8	-	-	-
X2.9	-	-	-
X2.10	-	-	-
Y.1	0.80	-	-
Y.2	0.52	-	-
Y.3	0.49	-	-
Y.4	0.64	-	-
Y.5	0.70	-	-

Standardized Total Effects of KSI on Y

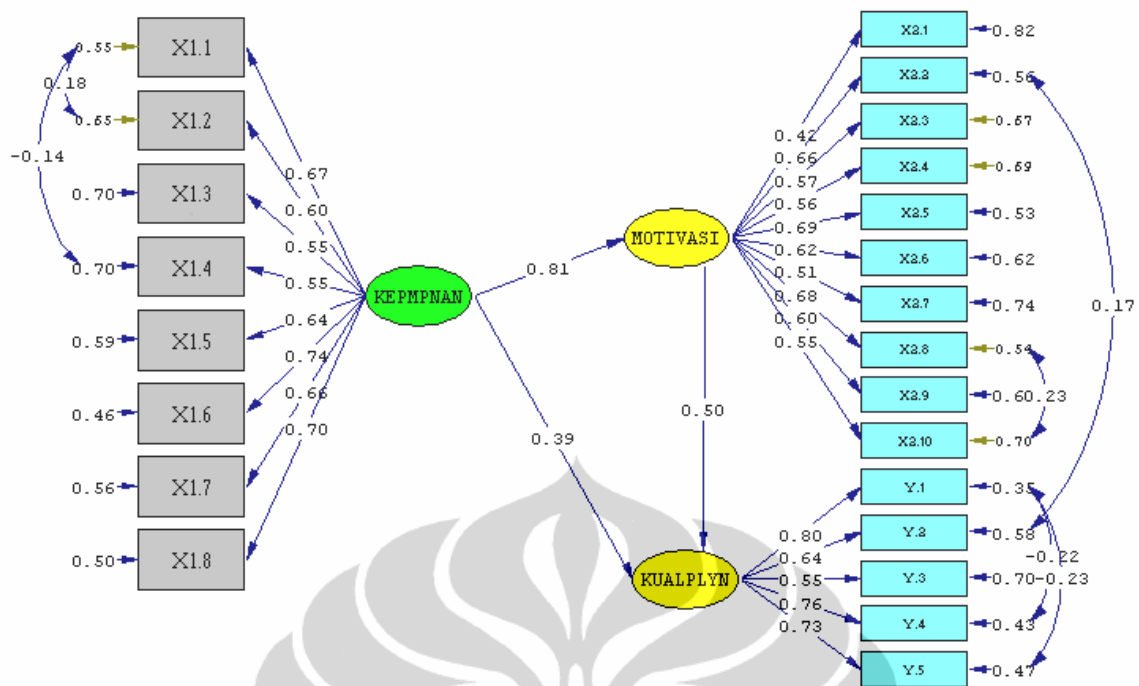
KEPMPNAN	
-----	
X2.1	0.25
X2.2	0.67
X2.3	0.54
X2.4	0.52
X2.5	0.94
X2.6	0.38
X2.7	0.48
X2.8	0.90
X2.9	-
X2.10	-
Y.1	-
Y.2	-
Y.3	-
Y.4	-
Y.5	-

The Problem used 75056 Bytes (= 0.1% of Available Workspace)

Time used: 0.094 Seconds



Chi-Square=292.40, df=222, P-value=0.00106, RMSEA=0.057



Chi-Square=292.40, df=222, P-value=0.00106, RMSEA=0.057

## 1. Pengaruh Kepemimpinan terhadap Kualitas Pelayanan

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP3.SPJ:

Observed Variables  
X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5  
Raw Data From File E:\FEBRIY~1\DATAPR.PR2  
Sample Size = 100  
Latent Variables KEPMPNAN MOTIVASI KUALPLYN  
Relationships  
X1.1-X1.8=KEPMPNAN  
X2.1-X2.10=MOTIVASI  
MOTIVASI=KEPMPNAN  
Options: SS  
Set Error Covariance of X2.4 and X2.3  
Set Error Covariance of X2.10 and X2.8  
Set Error Covariance of X1.2 and X1.1  
Set Error Covariance of X1.6 and X1.1  
Set Error Covariance of X1.1 and X2.7  
Path Diagram  
Iterations = 250  
Method of Estimation: Maximum Likelihood  
End of Problem  
  
Sample Size = 100

Covariance Matrix to be Analyzed

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6
X2.1	0.53					
X2.2	0.21	1.57				
X2.3	0.20	0.62	1.33			
X2.4	0.16	0.62	0.64	1.30		
X2.5	0.41	0.82	0.71	0.80	2.86	
X2.6	0.15	0.47	0.21	0.34	0.69	0.56
X2.7	0.11	0.47	0.37	0.40	0.70	0.14
X2.8	0.35	0.71	0.49	0.61	1.31	0.58
X2.9	0.19	0.55	0.40	0.28	0.76	0.31
X2.10	0.29	0.60	0.30	0.33	0.92	0.42
X1.1	0.21	0.90	0.94	0.33	1.36	0.38
X1.2	0.32	0.74	0.79	0.59	1.14	0.50
X1.3	0.04	0.75	0.78	0.22	0.76	0.22
X1.4	0.28	0.52	0.46	0.60	0.60	0.24
X1.5	0.24	0.68	0.55	0.44	0.47	0.31
X1.6	0.19	0.76	0.79	0.38	0.95	0.29
X1.7	0.26	0.98	0.64	0.79	1.24	0.46
X1.8	0.17	0.75	0.53	0.47	0.74	0.35

Covariance Matrix to be Analyzed

	X2.7	X2.8	X2.9	X2.10	X1.1	X1.2
X2.7	1.33					
X2.8	0.87	2.88				
X2.9	0.50	1.03	1.41			
X2.10	0.50	1.39	0.84	1.78		
X1.1	0.82	0.94	0.77	0.66	3.83	
X1.2	0.33	0.99	0.78	0.85	1.96	2.82
X1.3	0.48	0.57	0.38	0.48	1.05	0.98
X1.4	0.25	0.66	0.33	0.45	0.45	0.55
X1.5	0.21	0.35	0.26	0.33	0.80	0.91
X1.6	0.37	0.90	0.64	0.84	1.69	1.07
X1.7	0.58	1.14	0.50	0.95	1.07	0.88
X1.8	0.43	0.46	0.41	0.41	0.99	0.82

Covariance Matrix to be Analyzed

	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8
X1.3	2.55					
X1.4	0.49	1.52				
X1.5	0.68	0.60	1.28			
X1.6	1.19	0.72	0.72	2.37		
X1.7	1.02	0.93	0.71	1.32	2.96	
X1.8	0.52	0.59	0.69	0.86	1.13	1.36

Number of Iterations = 45

LISREL Estimates (Maximum Likelihood)

X2.1 = 0.30\*MOTIVASI, Errorvar.= 0.44 , R<sup>2</sup> = 0.17  
(0.083) (0.065)  
3.60 6.82

X2.2 = 0.86\*MOTIVASI, Errorvar.= 0.84 , R<sup>2</sup> = 0.47  
(0.16) (0.14)  
5.52 6.07

X2.3 = 0.63\*MOTIVASI, Errorvar.= 0.94 , R<sup>2</sup> = 0.29  
(0.14) (0.14)  
4.59 6.56

X2.4 = 0.64\*MOTIVASI, Errorvar.= 0.90 , R<sup>2</sup> = 0.31  
(0.14) (0.14)  
4.69 6.52

X2.5 = 1.16\*MOTIVASI, Errorvar.= 1.52 , R<sup>2</sup> = 0.47  
(0.21) (0.25)  
5.52 6.06

X2.6 = 0.49\*MOTIVASI, Errorvar.= 0.31 , R<sup>2</sup> = 0.44  
(0.092) (0.051)  
5.38 6.18

X2.7 = 0.55\*MOTIVASI, Errorvar.= 1.03 , R<sup>2</sup> = 0.23  
(0.13) (0.15)  
4.14 6.72

X2.8 = 1.07\*MOTIVASI, Errorvar.= 1.74 , R<sup>2</sup> = 0.40  
(0.21) (0.28)  
5.17 6.28

X2.9 = 0.69\*MOTIVASI, Errorvar.= 0.94 , R<sup>2</sup> = 0.34  
(0.14) (0.14)  
4.85 6.48

X2.10 = 0.80\*MOTIVASI, Errorvar.= 1.13 , R<sup>2</sup> = 0.36  
(0.16) (0.18)  
5.00 6.37

X1.1 = 1.06\*KEPMPNAN, Errorvar.= 2.83 , R<sup>2</sup> = 0.28  
(0.20) (0.41)  
5.33 6.92

X1.2 = 1.02\*KEPMPNAN, Errorvar.= 1.77 , R<sup>2</sup> = 0.37  
(0.16) (0.28)  
6.29 6.39

X1.3 = 0.84\*KEPMPNAN, Errorvar.= 1.84 , R<sup>2</sup> = 0.28  
(0.16) (0.28)  
5.28 6.61

X1.4 = 0.71\*KEPMPNAN, Errorvar.= 1.02 , R<sup>2</sup> = 0.33  
(0.12) (0.16)  
5.84 6.50



X1.5 = 0.74\*KEPMPNAN, Errorvar.= 0.73 , R<sup>2</sup> = 0.43  
 (0.11) (0.12)  
 6.88 6.21

X1.6 = 1.06\*KEPMPNAN, Errorvar.= 1.26 , R<sup>2</sup> = 0.47  
 (0.14) (0.21)  
 7.30 6.06

X1.7 = 1.19\*KEPMPNAN, Errorvar.= 1.54 , R<sup>2</sup> = 0.48  
 (0.16) (0.26)  
 7.42 6.01

X1.8 = 0.84\*KEPMPNAN, Errorvar.= 0.65 , R<sup>2</sup> = 0.52  
 (0.11) (0.11)  
 7.84 5.83

Error Covariance for X2.4 and X2.3 = 0.24  
 (0.10)  
 2.33

Error Covariance for X2.10 and X2.8 = 0.53  
 (0.17)  
 3.08

Error Covariance for X1.1 and X2.7 = 0.45  
 (0.15)  
 2.90

Error Covariance for X1.2 and X1.1 = 0.96  
 (0.24)  
 3.96

Error Covariance for X1.6 and X1.1 = 0.61  
 (0.19)  
 3.17

MOTIVASI = 0.82\*KEPMPNAN, Errorvar.= 0.32, R<sup>2</sup> = 0.68  
 (0.17)  
 4.82

Correlation Matrix of Independent Variables

KEPMPNAN  
 -----  
 1.00

Covariance Matrix of Latent Variables

	MOTIVASI -----	KEPMPNAN -----
MOTIVASI	1.00	
KEPMPNAN	0.82	1.00

Goodness of Fit Statistics

Degrees of Freedom = 129  
 Minimum Fit Function Chi-Square = 182.26 (P = 0.0014)  
 Normal Theory Weighted Least Squares Chi-Square = 173.95 (P = 0.0051)  
 Estimated Non-centrality Parameter (NCP) = 44.95  
 90 Percent Confidence Interval for NCP = (14.52 ; 83.46)

Minimum Fit Function Value = 1.84

Population Discrepancy Function Value (F0) = 0.45  
90 Percent Confidence Interval for F0 = (0.15 ; 0.84)  
Root Mean Square Error of Approximation (RMSEA) = 0.059  
90 Percent Confidence Interval for RMSEA = (0.034 ; 0.081)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.25

Expected Cross-Validation Index (ECVI) = 2.61  
90 Percent Confidence Interval for ECVI = (2.30 ; 2.99)  
ECVI for Saturated Model = 3.45  
ECVI for Independence Model = 8.33

Chi-Square for Independence Model with 153 Degrees of Freedom = 788.81

Independence AIC = 824.81  
Model AIC = 257.95  
Saturated AIC = 342.00  
Independence CAIC = 889.70  
Model CAIC = 409.37  
Saturated CAIC = 958.48

Root Mean Square Residual (RMR) = 0.13  
Standardized RMR = 0.071  
Goodness of Fit Index (GFI) = 0.84  
Adjusted Goodness of Fit Index (AGFI) = 0.78  
Parsimony Goodness of Fit Index (PGFI) = 0.63

Normed Fit Index (NFI) = 0.77  
Non-Normed Fit Index (NNFI) = 0.90  
Parsimony Normed Fit Index (PNFI) = 0.65  
Comparative Fit Index (CFI) = 0.92  
Incremental Fit Index (IFI) = 0.92  
Relative Fit Index (RFI) = 0.73

Critical N (CN) = 92.95

#### Standardized Solution

LAMBDA-Y

MOTIVASI

X2.1	0.30
X2.2	0.86
X2.3	0.63
X2.4	0.64
X2.5	1.16
X2.6	0.49
X2.7	0.55
X2.8	1.07
X2.9	0.69
X2.10	0.80

LAMBDA-X

	KEPMPNAN
X1.1	1.06
X1.2	1.02
X1.3	0.84
X1.4	0.71
X1.5	0.74
X1.6	1.06
X1.7	1.19
X1.8	0.84

GAMMA

	KEPMPNAN
MOTIVASI	0.82

Correlation Matrix of ETA and KSI

	MOTIVASI	KEPMPNAN
MOTIVASI	1.00	
KEPMPNAN	0.82	1.00

PSI

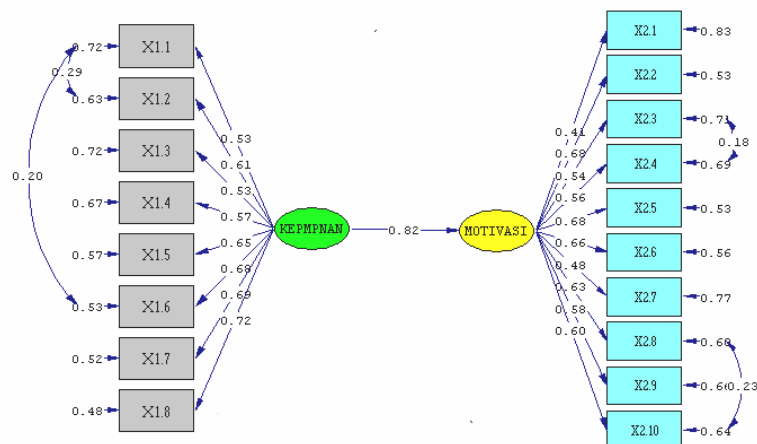
	MOTIVASI
	0.32

Regression Matrix ETA on KSI (Standardized)

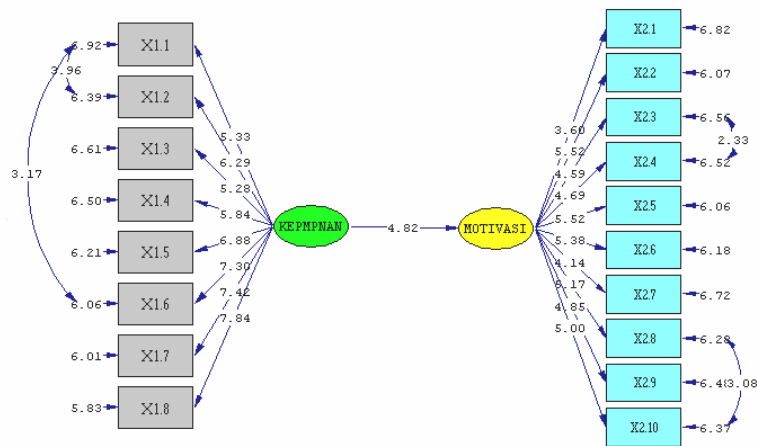
	KEPMPNAN
MOTIVASI	0.82

The Problem used 46560 Bytes (= 0.1% of Available Workspace)

Time used: 0.045 Seconds



Chi-Square=173.95, df=129, P-value=0.00512, RMSEA=0.059



Chi-Square=173.95, df=129, P-value=0.00512, RMSEA=0.059



## 2. Pengaruh Kepemimpinan terhadap Kualitas Pelayanan

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP3.SPJ:

Observed Variables

X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5

Raw Data From File E:\FEBRIY~1\DATAPR.PR2

Sample Size = 100

Latent Variables KEPMPNAN KUALPLYN

Relationships

X1.1-X1.8=KEPMPNAN

Y.1-Y.5=KUALPLYN

KUALPLYN=KEPMPNAN

Options: SS

Set Error Covariance of X1.2 and X1.1

Set Error Covariance of X1.8 and Y.2

Path Diagram

Iterations = 250

Method of Estimation: Maximum Likelihood

End of Problem

Sample Size = 100

Covariance Matrix to be Analyzed

	Y.1	Y.2	Y.3	Y.4	Y.5	X1.1
Y.1	3.90					
Y.2	1.68	2.54				
Y.3	1.23	0.83	3.14			
Y.4	1.25	1.31	1.38	2.79		
Y.5	1.29	1.15	1.66	1.78	3.58	
X1.1	1.78	1.05	1.13	1.09	1.50	3.83
X1.2	1.86	1.03	1.13	1.03	1.06	1.96
X1.3	1.02	0.35	0.48	1.15	1.24	1.05
X1.4	0.96	0.57	0.26	0.55	0.40	0.45
X1.5	0.82	0.70	0.66	0.81	0.79	0.80
X1.6	1.39	0.72	0.88	1.19	1.43	1.69
X1.7	1.48	1.08	0.65	0.91	1.33	1.07
X1.8	0.98	1.01	0.69	0.79	0.85	0.99

Covariance Matrix to be Analyzed

	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.2	2.82					
X1.3	0.98	2.55				
X1.4	0.55	0.49	1.52			
X1.5	0.91	0.68	0.60	1.28		
X1.6	1.07	1.19	0.72	0.72	2.37	
X1.7	0.88	1.02	0.93	0.71	1.32	2.96
X1.8	0.82	0.52	0.59	0.69	0.86	1.13

Covariance Matrix to be Analyzed

	X1.8
X1.8	1.36

Number of Iterations = 21

LISREL Estimates (Maximum Likelihood)

Y.1 = 1.28*KUALPLYN, Errorvar.= 2.25 , R <sup>2</sup> = 0.42 (0.26) (0.37) 4.98 6.07
Y.2 = 1.01*KUALPLYN, Errorvar.= 1.53 , R <sup>2</sup> = 0.40 (0.20) (0.25) 5.05 6.15
Y.3 = 1.02*KUALPLYN, Errorvar.= 2.10 , R <sup>2</sup> = 0.33 (0.22) (0.33) 4.58 6.38
Y.4 = 1.22*KUALPLYN, Errorvar.= 1.29 , R <sup>2</sup> = 0.54 (0.23) (0.24) 5.36 5.49
Y.5 = 1.32*KUALPLYN, Errorvar.= 1.84 , R <sup>2</sup> = 0.49 (0.25) (0.32) 5.22 5.77
X1.1 = 1.20*KEPMPNAN, Errorvar.= 2.40 , R <sup>2</sup> = 0.37 (0.19) (0.38) 6.32 6.37
X1.2 = 1.03*KEPMPNAN, Errorvar.= 1.76 , R <sup>2</sup> = 0.37 (0.16) (0.28) 6.31 6.37
X1.3 = 0.90*KEPMPNAN, Errorvar.= 1.75 , R <sup>2</sup> = 0.32 (0.16) (0.27) 5.72 6.55
X1.4 = 0.64*KEPMPNAN, Errorvar.= 1.11 , R <sup>2</sup> = 0.27 (0.12) (0.17) 5.19 6.65

X1.5 = 0.74\*KEPMPNAN, Errorvar.= 0.72 , R<sup>2</sup> = 0.43  
(0.11) (0.12)  
6.94 6.22

X1.6 = 1.14\*KEPMPNAN, Errorvar.= 1.07 , R<sup>2</sup> = 0.55  
(0.14) (0.19)  
8.16 5.72

X1.7 = 1.12\*KEPMPNAN, Errorvar.= 1.71 , R<sup>2</sup> = 0.42  
(0.16) (0.27)  
6.85 6.25

X1.8 = 0.84\*KEPMPNAN, Errorvar.= 0.68 , R<sup>2</sup> = 0.51  
(0.11) (0.11)  
7.76 5.94

Error Covariance for X1.2 and X1.1 = 0.73  
(0.25)  
2.97

Error Covariance for X1.8 and Y.2 = 0.35  
(0.12)  
2.81

KUALPLYN = 0.84\*KEPMPNAN, Errorvar.= 0.29, R<sup>2</sup> = 0.71  
(0.18)  
4.61

#### Correlation Matrix of Independent Variables

KEPMPNAN  
-----  
1.00

#### Covariance Matrix of Latent Variables

	KUALPLYN -----	KEPMPNAN -----
KUALPLYN	1.00	
KEPMPNAN	0.84	1.00

#### Goodness of Fit Statistics

Degrees of Freedom = 62  
Minimum Fit Function Chi-Square = 102.95 (P = 0.00084)  
Normal Theory Weighted Least Squares Chi-Square = 99.68 (P = 0.0017)  
Estimated Non-centrality Parameter (NCP) = 37.68  
90 Percent Confidence Interval for NCP = (14.30 ; 68.98)

Minimum Fit Function Value = 1.04  
Population Discrepancy Function Value (F0) = 0.38  
90 Percent Confidence Interval for F0 = (0.14 ; 0.70)  
Root Mean Square Error of Approximation (RMSEA) = 0.078  
90 Percent Confidence Interval for RMSEA = (0.048 ; 0.11)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.059

Expected Cross-Validation Index (ECVI) = 1.59  
90 Percent Confidence Interval for ECVI = (1.36 ; 1.91)  
ECVI for Saturated Model = 1.84  
ECVI for Independence Model = 5.88

Chi-Square for Independence Model with 78 Degrees of Freedom = 556.14

Independence AIC = 582.14

Model AIC = 157.68

Saturated AIC = 182.00

Independence CAIC = 629.01

Model CAIC = 262.23

Saturated CAIC = 510.07

Root Mean Square Residual (RMR) = 0.19

Standardized RMR = 0.068

Goodness of Fit Index (GFI) = 0.87

Adjusted Goodness of Fit Index (AGFI) = 0.80

Parsimony Goodness of Fit Index (PGFI) = 0.59

Normed Fit Index (NFI) = 0.81

Non-Normed Fit Index (NNFI) = 0.89

Parsimony Normed Fit Index (PNFI) = 0.65

Comparative Fit Index (CFI) = 0.91

Incremental Fit Index (IFI) = 0.92

Relative Fit Index (RFI) = 0.77

Critical N (CN) = 88.32

Standardized Solution

LAMBDA-Y

KUALPLYN

-----  
Y.1            1.28  
Y.2            1.01  
Y.3            1.02  
Y.4            1.22  
Y.5            1.32

LAMBDA-X

KEPMPNAN

-----  
X1.1           1.20  
X1.2           1.03  
X1.3           0.90  
X1.4           0.64  
X1.5           0.74  
X1.6           1.14  
X1.7           1.12  
X1.8           0.84

GAMMA

KEPMPNAN

-----  
KUALPLYN       0.84



Correlation Matrix of ETA and KSI

	KUALPLYN	KEPMPNAN
KUALPLYN	1.00	
KEPMPNAN	0.84	1.00

PSI

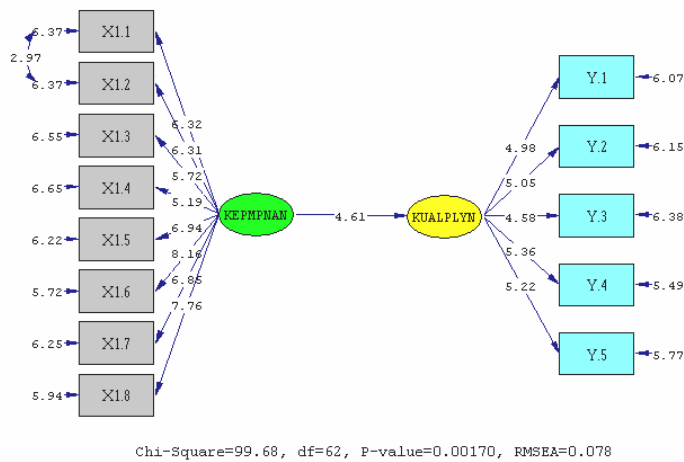
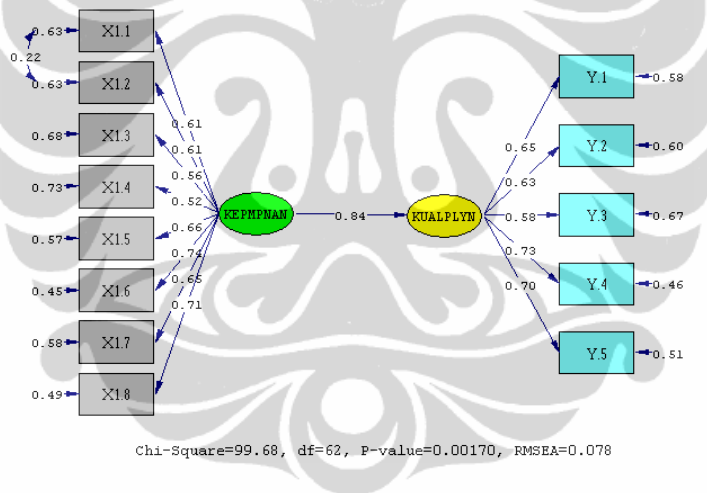
KUALPLYN
0.29

Regression Matrix ETA on KSI (Standardized)

KUALPLYN	KEPMPNAN
	0.84

The Problem used 25560 Bytes (= 0.0% of Available Workspace)

Time used: 0.000 Seconds



### 3. Pengaruh Motivasi terhadap Kualitas Pelayanan

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file E:\FEBRIY~1\SIMP3.SPJ:

Observed Variables

X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 X2.1 X2.2  
X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 Y.1  
Y.2 Y.3 Y.4 Y.5

Raw Data From File E:\FEBRIY~1\DATAPR.PR2

Sample Size = 100

Latent Variables KEPMPNAN MOTIVASI KUALPLYN

Relationships

X2.1-X2.10=MOTIVASI

Y.1-Y.5=KUALPLYN

KUALPLYN=MOTIVASI

Options: SS

Set Error Covariance of X2.2 and Y.2

Set Error Covariance of X2.4 and X2.3

Set Error Covariance of X2.10 and X2.8

Path Diagram

Iterations = 250

Method of Estimation: Maximum Likelihood

End of Problem

Sample Size = 100

Covariance Matrix to be Analyzed

	Y.1	Y.2	Y.3	Y.4	Y.5	X2.1
Y.1	3.90					
Y.2	1.68	2.54				
Y.3	1.23	0.83	3.14			
Y.4	1.25	1.31	1.38	2.79		
Y.5	1.29	1.15	1.66	1.78	3.58	
X2.1	0.51	0.28	0.42	0.28	0.44	0.53
X2.2	1.21	1.09	0.60	0.89	0.67	0.21
X2.3	0.95	0.60	0.52	0.73	0.64	0.20
X2.4	0.92	0.78	0.29	0.61	0.60	0.16
X2.5	1.74	1.16	1.09	0.94	1.18	0.41
X2.6	0.63	0.55	0.33	0.36	0.33	0.15
X2.7	0.53	0.31	0.68	0.74	0.96	0.11
X2.8	1.39	0.73	0.98	1.09	1.24	0.35
X2.9	1.05	0.73	0.87	0.65	0.93	0.19
X2.10	1.18	0.49	1.00	0.65	0.80	0.29

Covariance Matrix to be Analyzed

	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
X2.2	1.57					
X2.3	0.62	1.33				
X2.4	0.62	0.64	1.30			
X2.5	0.82	0.71	0.80	2.86		
X2.6	0.47	0.21	0.34	0.69	0.56	
X2.7	0.47	0.37	0.40	0.70	0.14	1.33
X2.8	0.71	0.49	0.61	1.31	0.58	0.87
X2.9	0.55	0.40	0.28	0.76	0.31	0.50
X2.10	0.60	0.30	0.33	0.92	0.42	0.50

Covariance Matrix to be Analyzed

	X2.8	X2.9	X2.10
X2.8	2.88		
X2.9	1.03	1.41	
X2.10	1.39	0.84	1.78

Number of Iterations = 12

LISREL Estimates (Maximum Likelihood)

Y.1 = 1.35\*KUALPLYN, Errorvar.= 2.07 , R<sup>2</sup> = 0.47  
 (0.32) (0.35)  
 4.17 5.92

Y.2 = 1.04\*KUALPLYN, Errorvar.= 1.46 , R<sup>2</sup> = 0.43  
 (0.25) (0.24)  
 4.16 6.10

Y.3 = 1.06\*KUALPLYN, Errorvar.= 2.01 , R<sup>2</sup> = 0.36  
 (0.27) (0.32)  
 3.93 6.33

$Y.4 = 1.14 * KUALPLYN$ , Errorvar.= 1.49 ,  $R^2 = 0.47$   
 (0.27) (0.25)  
 4.17 5.93

$Y.5 = 1.24 * KUALPLYN$ , Errorvar.= 2.03 ,  $R^2 = 0.43$   
 (0.30) (0.33)  
 4.10 6.07

$X2.1 = 0.32 * MOTIVASI$ , Errorvar.= 0.43 ,  $R^2 = 0.19$   
 (0.074) (0.063)  
 4.27 6.79

$X2.2 = 0.80 * MOTIVASI$ , Errorvar.= 0.94 ,  $R^2 = 0.40$   
 (0.12) (0.15)  
 6.65 6.32

$X2.3 = 0.58 * MOTIVASI$ , Errorvar.= 0.99 ,  $R^2 = 0.26$   
 (0.12) (0.15)  
 5.03 6.66

$X2.4 = 0.60 * MOTIVASI$ , Errorvar.= 0.94 ,  $R^2 = 0.28$   
 (0.11) (0.14)  
 5.27 6.62

$X2.5 = 1.18 * MOTIVASI$ , Errorvar.= 1.47 ,  $R^2 = 0.49$   
 (0.16) (0.24)  
 7.51 6.02

$X2.6 = 0.47 * MOTIVASI$ , Errorvar.= 0.33 ,  $R^2 = 0.40$   
 (0.071) (0.053)  
 6.61 6.33

$X2.7 = 0.59 * MOTIVASI$ , Errorvar.= 0.98 ,  $R^2 = 0.26$   
 (0.12) (0.15)  
 5.15 6.66

$X2.8 = 1.12 * MOTIVASI$ , Errorvar.= 1.62 ,  $R^2 = 0.44$   
 (0.16) (0.26)  
 6.99 6.17

$X2.9 = 0.75 * MOTIVASI$ , Errorvar.= 0.85 ,  $R^2 = 0.40$   
 (0.11) (0.13)  
 6.58 6.34

$X2.10 = 0.82 * MOTIVASI$ , Errorvar.= 1.11 ,  $R^2 = 0.38$   
 (0.13) (0.17)  
 6.35 6.35

Error Covariance for X2.2 and Y.2 = 0.36  
 (0.14)  
 2.57

Error Covariance for X2.4 and X2.3 = 0.29  
 (0.11)  
 2.68

Error Covariance for X2.10 and X2.8 = 0.47  
 (0.16)  
 2.85

KUALPLYN = 0.89\*MOTIVASI, Errorvar.= 0.20, R<sup>2</sup> = 0.80  
(0.23)  
3.84

Correlation Matrix of Independent Variables

MOTIVASI  
-----  
1.00

Covariance Matrix of Latent Variables

	KUALPLYN	MOTIVASI
	-----	-----
KUALPLYN	1.00	
MOTIVASI	0.89	1.00

Goodness of Fit Statistics

Degrees of Freedom = 86  
Minimum Fit Function Chi-Square = 123.29 (P = 0.0052)  
Normal Theory Weighted Least Squares Chi-Square = 129.79 (P = 0.0016)  
Estimated Non-centrality Parameter (NCP) = 43.79  
90 Percent Confidence Interval for NCP = (17.06 ; 78.48)

Minimum Fit Function Value = 1.25  
Population Discrepancy Function Value (F0) = 0.44  
90 Percent Confidence Interval for F0 = (0.17 ; 0.79)  
Root Mean Square Error of Approximation (RMSEA) = 0.072  
90 Percent Confidence Interval for RMSEA = (0.045 ; 0.096)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.086

Expected Cross-Validation Index (ECVI) = 2.00  
90 Percent Confidence Interval for ECVI = (1.73 ; 2.35)  
ECVI for Saturated Model = 2.42  
ECVI for Independence Model = 6.46

Chi-Square for Independence Model with 105 Degrees of Freedom = 609.45  
Independence AIC = 639.45  
Model AIC = 197.79  
Saturated AIC = 240.00  
Independence CAIC = 693.53  
Model CAIC = 320.36  
Saturated CAIC = 672.62

Root Mean Square Residual (RMR) = 0.14  
Standardized RMR = 0.069  
Goodness of Fit Index (GFI) = 0.85  
Adjusted Goodness of Fit Index (AGFI) = 0.79  
Parsimony Goodness of Fit Index (PGFI) = 0.61

Normed Fit Index (NFI) = 0.80  
Non-Normed Fit Index (NNFI) = 0.91  
Parsimony Normed Fit Index (PNFI) = 0.65  
Comparative Fit Index (CFI) = 0.93  
Incremental Fit Index (IFI) = 0.93  
Relative Fit Index (RFI) = 0.75

Critical N (CN) = 96.89

Standardized Solution

LAMBDA-Y

	KUALPLYN
Y.1	1.35
Y.2	1.04
Y.3	1.06
Y.4	1.14
Y.5	1.24

LAMBDA-X

	MOTIVASI
X2.1	0.32
X2.2	0.80
X2.3	0.58
X2.4	0.60
X2.5	1.18
X2.6	0.47
X2.7	0.59
X2.8	1.12
X2.9	0.75
X2.10	0.82

GAMMA

	MOTIVASI
KUALPLYN	0.89

Correlation Matrix of ETA and KSI

	KUALPLYN	MOTIVASI
KUALPLYN	1.00	
MOTIVASI	0.89	1.00

PSI

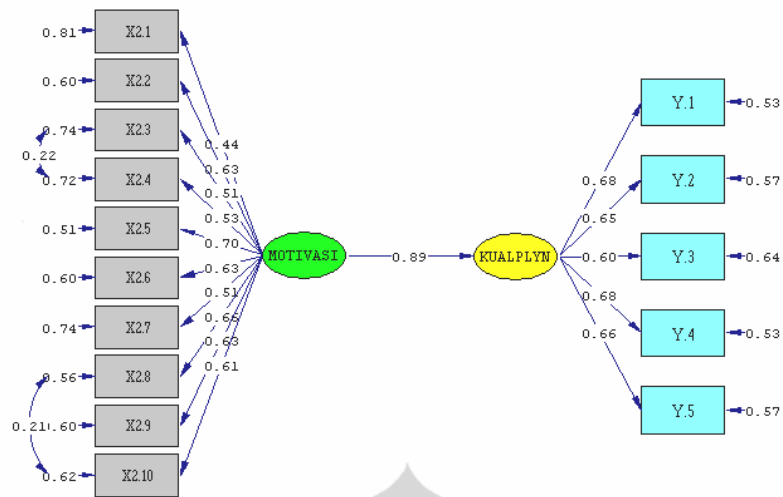
KUALPLYN
0.20

Regression Matrix ETA on KSI (Standardized)

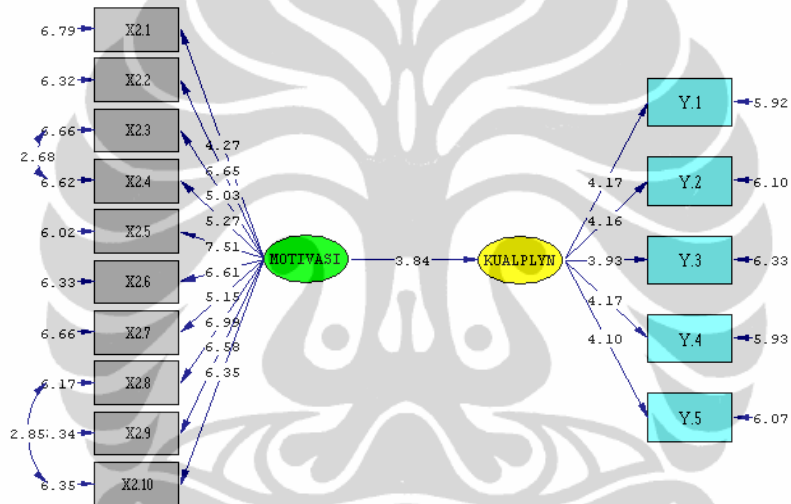
	MOTIVASI
KUALPLYN	0.89

The Problem used 33072 Bytes (= 0.0% of Available Workspace)

Time used: 0.018 Seconds



Chi-Square=129.79, df=86, P-value=0.00161, RMSEA=0.072



Chi-Square=129.79, df=86, P-value=0.00161, RMSEA=0.072