

Lampiran 1 Kuisisioner Penelitian

A. Pengantar

Kepada Yth. Responden Konsumen Gudeg Yu Djum Wijilan

Nama : Nurul Pertiwi Adhistya Pradita

NIM : 20130410326

Mahasiswa : Universitas Muhamadiyah Yogyakarta

Fakultas : Ekonomi dan Bisnis

Prodi : Manajemen

Sedang mengadakan penelitian dengan judul **“Analisis Pengaruh Kualitas Pelayanan dan Persepsi Harga Terhadap Kepuasan Pelanggan Untuk Meningkatkan Loyalitas Pelanggan Gudeg Yu Djum Wijilan”**. Untuk keperluan penelitian tersebut, saya minta bantuan kepada Bapak/Ibu/Saudara/i untuk mengisi dan memberikan penilaian melalui kuisisioner yang saya berikan ini dengan sebenar-benarnya berdasarkan atau apa yang Responden dapatkan berkaitan dengan Kualitas Pelayanan dan Harga Terhadap Kepuasan Pelanggan untuk Meningkatkan Loyalitas Pelanggan. Semoga partisipasi yang Bapak/Ibu/Saudara/i berikan dapat bermanfaat untuk ilmu pengetahuan. Atas kerjasama dan partisipasi yang diberikn, saya ucapkan terima kasih.

Hormat saya

Nurul Pertiwi
Adhistya Pradita

KUISIONER

Identitas Responden :

1. Nama :
2. Umur
 - 17-25 Tahun
 - 25-34 Tahun
 - 35-44 Tahun
 - >44 Tahun
3. Jenis Kelamin
 - Laki-laki
 - Perempuan
4. Sudah berapa kali mengkonsumsi Gudeg Yu Djum Cabang Wijilan
 - 1-2 Kali
 - 2-3 Kali
 - >3 Kali

Petunjuk dalam pengisian kuisioner :

1. Isilah jawaban anda dengan benar dan sesuai dengan keadaan yang anda dapatkan dengan cara memberi tanda (√) centang di kolom yang sudah disediakan atau dari pertanyaan-pertanyaan yang sudah ada. Jawaban dari pertanyaan ini diberi penilaian dari sangat tidak setuju (STS) sampai dengan sangat setuju (SS) dengan menggunakan rentang skor 1-5. Penjelasan penetapan skor sebagai berikut :

STS : Sangat Tidak Setuju (Skor 1)

TS : Tidak Setuju (Skor 2)

N : Netral (Skor 3)

S : Setuju (Skor 4)

SS : Sangat Setuju (Skor 5)

A. Variabel Kualitas Layanan

NO	VARIABEL KUALITAS PELAYANAN	STS	TS	N	S	SS
1	Ada rasa nyaman yang dirasakan pelanggan terhadap usaha Gudeg Yu Djum Wijilan.					
2	Ada rasa nyaman pelanggan terhadap pelayanan dari karyawan Gudeg Yu Djum Wijilan.					
3	Pelayanan dari Gudeg Yu Djum yang cepat dan tanggap kepada pelanggan Wijilan.					
4	Perasaan aman melakukan transaksi pembelian pada Gudeg Yu Djum Wijilan.					

5	Ada perhatian yang diberikan karyawan Gudeg Yu Djum kepada pelanggan Wijilan.					
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B. Variabel Persepsi Harga

NO	VARIABEL PERSEPSI HARGA	STS	TS	N	S	SS
1	Harga yang diberikan Gudeg Yu Djum Wijilan sudah terjangkau.					
2	Harga Gudeg Yu Djum Wijilan sesuai dengan fasilitas yang ada					
3	Harga yang ditetapkan Gudeg Yu Djum Wijilan sesuai dengan kualitas pelayanan yang diberikan					

C. Variabel Kepuasan Pelanggan

NO	VARIABEL KEPUASAN PELANGGAN	STS	TS	N	S	SS
1	Pelayanan yang diberikan Gudeg Yu Djum Wijilan sesuai maka harapan konsumen terpenuhi					
2	Perasaan puas pelanggan terhadap kualitas pelayanan yang diberikan oleh Gudeg Yu Djum Wijilan.					

3	Ketersediaan Pelanggan untuk merekomendasikan Gudeg Yu Djum Wijilan kepada pihak lain					
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D. Variabel Loyalitas Pelanggan

NO	Variabel Loyalitas Pelanggan	STS	TS	N	S	SS
1	Pelanggan akan melakukan pembelian ulang Gudeg Yu Djum Wijilan diwaktu mendatang					
2	Tertanamnya secara positif layanan Gudeg Yu Djum Wijilan dibenak pelanggan					
3	Gudeg Yu Djum Wijilan selalu menjadi pilihan utama bagi pelanggan					

Lampiran 2 Data Penelitian

Kualitas Pelayanan						Persepsi Harga			
KP1	KP2	KP3	KP4	KP5	Jumlah	PH1	PH2	PH3	Jumlah
4	4	4	3	4	19	3	3	3	9
4	4	4	3	4	19	3	3	3	9
4	4	4	3	3	18	3	3	3	9
4	4	4	4	3	19	3	3	4	10
4	4	4	4	3	19	3	3	3	9
4	4	4	4	3	19	3	3	4	10
4	4	4	4	4	20	3	3	4	10
4	4	4	4	4	20	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	4	4	3	19	3	3	4	10
4	3	4	3	4	18	3	3	4	10
4	4	4	3	3	18	4	3	3	10
4	4	4	3	3	18	4	3	3	10
4	4	4	4	3	19	3	3	3	9
4	4	5	4	4	21	4	3	4	11
3	4	4	4	4	19	3	3	4	10
4	4	5	3	4	20	3	3	4	10
4	4	4	4	4	20	3	3	4	10
4	4	5	4	4	21	4	3	4	11
4	3	4	3	3	17	3	3	4	10
4	3	4	3	3	17	3	3	3	9
4	4	4	3	4	19	3	3	4	10
4	4	4	3	4	19	3	3	4	10
4	4	4	3	3	18	3	3	4	10
3	4	4	3	3	17	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	4	3	3	18	4	3	4	11
4	4	4	3	4	19	4	3	4	11
2	3	3	3	3	14	2	2	3	7
4	4	3	3	3	17	4	4	4	12
4	4	4	3	4	19	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	4	4	3	19	3	3	4	10
4	4	4	3	3	18	4	3	4	11

Kualitas Pelayanan						Persepsi Harga			
KP1	KP2	KP3	KP4	KP5	Jumlah	PH1	PH2	PH3	Jumlah
4	4	4	3	4	19	3	3	4	10
3	4	4	3	3	17	3	3	4	10
3	4	4	3	2	16	3	3	4	10
4	4	4	3	3	18	3	3	4	10
3	4	4	3	3	17	3	3	4	10
3	3	4	3	3	16	3	3	3	9
4	3	4	3	3	17	3	3	4	10
3	4	4	3	3	17	3	3	3	9
3	3	4	3	3	16	3	3	4	10
3	4	4	3	3	17	3	3	4	10
4	3	4	3	3	17	3	3	4	10
3	3	4	4	3	17	3	3	3	9
4	4	4	4	3	19	4	4	4	12
3	3	4	4	4	18	4	4	4	12
5	4	5	4	4	22	4	4	4	12
4	4	5	5	4	22	4	3	4	11
4	4	4	4	4	20	4	4	4	12
4	4	5	4	4	21	4	3	4	11
5	4	5	4	4	22	4	4	4	12
4	5	4	4	3	20	3	3	4	10
4	4	5	4	4	21	3	3	4	10
4	3	4	3	4	18	4	3	3	10
4	4	4	3	3	18	3	3	4	10
4	4	4	3	3	18	3	3	3	9
4	4	4	4	3	19	3	3	3	9
4	4	4	3	3	18	3	3	3	9
4	3	4	4	3	18	3	3	3	9
4	4	5	4	3	20	3	3	3	9
3	4	4	3	3	17	3	3	4	10
4	4	4	3	3	18	3	3	4	10
4	4	5	4	3	20	3	3	4	10
4	4	5	3	3	19	3	3	3	9
4	4	5	3	3	19	3	3	4	10
4	4	5	3	3	19	3	3	4	10
4	3	4	3	3	17	3	3	4	10
3	3	4	3	3	16	3	3	4	10
4	3	4	3	3	17	3	3	4	10
4	3	4	3	3	17	3	3	4	10
4	3	4	4	4	19	3	3	3	9

Kualitas Pelayanan						Persepsi Harga			
KP1	KP2	KP3	KP4	KP5	Jumlah	PH1	PH2	PH3	Jumlah
3	2	3	2	3	13	4	3	2	9
3	4	3	2	4	16	3	4	4	11
3	3	4	3	3	16	2	3	2	7
4	4	4	3	3	18	3	3	4	10
4	4	4	4	3	19	3	3	4	10
3	3	4	3	3	16	4	3	4	11
4	4	3	4	4	19	4	3	3	10
2	3	5	4	3	17	2	3	1	6
2	2	3	3	3	13	2	2	3	7
4	3	3	5	4	19	3	4	3	10
5	4	4	3	4	20	4	3	4	11
3	4	4	3	3	17	4	4	3	11
3	3	3	3	2	14	2	4	4	10
4	4	4	4	4	20	5	5	4	14
2	2	2	2	3	11	2	2	2	6
4	4	3	4	4	19	4	4	3	11
5	5	4	4	3	21	3	4	3	10
4	4	3	4	4	19	3	3	3	9
4	4	5	4	4	21	5	3	5	13
4	3	3	4	3	17	3	3	4	10
2	2	3	3	3	13	3	2	2	7
3	4	4	4	3	18	4	4	4	12
4	4	5	4	4	21	4	4	3	11
4	4	5	4	4	21	4	4	3	11
2	3	3	2	3	13	3	3	3	9
2	2	2	1	2	9	2	2	2	6
2	2	2	1	2	9	2	2	2	6
2	2	2	1	2	9	2	2	2	6
2	2	2	1	2	9	2	2	2	6
2	2	2	1	2	9	2	2	2	6
4	4	4	4	4	20	4	4	4	12
5	5	4	4	5	23	5	4	5	14
4	3	3	4	4	18	4	3	4	11
4	4	4	4	4	20	4	4	4	12
2	3	3	2	2	12	3	2	3	8
3	3	3	3	3	15	4	3	4	11
4	4	4	3	3	18	3	3	4	10
4	4	4	4	5	21	4	4	5	13
4	3	4	3	3	17	3	3	3	9

Kualitas Pelayanan						Persepsi Harga			
KP1	KP2	KP3	KP4	KP5	Jumlah	PH1	PH2	PH3	Jumlah
4	3	4	3	3	17	3	3	3	9
4	3	3	3	3	16	3	4	3	10
4	3	4	3	3	17	3	3	3	9
4	3	4	3	3	17	3	3	3	9
4	3	4	3	3	17	4	3	3	10
4	3	4	3	3	17	4	3	3	10
4	4	3	3	3	17	4	4	3	11
4	3	4	3	3	17	4	3	3	10
4	3	4	3	3	17	3	3	4	10
2	2	3	2	2	11	2	2	2	6
2	4	1	2	2	11	3	2	3	8
3	3	3	3	3	15	3	4	4	11
2	2	2	2	2	10	2	2	2	6
3	3	4	3	2	15	3	3	4	10
3	3	3	4	3	16	3	4	3	10
4	3	4	3	3	17	3	3	4	10
4	4	5	4	5	22	4	4	5	13
5	5	4	4	4	22	5	5	5	15
1	3	2	2	1	9	1	3	1	5
4	3	4	3	3	17	3	4	4	11
3	4	4	3	3	17	3	3	4	10
3	4	4	3	3	17	3	3	4	10
3	3	3	3	3	15	3	3	3	9
3	3	2	3	3	14	3	3	3	9
2	2	1	2	2	9	3	2	2	7
4	4	4	4	4	20	4	4	4	12

Kepuasan Pelanggan				Loyalitas Pelanggan			
KP1	KP2	KP3	Jumlah	LP1	LP2	LP3	Jumlah
4	4	4	12	4	4	3	11
4	3	4	11	4	4	3	11
4	4	4	12	4	4	3	11
4	4	5	13	4	3	3	10
4	4	4	12	4	4	3	11
4	4	5	13	4	4	3	11
4	4	5	13	4	4	3	11
4	3	4	11	4	3	3	10
4	4	4	12	4	4	3	11
4	4	3	11	4	4	3	11
4	4	5	13	4	4	3	11
4	3	4	11	4	3	3	10
4	3	4	11	4	3	4	11
4	4	4	12	4	3	3	10
4	4	4	12	4	4	3	11
4	4	4	12	4	4	3	11
4	4	5	13	4	4	3	11
4	4	5	13	4	4	3	11
4	4	5	13	4	4	3	11
4	3	4	11	4	3	3	10
4	3	4	11	4	4	3	11
4	4	4	12	4	4	3	11
4	4	4	12	4	4	3	11
4	4	4	12	4	4	3	11
4	4	5	13	4	4	3	11
4	4	5	13	4	4	3	11
4	3	4	11	4	3	3	10
4	3	4	11	4	4	3	11
4	4	4	12	4	4	3	11
4	4	4	12	4	4	3	11
4	3	4	11	4	3	4	11
4	3	3	10	4	3	3	10
4	3	4	11	3	3	3	9
4	3	4	11	4	3	3	10
4	4	4	12	4	4	3	11
3	2	3	8	3	3	4	10
3	3	4	10	5	3	3	11
4	3	4	11	4	3	4	11
4	3	4	11	4	3	3	10
4	3	4	11	4	3	4	11
4	4	4	12	4	3	3	10
4	3	4	11	4	3	3	10
3	3	3	9	4	4	4	12
4	3	4	11	4	3	3	10
4	4	4	12	4	3	4	11

Kepuasan Pelanggan				Loyalitas Pelanggan			
KP1	KP2	KP3	Jumlah	LP1	LP2	LP3	Jumlah
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	4	11
4	3	4	11	4	3	3	10
3	4	4	11	4	3	3	10
4	3	4	11	4	4	3	11
4	3	4	11	4	3	4	11
4	3	4	11	4	3	4	11
4	3	4	11	4	3	3	10
4	4	4	12	4	3	3	10
4	3	3	10	4	3	3	10
4	5	4	13	4	5	4	13
4	5	5	14	5	4	5	14
5	5	5	15	4	5	4	13
4	4	4	12	4	4	4	12
4	4	5	13	5	4	4	13
4	4	5	13	5	4	4	13
4	4	5	13	5	4	3	12
4	4	5	13	5	4	4	13
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
3	3	4	10	3	4	4	11
4	3	4	11	4	3	4	11
3	3	4	10	3	4	3	10
4	3	4	11	4	3	3	10
3	4	4	11	3	3	3	9
3	3	4	10	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
3	3	4	10	4	3	3	10
3	3	4	10	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	3	5	12	4	3	3	10
3	4	3	10	4	3	3	10
3	4	4	11	3	3	4	10

Kepuasan Pelanggan				Loyalitas Pelanggan			
KP1	KP2	KP3	Jumlah	LP1	LP2	LP3	Jumlah
3	3	4	10	3	3	4	10
4	3	4	11	4	3	4	11
4	3	4	11	4	3	3	10
3	2	3	8	3	4	3	10
3	4	4	11	4	4	3	11
4	3	4	11	3	2	5	10
3	3	3	9	2	3	3	8
4	4	3	11	4	4	2	10
3	4	4	11	3	4	4	11
4	4	4	12	4	3	5	12
4	3	3	10	4	3	4	11
4	4	4	12	4	4	3	11
2	2	2	6	2	3	2	7
3	4	4	11	3	4	4	11
4	4	4	12	4	4	3	11
3	3	3	9	3	3	3	9
4	4	5	13	4	3	4	11
4	3	4	11	4	3	2	9
3	2	3	8	3	2	3	8
4	4	4	12	4	3	3	10
4	4	4	12	4	4	4	12
4	4	4	12	4	4	4	12
2	2	2	6	2	2	3	7
1	2	3	6	3	3	3	9
1	2	3	6	3	3	3	9
1	2	3	6	3	3	3	9
1	2	3	6	3	3	3	9
1	2	3	6	3	3	3	9
4	4	4	12	4	4	4	12
4	3	5	12	5	4	4	13
4	4	4	12	3	3	3	9
4	4	4	12	3	3	3	9
2	3	3	8	2	3	3	8
3	3	4	10	4	3	3	10
4	4	4	12	4	3	3	10
5	4	5	14	4	4	3	11
3	3	4	10	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10

Kepuasan Pelanggan				Loyalitas Pelanggan			
KP1	KP2	KP3	Jumlah	LP1	LP2	LP3	Jumlah
3	3	4	10	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	3	4	11	4	3	3	10
4	5	4	13	4	3	4	11
3	4	4	11	4	3	3	10
4	3	4	11	4	3	3	10
2	2	2	6	2	2	2	6
4	3	3	10	3	3	3	9
3	3	3	9	3	4	4	11
2	2	2	6	2	2	2	6
3	3	3	9	3	3	2	8
3	3	4	10	3	4	2	9
4	3	4	11	4	3	3	10
4	5	4	13	4	5	4	13
5	5	5	15	5	5	3	13
1	1	2	4	1	3	3	7
3	3	4	10	4	4	3	11
3	3	4	10	3	3	3	9
4	3	4	11	4	3	3	10
3	3	3	9	3	3	3	9
3	4	5	12	4	3	3	10
2	3	3	8	3	3	2	8
4	4	4	12	4	4	4	12

Lampiran 3 Hasil Uji Validitas Instrumen Data

VARIABEL KUALITAS LAYANAN

Correlations

		KL1	KL2	KL3	KL4	KL5	TOTALKL
KL1	Pearson Correlation	1	,337	,409*	,076	,116	,590**
	Sig. (2-tailed)		,069	,025	,691	,543	,001
	N	30	30	30	30	30	30
KL2	Pearson Correlation	,337	1	,273	,298	,145	,597**
	Sig. (2-tailed)	,069		,144	,109	,444	,001
	N	30	30	30	30	30	30
KL3	Pearson Correlation	,409*	,273	1	,278	,424*	,750**
	Sig. (2-tailed)	,025	,144		,137	,019	,000
	N	30	30	30	30	30	30
KL4	Pearson Correlation	,076	,298	,278	1	,172	,599**
	Sig. (2-tailed)	,691	,109	,137		,363	,000
	N	30	30	30	30	30	30
KL5	Pearson Correlation	,116	,145	,424*	,172	1	,626**
	Sig. (2-tailed)	,543	,444	,019	,363		,000
	N	30	30	30	30	30	30
TOTALKL	Pearson Correlation	,590**	,597**	,750**	,599**	,626**	1
	Sig. (2-tailed)	,001	,001	,000	,000	,000	
	N	30	30	30	30	30	30

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

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

VARIABEL PERSEPSI HARGA

		H1	H2	H3	TOTALH
PH1	Pearson Correlation	1	,605**	,349	,853**
	Sig. (2-tailed)		,000	,059	,000
	N	30	30	30	30
PH2	Pearson Correlation	,605**	1	,346	,772**
	Sig. (2-tailed)	,000		,061	,000
	N	30	30	30	30
PH3	Pearson Correlation	,349	,346	1	,731**
	Sig. (2-tailed)	,059	,061		,000
	N	30	30	30	30
TOTALH	Pearson Correlation	,853**	,772**	,731**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	30	30	30	30

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

VARIABEL KEPUASAN PELANGGAN

		KP1	KP2	KP3	TOTALKP
KP1	Pearson Correlation	1	,510**	,301	,634**
	Sig. (2-tailed)		,004	,106	,000
	N	30	30	30	30
KP2	Pearson Correlation	,510**	1	,503**	,872**
	Sig. (2-tailed)	,004		,005	,000
	N	30	30	30	30
KP3	Pearson Correlation	,301	,503**	1	,827**
	Sig. (2-tailed)	,106	,005		,000
	N	30	30	30	30
TOTALKP	Pearson Correlation	,634**	,872**	,827**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	30	30	30	30

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

VARIABEL LOYALITAS PELANGGAN

Correlations

		LP1	LP2	LP3	TOTALLP
LP1	Pearson Correlation	1	,439*	,397*	,699**
	Sig. (2-tailed)		,015	,030	,000
	N	30	30	30	30
LP2	Pearson Correlation	,439*	1	,485**	,847**
	Sig. (2-tailed)	,015		,007	,000
	N	30	30	30	30
LP3	Pearson Correlation	,397*	,485**	1	,814**
	Sig. (2-tailed)	,030	,007		,000
	N	30	30	30	30
TOTALLP	Pearson Correlation	,699**	,847**	,814**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	30	30	30	30

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

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

Lampiran 4 Hasil Uji Reliabel Instrumen Penelitian

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.

Variabel kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
,613	5

Variabel Persepsi Harga

Reliability Statistics

Cronbach's Alpha	N of Items
,668	3

Variabel Kepuasan Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,660	3

Variabel Loyalitas Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,687	3

Lampiran 5 Hasil Analisis Jawaban Responden

Kualitas Pelayanan

		Statistics				
		KL1	KL2	KL3	KL4	KL5
N	Valid	140	140	140	140	140
	Missing	0	0	0	0	0
Mean		3,59	3,54	3,80	3,22	3,21

Persepsi Harga

		Statistics		
		PH1	PH2	PH3
N	Valid	140	140	140
	Missing	0	0	0
Mean		3,21	3,11	3,51

Kepuasan Pelanggan

		Statistics		
		KP1	KP2	KP3
N	Valid	140	140	140
	Missing	0	0	0
Mean		3,58	3,34	3,90

Loyalitas Pelanggan

		Statistics		
		LP1	LP2	LP3
N	Valid	140	140	140
	Missing	0	0	0
Mean		3,74	3,31	3,20

Lampiran 6 Uji Normalitas

Sebelum Modifikasi

Assessment of normality (Group number 1)

Variable	min	Max	skew	c.r.	kurtosis	c.r.
LP3	1,000	5,000	,241	1,166	,779	1,881
LP2	2,000	5,000	,544	2,629	,356	,861
LP1	1,000	5,000	-1,133	-5,474	2,235	5,399
KP3	2,000	5,000	-,644	-3,111	1,120	2,706
KP2	1,000	5,000	-,039	-,186	,250	,603
KP1	1,000	5,000	-1,674	-8,088	2,790	6,739
PH1	1,000	5,000	,156	,756	,777	1,876
PH2	2,000	5,000	,451	2,179	1,130	2,730
PH3	1,000	5,000	-,852	-4,115	,697	1,683
KL1	1,000	5,000	-1,006	-4,859	,542	1,308
KL2	2,000	5,000	-,675	-3,259	-,066	-,160
KL3	1,000	5,000	-1,080	-5,215	1,728	4,173
KL4	1,000	5,000	-,693	-3,345	1,162	2,806
KL5	1,000	5,000	,025	,123	,613	1,482
Multivariate					42,604	11,908

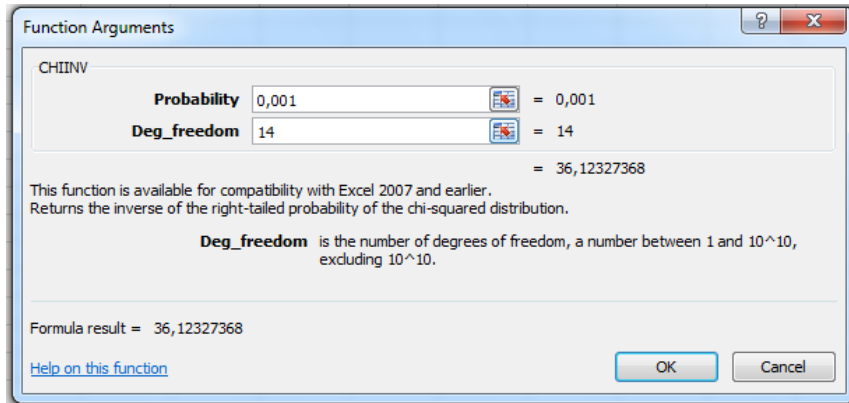
Setelah Modifikasi

Assessment of normality (Group number 1)

Variable	min	Max	skew	c.r.	kurtosis	c.r.
LP3	1,000	5,000	,241	1,166	,779	1,881
LP2	2,000	5,000	,544	2,629	,356	,861
LP1	1,000	5,000	-1,133	-5,474	2,235	5,399
KP3	2,000	5,000	-,644	-3,111	1,120	2,706
KP2	1,000	5,000	-,039	-,186	,250	,603
KP1	1,000	5,000	-1,674	-8,088	2,790	6,739
PH1	1,000	5,000	,156	,756	,777	1,876
PH2	2,000	5,000	,451	2,179	1,130	2,730
PH3	1,000	5,000	-,852	-4,115	,697	1,683
KL1	1,000	5,000	-1,006	-4,859	,542	1,308
KL2	2,000	5,000	-,675	-3,259	-,066	-,160
KL3	1,000	5,000	-1,080	-5,215	1,728	4,173
KL4	1,000	5,000	-,693	-3,345	1,162	2,806
KL5	1,000	5,000	,025	,123	,613	1,482
Multivariate					42,604	11,908

Lampiran 7 Uji Outlier

Sebelum Modifikasi



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

Observation number	Mahalanobis d-squared	p1	p2
83	49,075	,000	,001
125	44,483	,000	,000
133	43,286	,000	,000
85	32,880	,003	,001
107	32,349	,004	,000
77	31,666	,004	,000
88	30,554	,006	,000
76	27,507	,017	,002
86	26,079	,025	,010
138	25,221	,032	,016
81	25,199	,033	,006
94	24,722	,037	,007
129	24,636	,038	,003
121	24,522	,040	,001
132	23,936	,047	,002
52	23,785	,049	,001
131	23,177	,057	,003
93	23,037	,060	,002
30	22,269	,073	,007
39	22,039	,078	,006
59	21,744	,084	,007
139	21,597	,087	,005
100	21,508	,089	,003
92	20,916	,104	,010
108	20,516	,115	,017
113	20,359	,119	,014

Observation number	Mahalanobis d-squared	p1	p2
56	19,892	,134	,031
96	19,477	,148	,056
89	19,404	,150	,042
4	19,327	,153	,033
87	19,261	,155	,024
84	19,009	,165	,031
110	18,579	,182	,064
50	18,319	,193	,084
10	18,310	,193	,058
36	18,074	,203	,073
91	17,876	,212	,084
90	17,856	,213	,061
1	17,435	,234	,125
16	17,173	,247	,168
51	16,810	,266	,268
126	16,782	,268	,222
49	16,779	,268	,172
128	16,760	,269	,135
29	16,649	,275	,131
82	16,582	,279	,114
64	15,606	,338	,555
58	15,534	,343	,530
67	15,396	,352	,548
97	15,340	,355	,514
134	15,313	,357	,461
75	15,263	,360	,424
116	14,868	,387	,615
101	14,792	,393	,597
102	14,792	,393	,529
103	14,792	,393	,460
104	14,792	,393	,392
105	14,792	,393	,328
17	14,298	,428	,592
44	14,048	,446	,692
11	14,008	,449	,656
95	13,945	,454	,634
2	13,806	,464	,663
124	13,523	,486	,777
66	13,383	,497	,802
62	13,333	,500	,780

Observation number	Mahalanobis d-squared	p1	p2
78	12,967	,529	,900
21	12,502	,566	,977
57	12,410	,573	,977
63	12,246	,587	,984
43	12,160	,593	,984
122	12,146	,595	,978
25	11,809	,622	,994
111	11,743	,627	,993
127	11,639	,635	,994
109	11,618	,637	,991
14	11,553	,642	,990
54	11,210	,669	,998
13	11,185	,671	,997
70	10,810	,701	1,000
48	10,765	,704	,999
31	10,669	,712	,999
6	10,592	,718	,999
98	10,351	,736	1,000
99	10,351	,736	1,000
19	10,150	,751	1,000
23	9,928	,767	1,000
119	9,808	,776	1,000
120	9,808	,776	1,000
3	9,701	,784	1,000
42	9,467	,800	1,000
12	9,422	,803	1,000
38	9,342	,809	1,000
26	9,261	,814	1,000
15	9,168	,820	1,000
22	9,094	,825	1,000
68	9,041	,828	1,000
8	8,890	,838	1,000
135	8,645	,853	1,000
5	8,638	,853	1,000

Setelah Modifikasi

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

Observation number	Mahalanobis d-squared	p1	p2
83	49,075	,000	,001
125	44,483	,000	,000
133	43,286	,000	,000
85	32,880	,003	,001
107	32,349	,004	,000
77	31,666	,004	,000
88	30,554	,006	,000
76	27,507	,017	,002
86	26,079	,025	,010
138	25,221	,032	,016
81	25,199	,033	,006
94	24,722	,037	,007
129	24,636	,038	,003
121	24,522	,040	,001
132	23,936	,047	,002
52	23,785	,049	,001
131	23,177	,057	,003
93	23,037	,060	,002
30	22,269	,073	,007
39	22,039	,078	,006
59	21,744	,084	,007
139	21,597	,087	,005
100	21,508	,089	,003
92	20,916	,104	,010
108	20,516	,115	,017
113	20,359	,119	,014
56	19,892	,134	,031
96	19,477	,148	,056
89	19,404	,150	,042
4	19,327	,153	,033
87	19,261	,155	,024
84	19,009	,165	,031
110	18,579	,182	,064
50	18,319	,193	,084
10	18,310	,193	,058
36	18,074	,203	,073
91	17,876	,212	,084
90	17,856	,213	,061

Observation number	Mahalanobis d-squared	p1	p2
1	17,435	,234	,125
16	17,173	,247	,168
51	16,810	,266	,268
126	16,782	,268	,222
49	16,779	,268	,172
128	16,760	,269	,135
29	16,649	,275	,131
82	16,582	,279	,114
64	15,606	,338	,555
58	15,534	,343	,530
67	15,396	,352	,548
97	15,340	,355	,514
134	15,313	,357	,461
75	15,263	,360	,424
116	14,868	,387	,615
101	14,792	,393	,597
102	14,792	,393	,529
103	14,792	,393	,460
104	14,792	,393	,392
105	14,792	,393	,328
17	14,298	,428	,592
44	14,048	,446	,692
11	14,008	,449	,656
95	13,945	,454	,634
2	13,806	,464	,663
124	13,523	,486	,777
66	13,383	,497	,802
62	13,333	,500	,780
78	12,967	,529	,900
21	12,502	,566	,977
57	12,410	,573	,977
63	12,246	,587	,984
43	12,160	,593	,984
122	12,146	,595	,978
25	11,809	,622	,994
111	11,743	,627	,993
127	11,639	,635	,994
109	11,618	,637	,991
14	11,553	,642	,990
54	11,210	,669	,998

Observation number	Mahalanobis d-squared	p1	p2
13	11,185	,671	,997
70	10,810	,701	1,000
48	10,765	,704	,999
31	10,669	,712	,999
6	10,592	,718	,999
98	10,351	,736	1,000
99	10,351	,736	1,000
19	10,150	,751	1,000
23	9,928	,767	1,000
119	9,808	,776	1,000
120	9,808	,776	1,000
3	9,701	,784	1,000
42	9,467	,800	1,000
12	9,422	,803	1,000
38	9,342	,809	1,000
26	9,261	,814	1,000
15	9,168	,820	1,000
22	9,094	,825	1,000
68	9,041	,828	1,000
8	8,890	,838	1,000
135	8,645	,853	1,000
5	8,638	,853	1,000

Lampiran 8 Uji Multikolonierity dan Singularity

Sebelum Modifikasi

Sample Covariances (Group number 1)

	L P3	L P2	L P1	K P3	K P2	K P1	H 1	H 2	H 3	K L1	K L2	K L3	K L4	K L5
L	,4													
P3	74													
L	,1	,3												
P2	51	58												
L	,1	,1	,4											
P1	24	69	37											
K	,1	,1	,3	,4										
P3	34	74	02	33										
K	,1	,2	,2	,2	,5									
P2	54	59	53	98	23									
K	,1	,1	,3	,3	,3	,6								
P1	20	54	46	36	41	30								
H	,1	,1	,2	,2	,2	,2	,4							
1	09	78	33	06	88	66	50							
H	,1	,1	,1	,1	,2	,2	,2	,3						
2	20	64	73	47	33	27	33	30						
H	,0	,1	,2	,2	,2	,3	,2	,1	,5					
3	84	76	77	72	65	64	66	99	79					
K	,0	,2	,3	,3	,3	,4	,3	,2	,3	,5				
L1	67	07	57	45	22	07	06	39	49	99				
K	,1	,1	,2	,2	,2	,3	,2	,2	,3	,3	,4			
L2	34	79	36	54	68	50	23	02	18	42	77			
K	,1	,1	,2	,3	,2	,4	,2	,1	,3	,3	,3	,6		
L3	76	56	90	23	60	09	20	73	16	97	16	31		
K	,0	,2	,2	,2	,3	,4	,2	,2	,2	,3	,2	,3	,5	
L4	91	09	37	79	33	15	54	46	66	54	94	59	58	
K	,1	,2	,2	,2	,3	,2	,2	,1	,2	,3	,2	,2	,3	,4
L5	14	11	07	57	07	97	77	97	63	16	27	71	17	40

Condition number = 45,548

Eigenvalues

3,867 ,524 ,443 ,344 ,289 ,244 ,237 ,219 ,171 ,150 ,127 ,122 ,099 ,085

Determinant of sample covariance matrix = ,000

Setelah Modifikasi

Sample Covariances (Group number 1)

	L P3	L P2	L P1	K P3	K P2	K P1	H 1	H 2	H 3	K L1	K L2	K L3	K L4	K L5
L	,4													
P3	74													
L	,1	,3												
P2	51	58												
L	,1	,1	,4											
P1	24	69	37											
K	,1	,1	,3	,4										
P3	34	74	02	33										
K	,1	,2	,2	,2	,5									
P2	54	59	53	98	23									
K	,1	,1	,3	,3	,3	,6								
P1	20	54	46	36	41	30								
H	,1	,1	,2	,2	,2	,2	,4							
1	09	78	33	06	88	66	50							
H	,1	,1	,1	,1	,2	,2	,2	,3						
2	20	64	73	47	33	27	33	30						
H	,0	,1	,2	,2	,2	,3	,2	,1	,5					
3	84	76	77	72	65	64	66	99	79					
K	,0	,2	,3	,3	,3	,4	,3	,2	,3	,5				
L1	67	07	57	45	22	07	06	39	49	99				
K	,1	,1	,2	,2	,2	,3	,2	,2	,3	,3	,4			
L2	34	79	36	54	68	50	23	02	18	42	77			
K	,1	,1	,2	,3	,2	,4	,2	,1	,3	,3	,3	,6		
L3	76	56	90	23	60	09	20	73	16	97	16	31		
K	,0	,2	,2	,2	,3	,4	,2	,2	,2	,3	,2	,3	,5	
L4	91	09	37	79	33	15	54	46	66	54	94	59	58	
K	,1	,2	,2	,2	,3	,2	,2	,1	,2	,3	,2	,2	,3	,4
L5	14	11	07	57	07	97	77	97	63	16	27	71	17	40

Condition number = 45,548

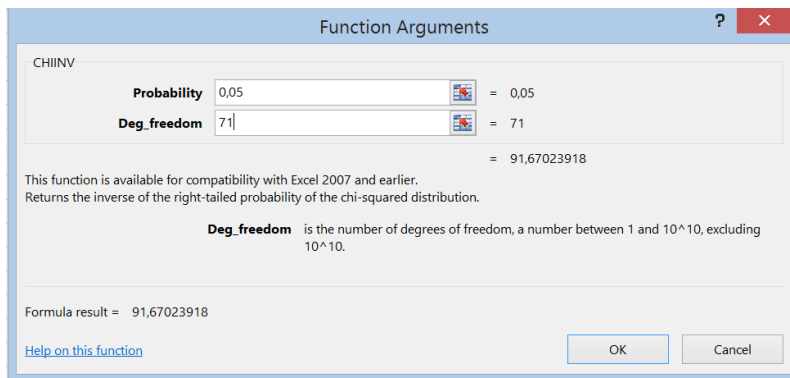
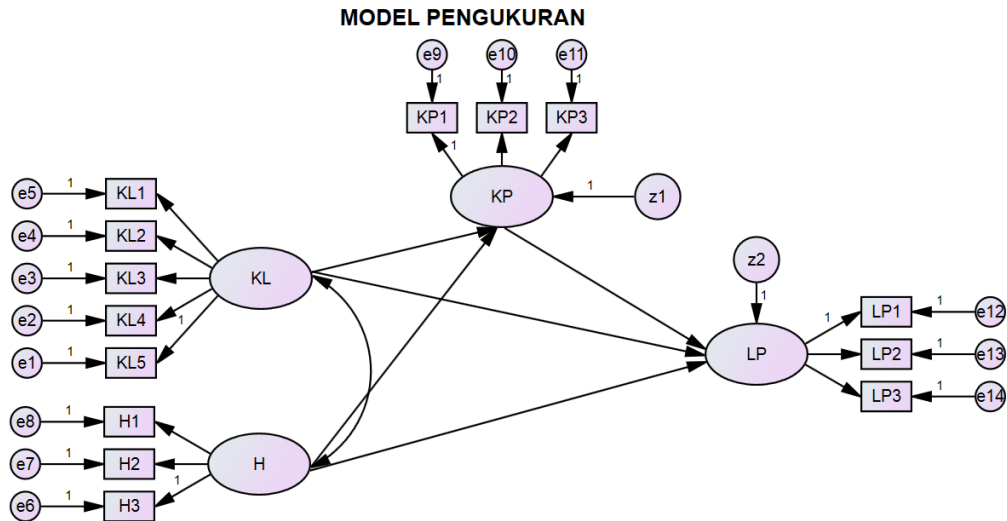
Eigenvalues

3,867 ,524 ,443 ,344 ,289 ,244 ,237 ,219 ,171 ,150 ,127 ,122 ,099 ,085

Determinant of sample covariance matrix = ,000

Lampiran 9 Goodness Of Fit

Sebelum Modifikasi



CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	34	197,117	71	,000	2,776
Saturated model	105	,000	0		
Independence model	14	1290,707	91	,000	14,184

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,028	,826	,743	,559
Saturated model	,000	1,000		
Independence model	,242	,223	,103	,193

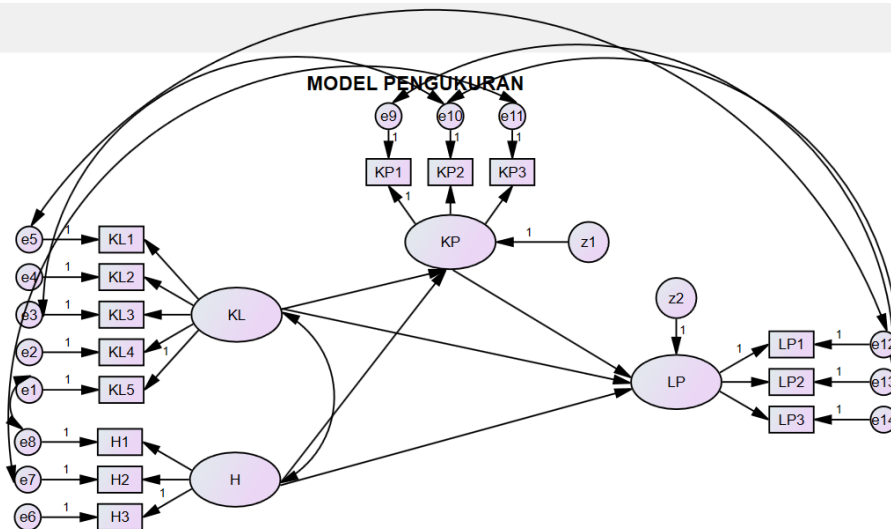
Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,847	,804	,897	,865	,895
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,113	,094	,132	,000
Independence model	,308	,293	,323	,000

Setelah Modifikasi



CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	40	126,538	65	,000	1,947
Saturated model	105	,000	0		
Independence model	14	1290,707	91	,000	14,184

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,025	,890	,823	,551
Saturated model	,000	1,000		
Independence model	,242	,223	,103	,193

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,902	,863	,950	,928	,949
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,083	,061	,104	,009
Independence model	,308	,293	,323	,000

Lampiran 10 UjiRegression Weight

Sebelum Modifikasi

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KP <--- KL	1,615	,376	4,295	***	par_12
KP <--- PH	-,340	,337	-1,010	,312	par_13
LP <--- KP	16,028	15,778	1,016	,310	par_14
LP <--- KL	-25,433	26,612	-,956	,339	par_15
LP <--- PH	5,935	7,843	,757	,449	par_16
KL5 <--- KL	1,000				
KL4 <--- KL	1,163	,120	9,686	***	par_1
KL3 <--- KL	1,156	,131	8,848	***	par_2
KL2 <--- KL	1,025	,113	9,062	***	par_3
KL1 <--- KL	1,280	,124	10,323	***	par_4
PH3 <--- PH	1,000				
PH2 <--- PH	,744	,097	7,653	***	par_5
PH1 <--- PH	,919	,113	8,114	***	par_6
KP1 <--- KP	1,000				
KP2 <--- KP	,846	,085	9,914	***	par_7
KP3 <--- KP	,825	,075	10,930	***	par_8
LP1 <--- LP	1,000				
LP2 <--- LP	,677	,099	6,852	***	par_9
LP3 <--- LP	,469	,116	4,025	***	par_10

Setelah Modifikasi

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
KP <--- KL	1,375	,316	4,359	***	par_12
KP <--- PH	-,056	,278	-,201	,841	par_13
LP <--- KP	19,480	13,048	1,493	,135	par_14
LP <--- KL	-26,616	19,390	-1,373	,170	par_15
LP <--- PH	1,794	5,470	,328	,743	par_16
KL5 <--- KL	1,000				
KL4 <--- KL	1,187	,119	9,932	***	par_1
KL3 <--- KL	1,176	,130	9,009	***	par_2
KL2 <--- KL	1,027	,113	9,103	***	par_3
KL1 <--- KL	1,280	,124	10,323	***	par_4
PH3 <--- PH	1,000				
PH2 <--- PH	,747	,097	7,709	***	par_5
PH1 <--- PH	,895	,112	7,995	***	par_6
KP1 <--- KP	1,000				
KP2 <--- KP	,819	,080	10,188	***	par_7
KP3 <--- KP	,781	,070	11,101	***	par_8
LP1 <--- LP	1,000				
LP2 <--- LP	,673	,101	6,649	***	par_9
LP3 <--- LP	,504	,113	4,442	***	par_10

Lampiran 11 Uji Pengaruh Langsung dan Tidak Langsung

Sebelum Modifikasi

Standardized Direct Effects (Group number 1 - Default model)

	PH	KL	KP	LP
KP	-,290	1,263	,000	,000
LP	6,302	-24,721	19,928	,000

Standardized Indirect Effects (Group number 1 - Default model)

	PH	KL	KP	LP
KP	,000	,000	,000	,000
LP	-5,789	25,165	,000	,000

Setelah Modifikasi

Standardized Direct Effects (Group number 1 - Default model)

	PH	KL	KP	LP
KP	-,046	1,039	,000	,000
LP	1,885	-25,531	24,734	,000

Standardized Indirect Effects (Group number 1 - Default model)

	H	KL	KP	LP
KP	,000	,000	,000	,000
LP	-1,142	25,700	,000	,000

Lampiran 12 Modification Index

Covariances: (Group number 1 - Default model)

	M.I.	Par Change
e13 <--> e14	6,655	,070
e11 <--> e12	5,636	,036
e10 <--> e13	10,325	,067
e10 <--> e12	5,823	-,044
e9 <--> e13	16,912	-,085
e8 <--> e10	5,795	,048
e7 <--> e11	8,132	-,043
e7 <--> e10	4,311	,037
e7 <--> e8	4,242	,036
e5 <--> e14	9,771	-,080
e5 <--> e12	13,173	,063
e5 <--> e10	4,214	-,040
e4 <--> e6	4,923	,051
e3 <--> e10	9,052	-,071
e3 <--> e8	4,794	-,050
e3 <--> e7	4,940	-,045
e2 <--> z2	4,204	-,032
e2 <--> e12	6,716	-,047
e2 <--> e9	6,353	,051
e2 <--> e7	5,099	,040
e1 <--> e13	6,748	,049
e1 <--> e12	6,420	-,043
e1 <--> e10	4,976	,042
e1 <--> e8	7,598	,051
e1 <--> e4	4,336	-,038