

ABSTRACT

This research took the problem that occurs specially to Prime costumers at Kandatel Semarang that lately has become a phenomenon. The company realized that not only increasing/raising the sales is important but also increasing the performance of services and products should be reached in order to maintain the costumers. How ever, the churn rate of Speedy could not have been avoided in this tight competition circumstances. According to the data, churn rate (for any given period time, the number of participants who discontinue their use of a service divided by the average number of total participants) of Speedy have been raising up from month to month, even though the sales data were high enough so the addition of Speedy user was insignificant. These churn rate numbers indicate the decreasing of prime costumer loyalties (switching provider or non re-user).

This research method submits 4 (four) hypothesis, those are : *customer perceived value* that has positive impact on costumer trust (hypothesis 1), trust in sales person has a positive impact on costumer trust (hypothesis 2), relationship satisfaction has positive impact on costumer trust (hypothesis 3), and costumer trust has positive impact on costumer loyalty (hypothesis 4).

Sampling techniques used purposive sampling methods, which is choosing sample subjectively by the researcher. It has been known that the information that required, could be taken from certain group (Ferdinand, 2006, p.231). Technique of data collection is used by spreading questionnaires to 130 correspondents from prime customers of Datel Semarang. Using SEM from AMOS 16 software as the techniques of data analyze.

Exogenous and endogenous measurements, are tested by using confirmatory analyze and the feasibility test by SEM, which the “ The Goodness of fit” value are : chi-square = 122,109 , probability value = 0,105 , CMIN value= 1,673, GFI = 0,978, TLI = 0,956, CFI = 0,957 and RMSEA =0,064. CMIND/DF, RMSEA, GFI, TLI, AGFI, and GFI are in expected range. Based on the result, can be concluded that the proposed model are acceptable.

Key words: Customer perceived value, trust in sales person, customer relationship satisfaction, customer trust and customer loyalty

	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000												
,202		1,000										
,207		,468	1,000									
,184		,416	,427	1,000								
,181		,409	,420	,373	1,000							
,212		,479	,493	,437	,430	1,000						
,250		,332	,342	,303	,298	,350	1,000					
,310		,412	,424	,376	,370	,434	,760	1,000				
,254		,338	,348	,309	,304	,356	,624	,774	1,000			
,279		,371	,381	,338	,333	,390	,684	,849	,696	1,000		
,268		,356	,366	,325	,320	,375	,657	,815	,669	,733	1,000	
,309		,411	,423	,375	,369	,432	,758	,940	,772	,846	,813	1,000

Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,028	,000											
X23	-,084	,071	,000										
X22	-,002	-,033	,035	,000									
X21	,052	-,068	,062	-,040	,000								

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X20	,156	,043	,007	,052	-,047	,000							
X19	,048	,071	,047	-,011	-,206	,069	,000						
X18	,027	-,012	-,154	,015	,058	-,054	-,016	,000					
X12	,182	-,006	,172	,159	,394	,072	,078	,107	,000				
X13	,187	-,015	-,103	-,005	,441	,040	,032	,122	-,044	,000			
X14	,108	,049	,073	-,006	,217	-,146	-,067	-,067	,007	,014	,000		
X15	,086	,028	-,061	-,124	,045	-,072	-,084	-,121	-,055	,010	,022	,000	
X16	,191	,157	,148	,022	,315	,007	,022	-,093	,011	-,089	-,046	,029	,000
X17	,148	-,092	-,313	-,282	-,204	-,284	-,198	-,274	-,103	,086	,088	,139	-,021
X7	-,154	-,118	-,234	-,054	,112	-,093	-,092	,155	,082	,209	-,020	-,032	-,193
X8	,062	-,165	-,176	,105	,101	-,060	-,012	,093	,288	,263	,233	,028	,205
X9	-,033	,161	,103	,069	-,024	,070	,127	,055	,146	,015	-,084	-,304	-,280
X10	,052	,090	-,134	-,042	-,184	,102	,086	,053	-,092	,028	,089	,183	,131
X11	-,056	,093	,045	-,079	,109	-,132	-,120	-,007	,003	,176	,035	-,192	-,085
X6	-,228	-,237	-,229	-,303	,008	-,199	-,135	-,158	-,086	,111	-,143	-,219	,007
X5	-,046	-,047	-,055	-,040	,064	-,009	,050	,129	,067	,123	-,047	-,111	,158
X4	-,223	-,116	-,093	-,161	,125	-,144	-,090	-,050	,015	,043	,060	-,043	,146
X3	-,057	-,148	-,097	-,199	,038	-,064	-,016	-,062	,019	,058	-,016	-,113	,142
X2	-,085	-,091	-,056	-,104	,211	-,015	,010	,044	,101	,208	-,061	-,125	,129
X1	-,038	-,071	-,085	-,071	,105	-,007	,071	,130	,087	,175	,000	-,099	,155

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-,260	,000										
-,047	,101	,000									
-,262	,032	-,165	,000								
,027	-,118	,097	-,139	,000							
-,170	,033	-,083	,133	,064	,000						
-,217	-,308	-,156	-,226	-,201	-,066	,000					
-,276	,022	,132	-,049	,129	,026	-,049	,000				
-,370	-,156	,054	-,214	-,095	-,096	,175	-,067	,000			
-,324	-,201	-,046	-,196	-,019	-,093	,182	,002	,332	,000		
-,267	-,133	,067	-,065	-,029	,031	,444	-,042	,042	,004	,000	
-,279	-,008	,077	-,060	,092	-,026	-,052	,018	-,015	-,059	-,019	,000

Standardized Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,259	,000											
X23	-,732	,556	,000										
X22	-,016	-,270	,265	,000									
X21	,468	-,554	,476	-,321	,000								
X20	1,477	,360	,052	,431	-,373	,000							
X19	,477	,622	,390	-,096	-1,696	,584	,000						
X18	,282	-,112	-1,346	,134	,507	-,481	-,150	,000					
X12	1,971	-,061	1,586	1,554	3,607	,699	,778	1,135	,000				
X13	1,586	-,112	-,751	-,037	3,175	,307	,257	1,030	-,356	,000			
X14	1,190	,483	,685	-,061	2,014	-1,426	-,674	-,712	,073	,112	,000		
X15	,866	,253	-,522	-1,128	,387	-,647	-,777	-1,190	-,502	,073	,199	,000	
X16	1,747	1,282	1,149	,184	2,438	,059	,188	-,832	,092	-,603	-,376	,216	,000
X17	1,376	-,771	-2,494	-2,400	-1,610	-2,395	-1,726	-2,521	-,902	,598	,783	1,130	-,155
X7	-1,374	-,939	-1,775	-,430	,841	-,740	-,758	1,349	,728	1,452	-,185	-,268	-1,463
X8	,527	-1,255	-1,273	,802	,730	-,451	-,097	,773	2,455	1,751	2,023	,224	1,486
X9	-,328	1,422	,864	,615	-,200	,614	1,164	,535	1,440	,112	-,838	-2,807	-2,341
X10	,442	,686	-,975	-,322	-1,322	,773	,676	,443	-,780	,183	,772	1,458	,941
X11	-,463	,685	,318	-,583	,758	-,967	-,915	-,056	,028	1,141	,295	-1,488	-,597
X6	-1,702	-1,582	-1,449	-2,010	,052	-1,308	-,923	-1,142	-,638	,650	-1,084	-1,523	,044
X5	-,325	-,300	-,328	-,250	,378	-,056	,316	,869	,476	,699	-,337	-,737	,948
X4	-1,616	-,752	-,570	-1,039	,762	-,916	-,594	-,353	,106	,248	,439	-,289	,896
X3	-,386	-,903	-,558	-1,196	,217	-,380	-,102	-,408	,128	,314	-,109	-,719	,818

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X2	-,603	-,578	-,332	-,651	1,260	-,095	,062	,303	,714	1,165	-,437	-,827	,772
X1	-,271	-,446	-,500	-,437	,621	-,045	,452	,874	,620	,990	-,002	-,653	,922

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-1,979	,000										
-,343	,672	,000									
-2,195	,251	-1,226	,000								
,191	-,794	,622	-1,033	,000							
-1,206	,216	-,510	,955	,396	,000						
-1,394	-1,916	-,927	-1,553	-1,190	-,382	,000					
-1,719	,134	,750	-,322	,737	,144	-,214	,000				
-2,314	-,943	,313	-1,429	-,548	-,538	,807	-,282	,000			

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
-1,922	-1,145	-,251	-1,235	-,106	-,491	,780	,007	1,376	,000		
-1,641	-,788	,376	-,423	-,162	,171	1,986	-,173	,182	,016	,000	
-1,726	-,046	,434	-,392	,523	-,144	-,228	,072	-,063	-,228	-,075	,000

Factor Score Weights (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
Kepuasan	,003	,003	,005	,009	,006	,015	,013	,013	,103	,036	,150	,144	,138
Sales	,013	,013	,019	,039	,027	,064	,054	,053	,005	,002	,008	,007	,007
Value	,003	,003	,004	,009	,006	,014	,012	,012	,002	,001	,003	,003	,003
Trust	,030	,029	,043	,087	,060	,143	,119	,119	,011	,004	,016	,016	,015
Loyalitas	,110	,109	,158	,325	,029	,069	,058	,057	,005	,002	,008	,008	,007

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,041	,002	,002	,002	,002	,003	,001	,008	,001	,002	,001	,007
,002	,145	,150	,127	,106	,156	,001	,006	,001	,001	,001	,006
,001	,001	,001	,001	,001	,001	,046	,387	,049	,079	,062	,349
,004	,021	,022	,019	,016	,023	,004	,036	,005	,007	,006	,032
,002	,010	,011	,009	,007	,011	,002	,017	,002	,004	,003	,016

Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,279	,409	,250	1,106	,000
X25	,202	,297	,181	,801	,724
X24	,233	,342	,209	,923	,834
X23	,269	,395	,242	1,068	,966
X22	,279	,409	,250	1,106	1,000
X21	,255	,375	,229	1,013	,000
X20	,290	,425	,260	1,148	,000
X19	,270	,396	,242	1,070	,000
X18	,252	,370	,226	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,185	,400	,373	,910	,000
X25	,128	,277	,258	,630	,692
X24	,132	,287	,268	,652	,717
X23	,148	,320	,298	,727	,799
X22	,164	,356	,332	,809	,889
X21	,138	,298	,278	,678	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X20	,170	,367	,343	,835	,000
X19	,163	,352	,329	,801	,000
X18	,160	,348	,324	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,000	,000	,000	1,106	,000
X25	,000	,000	,000	,000	,724
X24	,000	,000	,000	,000	,834
X23	,000	,000	,000	,000	,966
X22	,000	,000	,000	,000	1,000
X21	,000	,000	,000	1,013	,000
X20	,000	,000	,000	1,148	,000
X19	,000	,000	,000	1,070	,000
X18	,000	,000	,000	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,000	,000	,000	,910	,000
X25	,000	,000	,000	,000	,692
X24	,000	,000	,000	,000	,717
X23	,000	,000	,000	,000	,799
X22	,000	,000	,000	,000	,889
X21	,000	,000	,000	,678	,000
X20	,000	,000	,000	,835	,000
X19	,000	,000	,000	,801	,000
X18	,000	,000	,000	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,279	,409	,250	,000	,000
X25	,202	,297	,181	,801	,000
X24	,233	,342	,209	,923	,000
X23	,269	,395	,242	1,068	,000
X22	,279	,409	,250	1,106	,000
X21	,255	,375	,229	,000	,000
X20	,290	,425	,260	,000	,000
X19	,270	,396	,242	,000	,000
X18	,252	,370	,226	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,185	,400	,373	,000	,000
X25	,128	,277	,258	,630	,000
X24	,132	,287	,268	,652	,000
X23	,148	,320	,298	,727	,000
X22	,164	,356	,332	,809	,000
X21	,138	,298	,278	,000	,000
X20	,170	,367	,343	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X19	,163	,352	,329	,000	,000
X18	,160	,348	,324	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	10	-1,170	9999,000	3004,833	0	9999,000
1	e*	12	-,401	4,693	1868,071	20	,225
2	e	9	-,213	,439	1703,600	6	,877
3	e*	2	-,177	1,920	1135,492	7	,882
4	e	1	-,001	,596	1006,377	5	,898
5	e	0	2632,169	,746	923,432	6	,860
6	e	0	334,586	1,218	915,407	2	,000
7	e	0	720,957	,485	893,645	1	1,151
8	e	0	1356,158	,291	891,410	1	1,124
9	e	0	1883,523	,154	891,225	1	1,117
10	e	0	2069,390	,041	891,216	1	1,044
11	e	0	2110,194	,003	891,216	1	1,003
12	e	0	2111,306	,000	891,216	1	,999

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	32	122,109	73	,105	1,673
Saturated model	105	,000	0		
Independence model	14	146,408	82	,125	1,587

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,075	,978	,917	,834
Saturated model	,000	1,000		
Independence model	1,206	,835	,802	,817

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,890	,962	,921	,955	,957
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,902	,814	,838
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	163,775	120,972	214,190
Saturated model	,000	,000	,000
Independence model	2055,408	1908,250	2209,925

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	2,133	1,475	1,090	1,930
Saturated model	,000	,000	,000	,000
Independence model	19,337	18,517	17,191	19,909

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,064	,122	,163	,000
Independence model	,051	,435	,468	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	300,775	310,775	387,767	419,767
Saturated model	210,000	242,813	495,442	600,442
Independence model	2174,408	2178,783	2212,467	2226,467

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,710	2,324	3,164	2,800
Saturated model	1,892	1,892	1,892	2,188
Independence model	19,589	18,264	20,981	19,629

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	45	49
Independence model	6	7

DAFTAR RIWAYAT HIDUP

Data Pribadi:

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Pendidikan Formal :

- ✓ 1991 – 1997 SDN Banjarsari I Surabaya
- ✓ 1997 - 2000 SMP Negeri 9 Bandung
- ✓ 2000 – 2003 SMU Negeri 5 Bandung
- ✓ 2003 – 2004 Fakultas Matematika dan Ilmu Pengetahuan Alam
Universitas Padjajaran
- ✓ 2004 – 2007 School of Business and Management (SBM)
Institut Teknologi Bandung

Pengalaman Kerja :

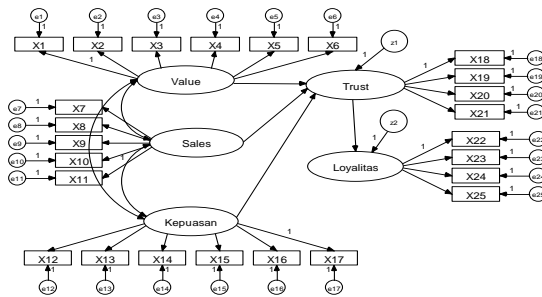
- ✓ Maret 2008 – sekarang : PT. TELKOM Tbk, Semarang

LAMPIRAN

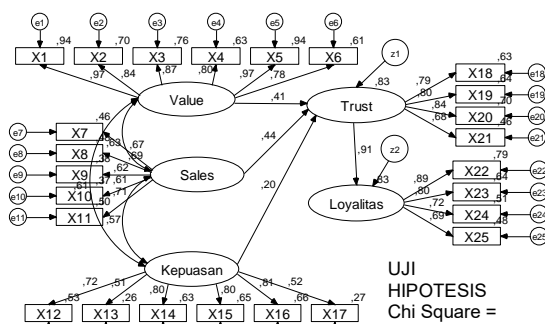
LAMPIRAN

Lampiran 1.2 Hasil Pengukuran Model SEM

DIAGRAM PATH

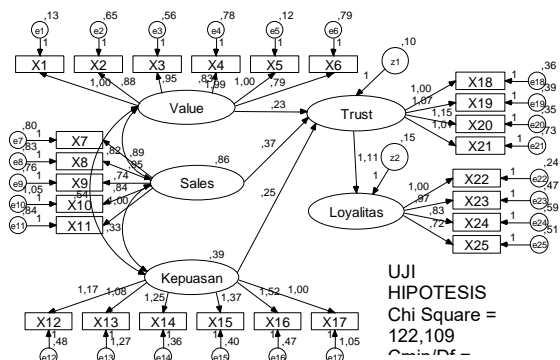


STANDARDIZED FULL MODEL

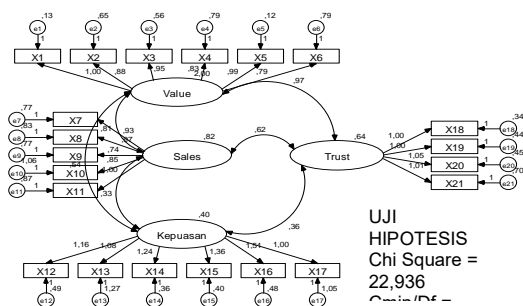


UJI
HIPOTESIS
Chi Square =

UNSTANDARDIZED FULL MODEL



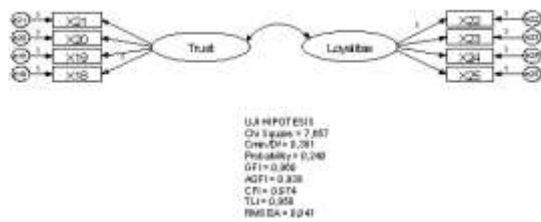
KONSTRUK ENDOGEN-EKSOGEN



Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
X1	<---	Value	1,000				
X2	<---	Value	,884	,055	16,010	***	par_1
X3	<---	Value	,948	,053	18,004	***	par_2
X4	<---	Value	,826	,059	13,902	***	par_3
X5	<---	Value	,994	,032	31,152	***	par_4
X6	<---	Value	,789	,059	13,285	***	par_5
X11	<---	Sales	1,000				
X10	<---	Sales	,855	,141	6,057	***	par_6
X9	<---	Sales	,745	,120	6,213	***	par_7
X8	<---	Sales	,973	,146	6,678	***	par_8
X7	<---	Sales	,927	,135	6,880	***	par_9
X17	<---	Kepuasan	1,000				
X16	<---	Kepuasan	1,508	,258	5,853	***	par_10
X15	<---	Kepuasan	1,365	,227	6,022	***	par_11
X14	<---	Kepuasan	1,242	,209	5,940	***	par_12
X13	<---	Kepuasan	1,084	,236	4,599	***	par_13
X12	<---	Kepuasan	1,156	,211	5,471	***	par_14
X18	<---	Trust	1,000				
X19	<---	Trust	1,004	,104	9,689	***	par_15
X20	<---	Trust	1,049	,107	9,836	***	par_16
X21	<---	Trust	1,013	,121	8,382	***	par_17

KONSTRUK ENDOGEN-ENDOGEN



Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
X18<---	Trust	1,000				
X19<---	Trust	1,146	,125	9,136	***	par_1
X20<---	Trust	1,275	,130	9,768	***	par_2
X21<---	Trust	,983	,141	6,977	***	par_3
X22<---	Loyalitas	1,000				
X23<---	Loyalitas	,964	,084	11,464	***	par_4
X24<---	Loyalitas	,838	,088	9,480	***	par_5
X25<---	Loyalitas	,741	,081	9,194	***	par_6

Lampiran 1.3 Rangkuman Hasil Analisis

Analysis Summary

Date and Time

Date: 13 Januari 2010

Time: 6:55:01

Title

Master: 13 Januari 2010 06:55

Notes for Group (Group number 1)

The model is recursive.

Sample size = 130

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X1

X2

X3

X4

X5

X6

X11

X10

X9

X8

X7

X17

X16

X15

X14

X13

X12

X18

X19

X20

X21

X22

X23

X24

X25

Unobserved, endogenous variables

Trust

Loyalitas

Unobserved, exogenous variables

Value

e1

e2

e3

e4

e5

e6

Sales

e11

e10

e9

e8

e7

Kepuasan

e17
e16
e15
e14
e13
e12
e18
e19
e20
e21
e22
e23
e24
e25
z1
z2

Variable counts (Group number 1)

Number of variables in your model: 57
Number of observed variables: 25
Number of unobserved variables: 32
Number of exogenous variables: 30
Number of endogenous variables: 27

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	32	0	0	0	0	32
Labeled	0	0	0	0	0	0
Unlabeled	24	3	30	0	0	57
Total	56	3	30	0	0	89

Assessment of normality (Group number 1)

Variable	min	max	Skew	c.r.	kurtosis	c.r.
X25	5,000	10,000	-,456	-2,121	,391	,909
X24	6,000	10,000	-,081	-,375	-,803	-1,869
X23	5,000	10,000	,078	,362	-,217	-,505
X22	5,000	10,000	-,126	-,588	-,125	-,290
X21	5,000	10,000	-,001	-,005	-,348	-,810
X20	4,000	10,000	-,604	-1,809	1,941	2,517
X19	5,000	10,000	,079	,366	-,317	-,737
X18	5,000	10,000	-,077	-,358	,132	,307

Variable	min	max	Skew	c.r.	kurtosis	c.r.
X12	5,000	10,000	-,300	-1,394	,645	1,501
X13	5,000	10,000	-,020	-,094	-,724	-1,685
X14	6,000	10,000	-,286	-1,330	-,278	-,648
X15	6,000	10,000	-,245	-1,139	-,684	-1,591
X16	5,000	10,000	-,388	-1,807	-,394	-,916
X17	5,000	10,000	-,381	-1,775	,001	,002
X7	5,000	10,000	-,119	-,554	-,334	-,777
X8	5,000	10,000	-,435	-2,023	-,524	-1,219
X9	6,000	10,000	-,196	-,913	-,460	-1,071
X10	5,000	10,000	-,234	-1,091	-,585	-1,362
X11	5,000	10,000	-,286	-1,332	-,562	-1,308
X6	4,000	10,000	-1,215	-1,655	,943	2,194
X5	3,000	10,000	-1,415	-1,588	1,909	2,442
X4	3,000	10,000	-1,073	-1,993	,876	2,038
X3	3,000	10,000	-1,195	-2,563	1,197	1,785
X2	4,000	10,000	-1,238	-1,764	,949	2,208
X1	3,000	10,000	-1,398	-2,508	1,840	2,283
Multivariate					1,380	1,731

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

Observation number	Mahalanobis d-squared	p1	p2
12	58,194	,000	,024
121	49,958	,002	,033
1	46,669	,005	,033
122	45,032	,008	,024
2	40,839	,024	,200
65	40,705	,025	,103
8	40,512	,026	,052
116	40,391	,027	,023
58	38,801	,039	,065
13	37,872	,048	,092
100	37,526	,051	,072
96	37,526	,051	,036
15	37,036	,057	,036
56	36,839	,060	,024
7	36,407	,066	,024
47	36,180	,069	,017
14	35,734	,076	,019
117	35,699	,076	,010
67	35,518	,079	,007

Observation number	Mahalanobis d-squared	p1	p2
60	35,282	,083	,006
120	34,241	,103	,025
101	33,761	,113	,035
46	33,534	,118	,032
30	32,855	,135	,067
5	32,410	,146	,091
6	32,410	,146	,059
11	31,993	,158	,080
19	31,735	,166	,084
22	31,561	,171	,076
49	31,537	,172	,052
90	31,428	,175	,041
71	31,165	,184	,046
16	30,991	,189	,042
36	30,787	,196	,042
9	30,509	,206	,050
26	30,474	,207	,035
35	30,430	,209	,024
82	30,287	,214	,022
79	30,287	,214	,013
10	29,064	,261	,135
32	28,943	,266	,123
38	28,790	,273	,118
115	28,672	,278	,107
3	28,263	,296	,166
52	27,773	,318	,277
34	27,671	,323	,255
119	27,103	,351	,431
126	26,940	,359	,435
125	26,940	,359	,365
54	26,846	,364	,340
64	26,575	,377	,395
45	25,167	,453	,904
85	24,994	,463	,911
20	24,955	,465	,889
39	24,913	,467	,864
23	24,750	,476	,871
51	24,608	,484	,873
111	24,374	,498	,897
105	24,374	,498	,862

Observation number	Mahalanobis d-squared	p1	p2
74	24,343	,500	,830
4	24,271	,504	,809
33	24,241	,505	,770
112	23,859	,528	,857
106	23,859	,528	,814
63	23,682	,538	,830
118	23,678	,538	,783
113	23,639	,540	,745
50	23,567	,544	,719
40	23,349	,557	,757
43	23,331	,558	,707
41	23,331	,558	,644
37	23,313	,559	,586
31	23,169	,568	,592
70	22,938	,581	,644
92	22,769	,591	,663
69	22,682	,596	,641
114	22,625	,599	,603
17	22,599	,601	,547
21	22,578	,602	,487
97	21,970	,637	,732
84	21,720	,652	,783
87	21,582	,660	,786
76	21,582	,660	,729
94	21,167	,683	,842
93	21,167	,683	,794
48	20,983	,694	,813
66	20,861	,700	,809
123	20,713	,709	,814
124	20,713	,709	,759
18	20,631	,713	,734
88	20,203	,736	,849
24	19,938	,750	,887
73	19,857	,754	,871
81	19,857	,754	,824
42	19,708	,762	,826
57	19,659	,764	,791
86	19,585	,768	,761
104	19,356	,780	,795
110	19,356	,780	,732

Observation number	Mahalanobis d-squared	p1	p2
77	19,046	,795	,800

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,982												
X24	,515	1,216											
X23	,544	,795	1,310										
X22	,649	,716	,902	1,136									
X21	,544	,499	,719	,640	1,353								
X20	,715	,686	,751	,824	,659	1,148							
X19	,569	,671	,742	,708	,452	,815	1,083						
X18	,514	,548	,494	,686	,673	,644	,634	,971					
X12	,504	,364	,601	,604	,801	,534	,508	,509	1,018				
X13	,485	,329	,295	,407	,818	,467	,431	,495	,451	1,733			
X14	,453	,446	,533	,470	,653	,348	,394	,364	,580	,544	,969		
X15	,464	,464	,443	,398	,523	,470	,422	,351	,573	,592	,694	1,142	
X16	,612	,641	,709	,604	,847	,611	,585	,432	,710	,559	,703	,850	1,387
X17	,424	,226	,056	,099	,145	,112	,171	,071	,356	,511	,580	,677	,579
X7	,263	,363	,322	,522	,639	,504	,465	,676	,425	,527	,347	,371	,256
X8	,509	,350	,420	,722	,666	,581	,585	,651	,656	,604	,627	,460	,686
X9	,314	,561	,565	,548	,414	,567	,591	,488	,432	,279	,222	,031	,093
X10	,449	,547	,394	,505	,317	,670	,615	,548	,234	,330	,439	,567	,557
X11	,414	,634	,672	,570	,703	,542	,508	,580	,391	,535	,450	,263	,421
X6	,337	,414	,524	,478	,723	,611	,620	,548	,414	,573	,391	,367	,660
X5	,666	,772	,893	,942	,963	1,011	1,000	1,017	,695	,705	,626	,627	,979
X4	,368	,565	,695	,655	,872	,704	,700	,688	,537	,527	,619	,570	,829
X3	,622	,634	,808	,739	,896	,909	,891	,785	,618	,614	,626	,591	,926
X2	,547	,637	,787	,769	1,010	,891	,854	,833	,659	,725	,537	,530	,859
X1	,676	,753	,868	,916	1,008	1,017	1,026	1,022	,718	,760	,676	,642	,980

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,444											
,035	1,478										
,269	,822	1,607									
-,017	,592	,436	1,230								
,307	,522	,783	,394	1,659							
,162	,793	,731	,764	,786	1,699						
,211	,268	,462	,254	,347	,584	2,036					
,263	,748	,909	,555	,819	,844	1,521	2,095				
,078	,447	,701	,288	,478	,584	1,480	1,575	2,149			
,190	,492	,696	,381	,639	,688	1,681	1,888	1,900	2,358		
,211	,511	,757	,472	,584	,758	1,839	1,712	1,500	1,679	2,213	
,263	,721	,858	,547	,785	,796	1,525	2,003	1,634	1,836	1,744	2,126

Condition number = 260,462

Eigenvalues

18,021 3,799 2,694 1,923 1,624 1,305 1,139 ,922 ,868 ,727 ,610 ,577 ,487 ,459 ,435 ,318 ,310 ,272 ,238 ,194 ,190 ,147 ,134 ,082 ,069

Determinant of sample covariance matrix = ,000

Sample Correlations (Group number 1)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	1,000												
X24	,471	1,000											
X23	,480	,630	1,000										
X22	,614	,609	,739	1,000									
X21	,472	,389	,540	,516	1,000								
X20	,673	,581	,613	,721	,529	1,000							
X19	,552	,585	,623	,638	,374	,731	1,000						
X18	,526	,505	,438	,653	,587	,610	,618	1,000					
X12	,504	,328	,521	,561	,683	,494	,484	,512	1,000				
X13	,372	,227	,196	,290	,534	,331	,314	,381	,340	1,000			
X14	,464	,411	,473	,448	,570	,330	,384	,375	,584	,420	1,000		
X15	,438	,393	,362	,349	,421	,410	,379	,333	,531	,421	,660	1,000	
X16	,524	,494	,526	,481	,619	,484	,477	,372	,598	,360	,606	,675	1,000
X17	,356	,170	,040	,077	,104	,087	,137	,060	,293	,323	,490	,527	,409
X7	,218	,271	,231	,403	,452	,387	,367	,564	,346	,329	,290	,286	,179
X8	,405	,251	,290	,534	,452	,428	,443	,521	,513	,362	,502	,340	,460
X9	,285	,459	,445	,464	,321	,477	,512	,447	,386	,191	,204	,026	,072

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X10	,351	,385	,267	,368	,212	,485	,459	,432	,180	,195	,346	,412	,367
X11	,321	,441	,451	,411	,464	,388	,374	,451	,297	,312	,350	,189	,274
X6	,239	,263	,321	,314	,436	,400	,418	,389	,287	,305	,279	,241	,393
X5	,464	,484	,539	,611	,572	,652	,664	,713	,476	,370	,439	,405	,575
X4	,253	,350	,414	,419	,511	,448	,459	,476	,363	,273	,429	,364	,480
X3	,409	,375	,460	,452	,502	,553	,557	,519	,399	,304	,414	,360	,512
X2	,371	,388	,462	,485	,584	,559	,551	,568	,439	,370	,366	,333	,490
X1	,468	,468	,520	,589	,595	,651	,676	,711	,488	,396	,471	,412	,571

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000											
,024	1,000										
,176	,534	1,000									

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
-,013	,439	,310	1,000								
,198	,333	,480	,276	1,000							
,103	,500	,443	,529	,468	1,000						
,123	,155	,256	,160	,189	,314	1,000					
,151	,425	,496	,346	,439	,448	,737	1,000				
,044	,251	,377	,177	,253	,306	,708	,742	1,000			
,103	,263	,358	,224	,323	,344	,767	,849	,844	1,000		
,118	,283	,402	,286	,305	,391	,866	,795	,688	,735	1,000	
,150	,407	,464	,338	,418	,419	,733	,949	,764	,820	,804	1,000

Condition number = 339,054

Eigenvalues

11,567 2,212 2,053 1,374 1,111 ,857 ,823 ,650 ,592 ,468 ,465 ,405 ,376 ,338 ,307 ,261 ,244 ,180 ,155 ,154 ,126 ,101 ,081 ,065 ,034

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 325
Number of distinct parameters to be estimated: 57
Degrees of freedom (325 - 57): 268

Result (Default model)

Minimum was achieved
Chi-square = 122,109
Degrees of freedom = 73
Probability level = ,105

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Trust	<--- Value	,226	,047	4,80 5	***	par_21
Trust	<--- Sales	,370	,088	4,21 6	***	par_22
Trust	<--- Kepuasan	,252	,110	2,29 6	,022	par_23
Loyalitas	<--- Trust	1,106	,110	10,0 31	***	par_24
X1	<--- Value	1,000				
X2	<--- Value	,884	,055	15,9 55	***	par_1
X3	<--- Value	,950	,053	18,0 25	***	par_2
X4	<--- Value	,827	,060	13,8 93	***	par_3
X5	<--- Value	,995	,032	31,0 22	***	par_4
X6	<--- Value	,791	,060	13,2 92	***	par_5

			Estimate	S.E.	C.R.	P	Label
X11	<---	Sales	1,000				
X10	<---	Sales	,843	,138	6,128	***	par_6
X9	<---	Sales	,738	,117	6,317	***	par_7
X8	<---	Sales	,950	,142	6,671	***	par_8
X7	<---	Sales	,887	,130	6,815	***	par_9
X17	<---	Kepuasan	1,000				
X16	<---	Kepuasan	1,524	,262	5,827	***	par_10
X15	<---	Kepuasan	1,369	,229	5,981	***	par_11
X14	<---	Kepuasan	1,248	,211	5,905	***	par_12
X13	<---	Kepuasan	1,080	,237	4,563	***	par_13
X12	<---	Kepuasan	1,166	,214	5,455	***	par_14
X18	<---	Trust	1,000				
X19	<---	Trust	1,070	,108	9,879	***	par_15
X20	<---	Trust	1,148	,112	10,273	***	par_16
X21	<---	Trust	1,013	,124	8,134	***	par_17
X22	<---	Loyalitas	1,000				
X23	<---	Loyalitas	,966	,083	11,592	***	par_18
X24	<---	Loyalitas	,834	,088	9,466	***	par_19
X25	<---	Loyalitas	,724	,080	9,015	***	par_20

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

			Estimate
Trust	<---	Value	,410
Trust	<---	Sales	,440
Trust	<---	Kepuasan	,203

		Estimate
Loyalitas<---	Trust	,910
X1 <---	Value	,968
X2 <---	Value	,839
X3 <---	Value	,874
X4 <---	Value	,797
X5 <---	Value	,971
X6 <---	Value	,783
X11 <---	Sales	,710
X10 <---	Sales	,606
X9 <---	Sales	,616
X8 <---	Sales	,694
X7 <---	Sales	,675
X17 <---	Kepuasan	,522
X16 <---	Kepuasan	,812
X15 <---	Kepuasan	,804
X14 <---	Kepuasan	,795
X13 <---	Kepuasan	,515
X12 <---	Kepuasan	,725
X18 <---	Trust	,791
X19 <---	Trust	,801
X20 <---	Trust	,835
X21 <---	Trust	,678
X22 <---	Loyalitas	,889
X23 <---	Loyalitas	,799
X24 <---	Loyalitas	,717
X25 <---	Loyalitas	,692

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Sales <-->	Kepuasan	,332	,088	3,790	***	par_25
Value <-->	Sales	,822	,165	4,975	***	par_26
Value <-->	Kepuasan	,541	,125	4,333	***	par_27

Correlations: (Group number 1 - Default model)

		Estimate
Sales <-->	Kepuasan	,572
Value <-->	Sales	,629
Value <-->	Kepuasan	,611

Variiances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Value	1,994	,265	7,522	***	par_28
Sales	,857	,201	4,261	***	par_29
Kepuasan	,393	,131	2,995	,003	par_30
z1	,101	,030	3,410	***	par_31
z2	,155	,052	2,995	,003	par_32
e1	,133	,026	5,020	***	par_33
e2	,655	,088	7,474	***	par_34
e3	,558	,077	7,253	***	par_35
e4	,785	,103	7,594	***	par_36
e5	,119	,025	4,716	***	par_37
e6	,788	,103	7,615	***	par_38
e11	,843	,133	6,343	***	par_39
e10	1,050	,148	7,109	***	par_40
e9	,764	,111	6,872	***	par_41
e8	,833	,130	6,396	***	par_42
e7	,805	,120	6,710	***	par_43
e17	1,051	,138	7,591	***	par_44
e16	,473	,079	5,955	***	par_45
e15	,405	,067	6,077	***	par_46
e14	,356	,058	6,179	***	par_47
e13	1,273	,166	7,662	***	par_48
e12	,483	,071	6,814	***	par_49
e18	,364	,054	6,791	***	par_50
e19	,387	,057	6,770	***	par_51
e20	,347	,056	6,236	***	par_52
e21	,730	,100	7,318	***	par_53
e22	,238	,049	4,891	***	par_54
e23	,473	,072	6,531	***	par_55
e24	,591	,082	7,162	***	par_56
e25	,511	,071	7,245	***	par_57

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
Trust	,833
Loyalitas	,828
X25	,480
X24	,514
X23	,639

	Estimate
X22	,790
X21	,460
X20	,698
X19	,642
X18	,625
X12	,525
X13	,265
X14	,633
X15	,646
X16	,659
X17	,272
X7	,456
X8	,482
X9	,379
X10	,367
X11	,504
X6	,613
X5	,943
X4	,635
X3	,763
X2	,704
X1	,938

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
Kepuasan	,393													
Sales	,332	,857												
Value	,541	,822	1,994											
Trust	,345	,587	,892	,607										
Loyalitas	,381	,649	,987	,672	,898									
X25	,276	,470	,715	,487	,650	,982								
X24	,318	,542	,823	,560	,749	,543	1,216							
X23	,368	,627	,953	,649	,867	,628	,723	1,310						
X22	,381	,649	,987	,672	,898	,650	,749	,867	1,136					
X21	,349	,594	,903	,615	,680	,493	,568	,657	,680	1,353				
X20	,396	,674	1,024	,697	,771	,559	,644	,745	,771	,706	1,148			
X19	,369	,628	,955	,650	,719	,521	,600	,694	,719	,658	,746	1,083		
X18	,345	,587	,892	,607	,672	,487	,560	,649	,672	,615	,697	,650	,971	
X12	,459	,387	,631	,402	,444	,322	,371	,429	,444	,407	,461	,430	,402	1,018
X13	,425	,359	,585	,372	,412	,298	,344	,398	,412	,377	,428	,399	,372	,495
X14	,491	,415	,676	,430	,476	,345	,397	,460	,476	,436	,494	,461	,430	,572
X15	,539	,455	,741	,472	,522	,378	,436	,504	,522	,478	,542	,505	,472	,628
X16	,600	,506	,825	,525	,581	,421	,485	,561	,581	,532	,603	,562	,525	,699
X17	,393	,332	,541	,345	,381	,276	,318	,368	,381	,349	,396	,369	,345	,459
X7	,294	,759	,729	,520	,576	,417	,480	,556	,576	,527	,598	,557	,520	,343

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X8	,316	,814	,781	,558	,617	,447	,515	,596	,617	,565	,641	,597	,558	,368
X9	,245	,632	,606	,433	,479	,347	,400	,462	,479	,438	,497	,463	,433	,286
X10	,280	,722	,693	,495	,547	,396	,457	,529	,547	,501	,568	,530	,495	,326
X11	,332	,857	,822	,587	,649	,470	,542	,627	,649	,594	,674	,628	,587	,387
X6	,428	,650	1,577	,706	,781	,565	,651	,754	,781	,715	,811	,755	,706	,499
X5	,539	,818	1,985	,888	,982	,711	,820	,949	,982	,899	1,020	,950	,888	,628
X4	,448	,680	1,649	,738	,816	,591	,681	,788	,816	,747	,848	,790	,738	,522
X3	,514	,781	1,895	,848	,938	,679	,782	,905	,938	,858	,973	,907	,848	,600
X2	,479	,727	1,763	,789	,872	,632	,728	,843	,872	,799	,906	,844	,789	,558
X1	,541	,822	1,994	,892	,987	,715	,823	,953	,987	,903	1,024	,955	,892	,631

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,733															
,531	,969														
,582	,673	1,142													
,648	,749	,821	1,387												
,425	,491	,539	,600	1,444											
,318	,368	,403	,449	,294	1,478										
,341	,394	,432	,481	,316	,722	1,607									
,265	,306	,335	,373	,245	,560	,601	1,230								
,302	,350	,383	,427	,280	,640	,686	,533	1,659							
,359	,415	,455	,506	,332	,759	,814	,632	,722	1,699						
,463	,535	,586	,653	,428	,577	,618	,480	,548	,650	2,036					
,582	,673	,738	,821	,539	,725	,778	,604	,690	,818	1,570	2,095				
,484	,559	,613	,683	,448	,603	,646	,502	,573	,680	1,305	1,642	2,149			
,556	,642	,704	,784	,514	,693	,742	,576	,659	,781	1,499	1,886	1,567	2,358		
,517	,598	,655	,730	,479	,644	,691	,536	,613	,727	1,395	1,755	1,458	1,675	2,213	
,585	,676	,741	,825	,541	,729	,781	,606	,693	,822	1,577	1,985	1,649	1,895	1,763	2,126

Implied (for all variables) Correlations (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
Kepuasan	1,000													
Sales	,572	1,000												
Value	,611	,629	1,000											
Trust	,705	,814	,811	1,000										
Loyalitas	,642	,740	,738	,910	1,000									

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X25	,444	,513	,511	,630	,692	1,000								
X24	,460	,531	,529	,652	,717	,497	1,000							
X23	,513	,592	,590	,727	,799	,554	,573	1,000						
X22	,570	,658	,656	,809	,889	,616	,637	,711	1,000					
X21	,478	,552	,550	,678	,617	,427	,443	,493	,549	1,000				
X20	,589	,680	,677	,835	,760	,526	,545	,608	,675	,567	1,000			
X19	,565	,652	,650	,801	,729	,505	,523	,583	,648	,544	,669	1,000		
X18	,558	,643	,641	,791	,719	,498	,516	,575	,639	,536	,660	,634	1,000	
X12	,725	,415	,443	,511	,465	,322	,333	,372	,413	,347	,427	,410	,404	1,000
X13	,515	,295	,315	,363	,330	,229	,237	,264	,294	,246	,303	,291	,287	,373
X14	,795	,455	,486	,561	,510	,353	,366	,408	,454	,380	,468	,449	,443	,576
X15	,804	,460	,491	,567	,516	,357	,370	,412	,458	,384	,473	,454	,448	,582
X16	,812	,464	,496	,572	,521	,361	,373	,416	,463	,388	,478	,459	,453	,588
X17	,522	,299	,319	,368	,335	,232	,240	,268	,298	,250	,307	,295	,291	,378
X7	,386	,675	,425	,549	,500	,346	,358	,399	,444	,373	,459	,440	,434	,280
X8	,397	,694	,437	,565	,514	,356	,368	,411	,457	,383	,472	,453	,446	,288
X9	,352	,616	,387	,501	,456	,316	,327	,364	,405	,340	,418	,401	,396	,255
X10	,347	,606	,381	,493	,448	,311	,322	,359	,399	,334	,412	,395	,390	,251
X11	,406	,710	,447	,578	,526	,364	,377	,420	,467	,392	,483	,463	,457	,294
X6	,479	,493	,783	,635	,578	,400	,414	,462	,513	,431	,530	,509	,502	,347
X5	,594	,611	,971	,787	,716	,496	,514	,573	,637	,534	,658	,631	,623	,430
X4	,487	,501	,797	,646	,588	,407	,421	,470	,522	,438	,540	,518	,511	,353
X3	,534	,550	,874	,708	,644	,446	,462	,515	,573	,481	,592	,568	,560	,387
X2	,513	,528	,839	,680	,619	,429	,444	,495	,550	,462	,568	,545	,538	,372

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X1	,592	,609	,968	,785	,714	,495	,512	,571	,635	,533	,656	,629	,621	,429

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000															
,409	1,000														
,414	,639	1,000													
,418	,646	,652	1,000												
,269	,415	,419	,424	1,000											
,199	,307	,310	,313	,202	1,000										
,204	,316	,319	,322	,207	,468	1,000									
,181	,280	,283	,286	,184	,416	,427	1,000								
,178	,276	,279	,281	,181	,409	,420	,373	1,000							
,209	,323	,326	,330	,212	,479	,493	,437	,430	1,000						

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,246	,381	,385	,389	,250	,332	,342	,303	,298	,350	1,000					
,306	,472	,477	,482	,310	,412	,424	,376	,370	,434	,760	1,000				
,251	,387	,391	,395	,254	,338	,348	,309	,304	,356	,624	,774	1,000			
,275	,425	,429	,434	,279	,371	,381	,338	,333	,390	,684	,849	,696	1,000		
,264	,408	,412	,416	,268	,356	,366	,325	,320	,375	,657	,815	,669	,733	1,000	
,305	,471	,476	,480	,309	,411	,423	,375	,369	,432	,758	,940	,772	,846	,813	1,000

Implied Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,982												
X24	,543	1,216											
X23	,628	,723	1,310										
X22	,650	,749	,867	1,136									
X21	,493	,568	,657	,680	1,353								
X20	,559	,644	,745	,771	,706	1,148							
X19	,521	,600	,694	,719	,658	,746	1,083						
X18	,487	,560	,649	,672	,615	,697	,650	,971					
X12	,322	,371	,429	,444	,407	,461	,430	,402	1,018				
X13	,298	,344	,398	,412	,377	,428	,399	,372	,495	1,733			
X14	,345	,397	,460	,476	,436	,494	,461	,430	,572	,531	,969		
X15	,378	,436	,504	,522	,478	,542	,505	,472	,628	,582	,673	1,142	
X16	,421	,485	,561	,581	,532	,603	,562	,525	,699	,648	,749	,821	1,387
X17	,276	,318	,368	,381	,349	,396	,369	,345	,459	,425	,491	,539	,600
X7	,417	,480	,556	,576	,527	,598	,557	,520	,343	,318	,368	,403	,449

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X8	,447	,515	,596	,617	,565	,641	,597	,558	,368	,341	,394	,432	,481
X9	,347	,400	,462	,479	,438	,497	,463	,433	,286	,265	,306	,335	,373
X10	,396	,457	,529	,547	,501	,568	,530	,495	,326	,302	,350	,383	,427
X11	,470	,542	,627	,649	,594	,674	,628	,587	,387	,359	,415	,455	,506
X6	,565	,651	,754	,781	,715	,811	,755	,706	,499	,463	,535	,586	,653
X5	,711	,820	,949	,982	,899	1,020	,950	,888	,628	,582	,673	,738	,821
X4	,591	,681	,788	,816	,747	,848	,790	,738	,522	,484	,559	,613	,683
X3	,679	,782	,905	,938	,858	,973	,907	,848	,600	,556	,642	,704	,784
X2	,632	,728	,843	,872	,799	,906	,844	,789	,558	,517	,598	,655	,730
X1	,715	,823	,953	,987	,903	1,024	,955	,892	,631	,585	,676	,741	,825

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,444											

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,294	1,478										
,316	,722	1,607									
,245	,560	,601	1,230								
,280	,640	,686	,533	1,659							
,332	,759	,814	,632	,722	1,699						
,428	,577	,618	,480	,548	,650	2,036					
,539	,725	,778	,604	,690	,818	1,570	2,095				
,448	,603	,646	,502	,573	,680	1,305	1,642	2,149			
,514	,693	,742	,576	,659	,781	1,499	1,886	1,567	2,358		
,479	,644	,691	,536	,613	,727	1,395	1,755	1,458	1,675	2,213	
,541	,729	,781	,606	,693	,822	1,577	1,985	1,649	1,895	1,763	2,126

Implied Correlations (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	1,000												
X24	,497	1,000											
X23	,554	,573	1,000										
X22	,616	,637	,711	1,000									
X21	,427	,443	,493	,549	1,000								
X20	,526	,545	,608	,675	,567	1,000							
X19	,505	,523	,583	,648	,544	,669	1,000						
X18	,498	,516	,575	,639	,536	,660	,634	1,000					
X12	,322	,333	,372	,413	,347	,427	,410	,404	1,000				
X13	,229	,237	,264	,294	,246	,303	,291	,287	,373	1,000			

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X14	,353	,366	,408	,454	,380	,468	,449	,443	,576	,409	1,000		
X15	,357	,370	,412	,458	,384	,473	,454	,448	,582	,414	,639	1,000	
X16	,361	,373	,416	,463	,388	,478	,459	,453	,588	,418	,646	,652	1,000
X17	,232	,240	,268	,298	,250	,307	,295	,291	,378	,269	,415	,419	,424
X7	,346	,358	,399	,444	,373	,459	,440	,434	,280	,199	,307	,310	,313
X8	,356	,368	,411	,457	,383	,472	,453	,446	,288	,204	,316	,319	,322
X9	,316	,327	,364	,405	,340	,418	,401	,396	,255	,181	,280	,283	,286
X10	,311	,322	,359	,399	,334	,412	,395	,390	,251	,178	,276	,279	,281
X11	,364	,377	,420	,467	,392	,483	,463	,457	,294	,209	,323	,326	,330
X6	,400	,414	,462	,513	,431	,530	,509	,502	,347	,246	,381	,385	,389
X5	,496	,514	,573	,637	,534	,658	,631	,623	,430	,306	,472	,477	,482
X4	,407	,421	,470	,522	,438	,540	,518	,511	,353	,251	,387	,391	,395
X3	,446	,462	,515	,573	,481	,592	,568	,560	,387	,275	,425	,429	,434
X2	,429	,444	,495	,550	,462	,568	,545	,538	,372	,264	,408	,412	,416
X1	,495	,512	,571	,635	,533	,656	,629	,621	,429	,305	,471	,476	,480

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000												
,202		1,000										
,207		,468	1,000									
,184		,416	,427	1,000								
,181		,409	,420	,373	1,000							
,212		,479	,493	,437	,430	1,000						
,250		,332	,342	,303	,298	,350	1,000					
,310		,412	,424	,376	,370	,434	,760	1,000				
,254		,338	,348	,309	,304	,356	,624	,774	1,000			
,279		,371	,381	,338	,333	,390	,684	,849	,696	1,000		
,268		,356	,366	,325	,320	,375	,657	,815	,669	,733	1,000	
,309		,411	,423	,375	,369	,432	,758	,940	,772	,846	,813	1,000

Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,028	,000											
X23	-,084	,071	,000										
X22	-,002	-,033	,035	,000									
X21	,052	-,068	,062	-,040	,000								

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X20	,156	,043	,007	,052	-,047	,000							
X19	,048	,071	,047	-,011	-,206	,069	,000						
X18	,027	-,012	-,154	,015	,058	-,054	-,016	,000					
X12	,182	-,006	,172	,159	,394	,072	,078	,107	,000				
X13	,187	-,015	-,103	-,005	,441	,040	,032	,122	-,044	,000			
X14	,108	,049	,073	-,006	,217	-,146	-,067	-,067	,007	,014	,000		
X15	,086	,028	-,061	-,124	,045	-,072	-,084	-,121	-,055	,010	,022	,000	
X16	,191	,157	,148	,022	,315	,007	,022	-,093	,011	-,089	-,046	,029	,000
X17	,148	-,092	-,313	-,282	-,204	-,284	-,198	-,274	-,103	,086	,088	,139	-,021
X7	-,154	-,118	-,234	-,054	,112	-,093	-,092	,155	,082	,209	-,020	-,032	-,193
X8	,062	-,165	-,176	,105	,101	-,060	-,012	,093	,288	,263	,233	,028	,205
X9	-,033	,161	,103	,069	-,024	,070	,127	,055	,146	,015	-,084	-,304	-,280
X10	,052	,090	-,134	-,042	-,184	,102	,086	,053	-,092	,028	,089	,183	,131
X11	-,056	,093	,045	-,079	,109	-,132	-,120	-,007	,003	,176	,035	-,192	-,085
X6	-,228	-,237	-,229	-,303	,008	-,199	-,135	-,158	-,086	,111	-,143	-,219	,007
X5	-,046	-,047	-,055	-,040	,064	-,009	,050	,129	,067	,123	-,047	-,111	,158
X4	-,223	-,116	-,093	-,161	,125	-,144	-,090	-,050	,015	,043	,060	-,043	,146
X3	-,057	-,148	-,097	-,199	,038	-,064	-,016	-,062	,019	,058	-,016	-,113	,142
X2	-,085	-,091	-,056	-,104	,211	-,015	,010	,044	,101	,208	-,061	-,125	,129
X1	-,038	-,071	-,085	-,071	,105	-,007	,071	,130	,087	,175	,000	-,099	,155

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-,260	,000										
-,047	,101	,000									
-,262	,032	-,165	,000								
,027	-,118	,097	-,139	,000							
-,170	,033	-,083	,133	,064	,000						
-,217	-,308	-,156	-,226	-,201	-,066	,000					
-,276	,022	,132	-,049	,129	,026	-,049	,000				
-,370	-,156	,054	-,214	-,095	-,096	,175	-,067	,000			
-,324	-,201	-,046	-,196	-,019	-,093	,182	,002	,332	,000		
-,267	-,133	,067	-,065	-,029	,031	,444	-,042	,042	,004	,000	
-,279	-,008	,077	-,060	,092	-,026	-,052	,018	-,015	-,059	-,019	,000

Standardized Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,259	,000											
X23	-,732	,556	,000										
X22	-,016	-,270	,265	,000									
X21	,468	-,554	,476	-,321	,000								
X20	1,477	,360	,052	,431	-,373	,000							
X19	,477	,622	,390	-,096	-1,696	,584	,000						
X18	,282	-,112	-1,346	,134	,507	-,481	-,150	,000					
X12	1,971	-,061	1,586	1,554	3,607	,699	,778	1,135	,000				
X13	1,586	-,112	-,751	-,037	3,175	,307	,257	1,030	-,356	,000			
X14	1,190	,483	,685	-,061	2,014	-1,426	-,674	-,712	,073	,112	,000		
X15	,866	,253	-,522	-1,128	,387	-,647	-,777	-1,190	-,502	,073	,199	,000	
X16	1,747	1,282	1,149	,184	2,438	,059	,188	-,832	,092	-,603	-,376	,216	,000
X17	1,376	-,771	-2,494	-2,400	-1,610	-2,395	-1,726	-2,521	-,902	,598	,783	1,130	-,155
X7	-1,374	-,939	-1,775	-,430	,841	-,740	-,758	1,349	,728	1,452	-,185	-,268	-1,463
X8	,527	-1,255	-1,273	,802	,730	-,451	-,097	,773	2,455	1,751	2,023	,224	1,486
X9	-,328	1,422	,864	,615	-,200	,614	1,164	,535	1,440	,112	-,838	-2,807	-2,341
X10	,442	,686	-,975	-,322	-1,322	,773	,676	,443	-,780	,183	,772	1,458	,941
X11	-,463	,685	,318	-,583	,758	-,967	-,915	-,056	,028	1,141	,295	-1,488	-,597
X6	-1,702	-1,582	-1,449	-2,010	,052	-1,308	-,923	-1,142	-,638	,650	-1,084	-1,523	,044
X5	-,325	-,300	-,328	-,250	,378	-,056	,316	,869	,476	,699	-,337	-,737	,948
X4	-1,616	-,752	-,570	-1,039	,762	-,916	-,594	-,353	,106	,248	,439	-,289	,896
X3	-,386	-,903	-,558	-1,196	,217	-,380	-,102	-,408	,128	,314	-,109	-,719	,818

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X2	-,603	-,578	-,332	-,651	1,260	-,095	,062	,303	,714	1,165	-,437	-,827	,772
X1	-,271	-,446	-,500	-,437	,621	-,045	,452	,874	,620	,990	-,002	-,653	,922

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-1,979	,000										
-,343	,672	,000									
-2,195	,251	-1,226	,000								
,191	-,794	,622	-1,033	,000							
-1,206	,216	-,510	,955	,396	,000						
-1,394	-1,916	-,927	-1,553	-1,190	-,382	,000					
-1,719	,134	,750	-,322	,737	,144	-,214	,000				
-2,314	-,943	,313	-1,429	-,548	-,538	,807	-,282	,000			

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
-1,922	-1,145	-,251	-1,235	-,106	-,491	,780	,007	1,376	,000		
-1,641	-,788	,376	-,423	-,162	,171	1,986	-,173	,182	,016	,000	
-1,726	-,046	,434	-,392	,523	-,144	-,228	,072	-,063	-,228	-,075	,000

Factor Score Weights (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
Kepuasan	,003	,003	,005	,009	,006	,015	,013	,013	,103	,036	,150	,144	,138
Sales	,013	,013	,019	,039	,027	,064	,054	,053	,005	,002	,008	,007	,007
Value	,003	,003	,004	,009	,006	,014	,012	,012	,002	,001	,003	,003	,003
Trust	,030	,029	,043	,087	,060	,143	,119	,119	,011	,004	,016	,016	,015
Loyalitas	,110	,109	,158	,325	,029	,069	,058	,057	,005	,002	,008	,008	,007

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,041	,002	,002	,002	,002	,003	,001	,008	,001	,002	,001	,007
,002	,145	,150	,127	,106	,156	,001	,006	,001	,001	,001	,006
,001	,001	,001	,001	,001	,001	,046	,387	,049	,079	,062	,349
,004	,021	,022	,019	,016	,023	,004	,036	,005	,007	,006	,032
,002	,010	,011	,009	,007	,011	,002	,017	,002	,004	,003	,016

Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,279	,409	,250	1,106	,000
X25	,202	,297	,181	,801	,724
X24	,233	,342	,209	,923	,834
X23	,269	,395	,242	1,068	,966
X22	,279	,409	,250	1,106	1,000
X21	,255	,375	,229	1,013	,000
X20	,290	,425	,260	1,148	,000
X19	,270	,396	,242	1,070	,000
X18	,252	,370	,226	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,185	,400	,373	,910	,000
X25	,128	,277	,258	,630	,692
X24	,132	,287	,268	,652	,717
X23	,148	,320	,298	,727	,799
X22	,164	,356	,332	,809	,889
X21	,138	,298	,278	,678	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X20	,170	,367	,343	,835	,000
X19	,163	,352	,329	,801	,000
X18	,160	,348	,324	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,000	,000	,000	1,106	,000
X25	,000	,000	,000	,000	,724
X24	,000	,000	,000	,000	,834
X23	,000	,000	,000	,000	,966
X22	,000	,000	,000	,000	1,000
X21	,000	,000	,000	1,013	,000
X20	,000	,000	,000	1,148	,000
X19	,000	,000	,000	1,070	,000
X18	,000	,000	,000	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,000	,000	,000	,910	,000
X25	,000	,000	,000	,000	,692
X24	,000	,000	,000	,000	,717
X23	,000	,000	,000	,000	,799
X22	,000	,000	,000	,000	,889
X21	,000	,000	,000	,678	,000
X20	,000	,000	,000	,835	,000
X19	,000	,000	,000	,801	,000
X18	,000	,000	,000	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,279	,409	,250	,000	,000
X25	,202	,297	,181	,801	,000
X24	,233	,342	,209	,923	,000
X23	,269	,395	,242	1,068	,000
X22	,279	,409	,250	1,106	,000
X21	,255	,375	,229	,000	,000
X20	,290	,425	,260	,000	,000
X19	,270	,396	,242	,000	,000
X18	,252	,370	,226	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,185	,400	,373	,000	,000
X25	,128	,277	,258	,630	,000
X24	,132	,287	,268	,652	,000
X23	,148	,320	,298	,727	,000
X22	,164	,356	,332	,809	,000
X21	,138	,298	,278	,000	,000
X20	,170	,367	,343	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X19	,163	,352	,329	,000	,000
X18	,160	,348	,324	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	10	-1,170	9999,000	3004,833	0	9999,000
1	e*	12	-,401	4,693	1868,071	20	,225
2	e	9	-,213	,439	1703,600	6	,877
3	e*	2	-,177	1,920	1135,492	7	,882
4	e	1	-,001	,596	1006,377	5	,898
5	e	0	2632,169	,746	923,432	6	,860
6	e	0	334,586	1,218	915,407	2	,000
7	e	0	720,957	,485	893,645	1	1,151
8	e	0	1356,158	,291	891,410	1	1,124
9	e	0	1883,523	,154	891,225	1	1,117
10	e	0	2069,390	,041	891,216	1	1,044
11	e	0	2110,194	,003	891,216	1	1,003
12	e	0	2111,306	,000	891,216	1	,999

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	32	122,109	73	,105	1,673
Saturated model	105	,000	0		
Independence model	14	146,408	82	,125	1,587

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,075	,978	,917	,834
Saturated model	,000	1,000		
Independence model	1,206	,835	,802	,817

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,890	,962	,921	,955	,957
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,902	,814	,838
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	163,775	120,972	214,190
Saturated model	,000	,000	,000
Independence model	2055,408	1908,250	2209,925

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	2,133	1,475	1,090	1,930
Saturated model	,000	,000	,000	,000
Independence model	19,337	18,517	17,191	19,909

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,064	,122	,163	,000
Independence model	,051	,435	,468	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	300,775	310,775	387,767	419,767
Saturated model	210,000	242,813	495,442	600,442
Independence model	2174,408	2178,783	2212,467	2226,467

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,710	2,324	3,164	2,800
Saturated model	1,892	1,892	1,892	2,188
Independence model	19,589	18,264	20,981	19,629

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	45	49
Independence model	6	7

DAFTAR RIWAYAT HIDUP

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- ✓ 2000 – 2003 SMU Negeri 5 Bandung
- ✓ 2003 – 2004 Fakultas Matematika dan Ilmu Pengetahuan Alam
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Pengalaman Kerja :

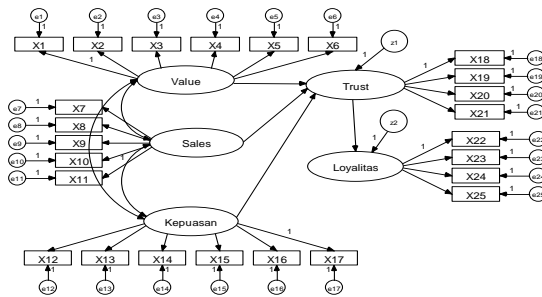
- ✓ Maret 2008 – sekarang : PT. TELKOM Tbk, Semarang

LAMPIRAN

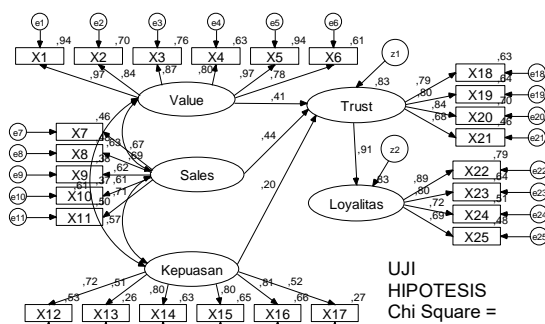
LAMPIRAN

Lampiran 1.2 Hasil Pengukuran Model SEM

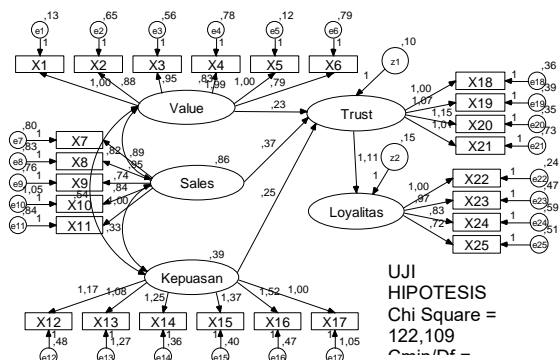
DIAGRAM PATH



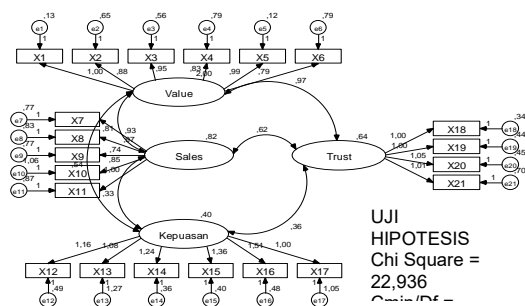
STANDARDIZED FULL MODEL



UNSTANDARDIZED FULL MODEL



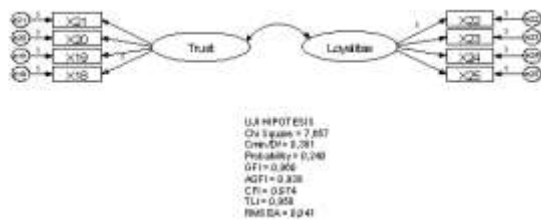
KONSTRUK ENDOGEN-EKSOGEN



Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
X1	<---	Value	1,000				
X2	<---	Value	,884	,055	16,010	***	par_1
X3	<---	Value	,948	,053	18,004	***	par_2
X4	<---	Value	,826	,059	13,902	***	par_3
X5	<---	Value	,994	,032	31,152	***	par_4
X6	<---	Value	,789	,059	13,285	***	par_5
X11	<---	Sales	1,000				
X10	<---	Sales	,855	,141	6,057	***	par_6
X9	<---	Sales	,745	,120	6,213	***	par_7
X8	<---	Sales	,973	,146	6,678	***	par_8
X7	<---	Sales	,927	,135	6,880	***	par_9
X17	<---	Kepuasan	1,000				
X16	<---	Kepuasan	1,508	,258	5,853	***	par_10
X15	<---	Kepuasan	1,365	,227	6,022	***	par_11
X14	<---	Kepuasan	1,242	,209	5,940	***	par_12
X13	<---	Kepuasan	1,084	,236	4,599	***	par_13
X12	<---	Kepuasan	1,156	,211	5,471	***	par_14
X18	<---	Trust	1,000				
X19	<---	Trust	1,004	,104	9,689	***	par_15
X20	<---	Trust	1,049	,107	9,836	***	par_16
X21	<---	Trust	1,013	,121	8,382	***	par_17

KONSTRUK ENDOGEN-ENDOGEN



Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
X18<---	Trust	1,000				
X19<---	Trust	1,146	,125	9,136	***	par_1
X20<---	Trust	1,275	,130	9,768	***	par_2
X21<---	Trust	,983	,141	6,977	***	par_3
X22<---	Loyalitas	1,000				
X23<---	Loyalitas	,964	,084	11,464	***	par_4
X24<---	Loyalitas	,838	,088	9,480	***	par_5
X25<---	Loyalitas	,741	,081	9,194	***	par_6

Lampiran 1.3 Rangkuman Hasil Analisis

Analysis Summary

Date and Time

Date: 13 Januari 2010

Time: 6:55:01

Title

Master: 13 Januari 2010 06:55

Notes for Group (Group number 1)

The model is recursive.

Sample size = 130

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X1

X2

X3

X4

X5

X6

X11

X10

X9

X8

X7

X17

X16

X15

X14

X13

X12

X18

X19

X20

X21

X22

X23

X24

X25

Unobserved, endogenous variables

Trust

Loyalitas

Unobserved, exogenous variables

Value

e1

e2

e3

e4

e5

e6

Sales

e11

e10

e9

e8

e7

Kepuasan

e17
e16
e15
e14
e13
e12
e18
e19
e20
e21
e22
e23
e24
e25
z1
z2

Variable counts (Group number 1)

Number of variables in your model: 57
Number of observed variables: 25
Number of unobserved variables: 32
Number of exogenous variables: 30
Number of endogenous variables: 27

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	32	0	0	0	0	32
Labeled	0	0	0	0	0	0
Unlabeled	24	3	30	0	0	57
Total	56	3	30	0	0	89

Assessment of normality (Group number 1)

Variable	min	max	Skew	c.r.	kurtosis	c.r.
X25	5,000	10,000	-,456	-2,121	,391	,909
X24	6,000	10,000	-,081	-,375	-,803	-1,869
X23	5,000	10,000	,078	,362	-,217	-,505
X22	5,000	10,000	-,126	-,588	-,125	-,290
X21	5,000	10,000	-,001	-,005	-,348	-,810
X20	4,000	10,000	-,604	-1,809	1,941	2,517
X19	5,000	10,000	,079	,366	-,317	-,737
X18	5,000	10,000	-,077	-,358	,132	,307

Variable	min	max	Skew	c.r.	kurtosis	c.r.
X12	5,000	10,000	-,300	-1,394	,645	1,501
X13	5,000	10,000	-,020	-,094	-,724	-1,685
X14	6,000	10,000	-,286	-1,330	-,278	-,648
X15	6,000	10,000	-,245	-1,139	-,684	-1,591
X16	5,000	10,000	-,388	-1,807	-,394	-,916
X17	5,000	10,000	-,381	-1,775	,001	,002
X7	5,000	10,000	-,119	-,554	-,334	-,777
X8	5,000	10,000	-,435	-2,023	-,524	-1,219
X9	6,000	10,000	-,196	-,913	-,460	-1,071
X10	5,000	10,000	-,234	-1,091	-,585	-1,362
X11	5,000	10,000	-,286	-1,332	-,562	-1,308
X6	4,000	10,000	-1,215	-1,655	,943	2,194
X5	3,000	10,000	-1,415	-1,588	1,909	2,442
X4	3,000	10,000	-1,073	-1,993	,876	2,038
X3	3,000	10,000	-1,195	-2,563	1,197	1,785
X2	4,000	10,000	-1,238	-1,764	,949	2,208
X1	3,000	10,000	-1,398	-2,508	1,840	2,283
Multivariate					1,380	1,731

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

Observation number	Mahalanobis d-squared	p1	p2
12	58,194	,000	,024
121	49,958	,002	,033
1	46,669	,005	,033
122	45,032	,008	,024
2	40,839	,024	,200
65	40,705	,025	,103
8	40,512	,026	,052
116	40,391	,027	,023
58	38,801	,039	,065
13	37,872	,048	,092
100	37,526	,051	,072
96	37,526	,051	,036
15	37,036	,057	,036
56	36,839	,060	,024
7	36,407	,066	,024
47	36,180	,069	,017
14	35,734	,076	,019
117	35,699	,076	,010
67	35,518	,079	,007

Observation number	Mahalanobis d-squared	p1	p2
60	35,282	,083	,006
120	34,241	,103	,025
101	33,761	,113	,035
46	33,534	,118	,032
30	32,855	,135	,067
5	32,410	,146	,091
6	32,410	,146	,059
11	31,993	,158	,080
19	31,735	,166	,084
22	31,561	,171	,076
49	31,537	,172	,052
90	31,428	,175	,041
71	31,165	,184	,046
16	30,991	,189	,042
36	30,787	,196	,042
9	30,509	,206	,050
26	30,474	,207	,035
35	30,430	,209	,024
82	30,287	,214	,022
79	30,287	,214	,013
10	29,064	,261	,135
32	28,943	,266	,123
38	28,790	,273	,118
115	28,672	,278	,107
3	28,263	,296	,166
52	27,773	,318	,277
34	27,671	,323	,255
119	27,103	,351	,431
126	26,940	,359	,435
125	26,940	,359	,365
54	26,846	,364	,340
64	26,575	,377	,395
45	25,167	,453	,904
85	24,994	,463	,911
20	24,955	,465	,889
39	24,913	,467	,864
23	24,750	,476	,871
51	24,608	,484	,873
111	24,374	,498	,897
105	24,374	,498	,862

Observation number	Mahalanobis d-squared	p1	p2
74	24,343	,500	,830
4	24,271	,504	,809
33	24,241	,505	,770
112	23,859	,528	,857
106	23,859	,528	,814
63	23,682	,538	,830
118	23,678	,538	,783
113	23,639	,540	,745
50	23,567	,544	,719
40	23,349	,557	,757
43	23,331	,558	,707
41	23,331	,558	,644
37	23,313	,559	,586
31	23,169	,568	,592
70	22,938	,581	,644
92	22,769	,591	,663
69	22,682	,596	,641
114	22,625	,599	,603
17	22,599	,601	,547
21	22,578	,602	,487
97	21,970	,637	,732
84	21,720	,652	,783
87	21,582	,660	,786
76	21,582	,660	,729
94	21,167	,683	,842
93	21,167	,683	,794
48	20,983	,694	,813
66	20,861	,700	,809
123	20,713	,709	,814
124	20,713	,709	,759
18	20,631	,713	,734
88	20,203	,736	,849
24	19,938	,750	,887
73	19,857	,754	,871
81	19,857	,754	,824
42	19,708	,762	,826
57	19,659	,764	,791
86	19,585	,768	,761
104	19,356	,780	,795
110	19,356	,780	,732

Observation number	Mahalanobis d-squared	p1	p2
77	19,046	,795	,800

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,982												
X24	,515	1,216											
X23	,544	,795	1,310										
X22	,649	,716	,902	1,136									
X21	,544	,499	,719	,640	1,353								
X20	,715	,686	,751	,824	,659	1,148							
X19	,569	,671	,742	,708	,452	,815	1,083						
X18	,514	,548	,494	,686	,673	,644	,634	,971					
X12	,504	,364	,601	,604	,801	,534	,508	,509	1,018				
X13	,485	,329	,295	,407	,818	,467	,431	,495	,451	1,733			
X14	,453	,446	,533	,470	,653	,348	,394	,364	,580	,544	,969		
X15	,464	,464	,443	,398	,523	,470	,422	,351	,573	,592	,694	1,142	
X16	,612	,641	,709	,604	,847	,611	,585	,432	,710	,559	,703	,850	1,387
X17	,424	,226	,056	,099	,145	,112	,171	,071	,356	,511	,580	,677	,579
X7	,263	,363	,322	,522	,639	,504	,465	,676	,425	,527	,347	,371	,256
X8	,509	,350	,420	,722	,666	,581	,585	,651	,656	,604	,627	,460	,686
X9	,314	,561	,565	,548	,414	,567	,591	,488	,432	,279	,222	,031	,093
X10	,449	,547	,394	,505	,317	,670	,615	,548	,234	,330	,439	,567	,557
X11	,414	,634	,672	,570	,703	,542	,508	,580	,391	,535	,450	,263	,421
X6	,337	,414	,524	,478	,723	,611	,620	,548	,414	,573	,391	,367	,660
X5	,666	,772	,893	,942	,963	1,011	1,000	1,017	,695	,705	,626	,627	,979
X4	,368	,565	,695	,655	,872	,704	,700	,688	,537	,527	,619	,570	,829
X3	,622	,634	,808	,739	,896	,909	,891	,785	,618	,614	,626	,591	,926
X2	,547	,637	,787	,769	1,010	,891	,854	,833	,659	,725	,537	,530	,859
X1	,676	,753	,868	,916	1,008	1,017	1,026	1,022	,718	,760	,676	,642	,980

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,444											
,035	1,478										
,269	,822	1,607									
-,017	,592	,436	1,230								
,307	,522	,783	,394	1,659							
,162	,793	,731	,764	,786	1,699						
,211	,268	,462	,254	,347	,584	2,036					
,263	,748	,909	,555	,819	,844	1,521	2,095				
,078	,447	,701	,288	,478	,584	1,480	1,575	2,149			
,190	,492	,696	,381	,639	,688	1,681	1,888	1,900	2,358		
,211	,511	,757	,472	,584	,758	1,839	1,712	1,500	1,679	2,213	
,263	,721	,858	,547	,785	,796	1,525	2,003	1,634	1,836	1,744	2,126

Condition number = 260,462

Eigenvalues

18,021 3,799 2,694 1,923 1,624 1,305 1,139 ,922 ,868 ,727 ,610 ,577 ,487 ,459 ,435 ,318 ,310 ,272 ,238 ,194 ,190 ,147 ,134 ,082 ,069

Determinant of sample covariance matrix = ,000

Sample Correlations (Group number 1)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	1,000												
X24	,471	1,000											
X23	,480	,630	1,000										
X22	,614	,609	,739	1,000									
X21	,472	,389	,540	,516	1,000								
X20	,673	,581	,613	,721	,529	1,000							
X19	,552	,585	,623	,638	,374	,731	1,000						
X18	,526	,505	,438	,653	,587	,610	,618	1,000					
X12	,504	,328	,521	,561	,683	,494	,484	,512	1,000				
X13	,372	,227	,196	,290	,534	,331	,314	,381	,340	1,000			
X14	,464	,411	,473	,448	,570	,330	,384	,375	,584	,420	1,000		
X15	,438	,393	,362	,349	,421	,410	,379	,333	,531	,421	,660	1,000	
X16	,524	,494	,526	,481	,619	,484	,477	,372	,598	,360	,606	,675	1,000
X17	,356	,170	,040	,077	,104	,087	,137	,060	,293	,323	,490	,527	,409
X7	,218	,271	,231	,403	,452	,387	,367	,564	,346	,329	,290	,286	,179
X8	,405	,251	,290	,534	,452	,428	,443	,521	,513	,362	,502	,340	,460
X9	,285	,459	,445	,464	,321	,477	,512	,447	,386	,191	,204	,026	,072

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X10	,351	,385	,267	,368	,212	,485	,459	,432	,180	,195	,346	,412	,367
X11	,321	,441	,451	,411	,464	,388	,374	,451	,297	,312	,350	,189	,274
X6	,239	,263	,321	,314	,436	,400	,418	,389	,287	,305	,279	,241	,393
X5	,464	,484	,539	,611	,572	,652	,664	,713	,476	,370	,439	,405	,575
X4	,253	,350	,414	,419	,511	,448	,459	,476	,363	,273	,429	,364	,480
X3	,409	,375	,460	,452	,502	,553	,557	,519	,399	,304	,414	,360	,512
X2	,371	,388	,462	,485	,584	,559	,551	,568	,439	,370	,366	,333	,490
X1	,468	,468	,520	,589	,595	,651	,676	,711	,488	,396	,471	,412	,571

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000											
,024	1,000										
,176	,534	1,000									

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
-,013	,439	,310	1,000								
,198	,333	,480	,276	1,000							
,103	,500	,443	,529	,468	1,000						
,123	,155	,256	,160	,189	,314	1,000					
,151	,425	,496	,346	,439	,448	,737	1,000				
,044	,251	,377	,177	,253	,306	,708	,742	1,000			
,103	,263	,358	,224	,323	,344	,767	,849	,844	1,000		
,118	,283	,402	,286	,305	,391	,866	,795	,688	,735	1,000	
,150	,407	,464	,338	,418	,419	,733	,949	,764	,820	,804	1,000

Condition number = 339,054

Eigenvalues

11,567 2,212 2,053 1,374 1,111 ,857 ,823 ,650 ,592 ,468 ,465 ,405 ,376 ,338 ,307 ,261 ,244 ,180 ,155 ,154 ,126 ,101 ,081 ,065 ,034

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 325
Number of distinct parameters to be estimated: 57
Degrees of freedom (325 - 57): 268

Result (Default model)

Minimum was achieved
Chi-square = 122,109
Degrees of freedom = 73
Probability level = ,105

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Trust	<--- Value	,226	,047	4,80 5	***	par_21
Trust	<--- Sales	,370	,088	4,21 6	***	par_22
Trust	<--- Kepuasan	,252	,110	2,29 6	,022	par_23
Loyalitas	<--- Trust	1,106	,110	10,0 31	***	par_24
X1	<--- Value	1,000				
X2	<--- Value	,884	,055	15,9 55	***	par_1
X3	<--- Value	,950	,053	18,0 25	***	par_2
X4	<--- Value	,827	,060	13,8 93	***	par_3
X5	<--- Value	,995	,032	31,0 22	***	par_4
X6	<--- Value	,791	,060	13,2 92	***	par_5

			Estimate	S.E.	C.R.	P	Label
X11	<---	Sales	1,000				
X10	<---	Sales	,843	,138	6,12 8	***	par_6
X9	<---	Sales	,738	,117	6,31 7	***	par_7
X8	<---	Sales	,950	,142	6,67 1	***	par_8
X7	<---	Sales	,887	,130	6,81 5	***	par_9
X17	<---	Kepuasan	1,000				
X16	<---	Kepuasan	1,524	,262	5,82 7	***	par_10
X15	<---	Kepuasan	1,369	,229	5,98 1	***	par_11
X14	<---	Kepuasan	1,248	,211	5,90 5	***	par_12
X13	<---	Kepuasan	1,080	,237	4,56 3	***	par_13
X12	<---	Kepuasan	1,166	,214	5,45 5	***	par_14
X18	<---	Trust	1,000				
X19	<---	Trust	1,070	,108	9,87 9	***	par_15
X20	<---	Trust	1,148	,112	10,2 73	***	par_16
X21	<---	Trust	1,013	,124	8,13 4	***	par_17
X22	<---	Loyalitas	1,000				
X23	<---	Loyalitas	,966	,083	11,5 92	***	par_18
X24	<---	Loyalitas	,834	,088	9,46 6	***	par_19
X25	<---	Loyalitas	,724	,080	9,01 5	***	par_20

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

			Estimate
Trust	<---	Value	,410
Trust	<---	Sales	,440
Trust	<---	Kepuasan	,203

		Estimate
Loyalitas<---	Trust	,910
X1 <---	Value	,968
X2 <---	Value	,839
X3 <---	Value	,874
X4 <---	Value	,797
X5 <---	Value	,971
X6 <---	Value	,783
X11 <---	Sales	,710
X10 <---	Sales	,606
X9 <---	Sales	,616
X8 <---	Sales	,694
X7 <---	Sales	,675
X17 <---	Kepuasan	,522
X16 <---	Kepuasan	,812
X15 <---	Kepuasan	,804
X14 <---	Kepuasan	,795
X13 <---	Kepuasan	,515
X12 <---	Kepuasan	,725
X18 <---	Trust	,791
X19 <---	Trust	,801
X20 <---	Trust	,835
X21 <---	Trust	,678
X22 <---	Loyalitas	,889
X23 <---	Loyalitas	,799
X24 <---	Loyalitas	,717
X25 <---	Loyalitas	,692

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Sales <-->	Kepuasan	,332	,088	3,790	***	par_25
Value <-->	Sales	,822	,165	4,975	***	par_26
Value <-->	Kepuasan	,541	,125	4,333	***	par_27

Correlations: (Group number 1 - Default model)

		Estimate
Sales <-->	Kepuasan	,572
Value <-->	Sales	,629
Value <-->	Kepuasan	,611

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Value	1,994	,265	7,522	***	par_28
Sales	,857	,201	4,261	***	par_29
Kepuasan	,393	,131	2,995	,003	par_30
z1	,101	,030	3,410	***	par_31
z2	,155	,052	2,995	,003	par_32
e1	,133	,026	5,020	***	par_33
e2	,655	,088	7,474	***	par_34
e3	,558	,077	7,253	***	par_35
e4	,785	,103	7,594	***	par_36
e5	,119	,025	4,716	***	par_37
e6	,788	,103	7,615	***	par_38
e11	,843	,133	6,343	***	par_39
e10	1,050	,148	7,109	***	par_40
e9	,764	,111	6,872	***	par_41
e8	,833	,130	6,396	***	par_42
e7	,805	,120	6,710	***	par_43
e17	1,051	,138	7,591	***	par_44
e16	,473	,079	5,955	***	par_45
e15	,405	,067	6,077	***	par_46
e14	,356	,058	6,179	***	par_47
e13	1,273	,166	7,662	***	par_48
e12	,483	,071	6,814	***	par_49
e18	,364	,054	6,791	***	par_50
e19	,387	,057	6,770	***	par_51
e20	,347	,056	6,236	***	par_52
e21	,730	,100	7,318	***	par_53
e22	,238	,049	4,891	***	par_54
e23	,473	,072	6,531	***	par_55
e24	,591	,082	7,162	***	par_56
e25	,511	,071	7,245	***	par_57

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
Trust	,833
Loyalitas	,828
X25	,480
X24	,514
X23	,639

	Estimate
X22	,790
X21	,460
X20	,698
X19	,642
X18	,625
X12	,525
X13	,265
X14	,633
X15	,646
X16	,659
X17	,272
X7	,456
X8	,482
X9	,379
X10	,367
X11	,504
X6	,613
X5	,943
X4	,635
X3	,763
X2	,704
X1	,938

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
Kepuasan	,393													
Sales	,332	,857												
Value	,541	,822	1,994											
Trust	,345	,587	,892	,607										
Loyalitas	,381	,649	,987	,672	,898									
X25	,276	,470	,715	,487	,650	,982								
X24	,318	,542	,823	,560	,749	,543	1,216							
X23	,368	,627	,953	,649	,867	,628	,723	1,310						
X22	,381	,649	,987	,672	,898	,650	,749	,867	1,136					
X21	,349	,594	,903	,615	,680	,493	,568	,657	,680	1,353				
X20	,396	,674	1,024	,697	,771	,559	,644	,745	,771	,706	1,148			
X19	,369	,628	,955	,650	,719	,521	,600	,694	,719	,658	,746	1,083		
X18	,345	,587	,892	,607	,672	,487	,560	,649	,672	,615	,697	,650	,971	
X12	,459	,387	,631	,402	,444	,322	,371	,429	,444	,407	,461	,430	,402	1,018
X13	,425	,359	,585	,372	,412	,298	,344	,398	,412	,377	,428	,399	,372	,495
X14	,491	,415	,676	,430	,476	,345	,397	,460	,476	,436	,494	,461	,430	,572
X15	,539	,455	,741	,472	,522	,378	,436	,504	,522	,478	,542	,505	,472	,628
X16	,600	,506	,825	,525	,581	,421	,485	,561	,581	,532	,603	,562	,525	,699
X17	,393	,332	,541	,345	,381	,276	,318	,368	,381	,349	,396	,369	,345	,459
X7	,294	,759	,729	,520	,576	,417	,480	,556	,576	,527	,598	,557	,520	,343

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X8	,316	,814	,781	,558	,617	,447	,515	,596	,617	,565	,641	,597	,558	,368
X9	,245	,632	,606	,433	,479	,347	,400	,462	,479	,438	,497	,463	,433	,286
X10	,280	,722	,693	,495	,547	,396	,457	,529	,547	,501	,568	,530	,495	,326
X11	,332	,857	,822	,587	,649	,470	,542	,627	,649	,594	,674	,628	,587	,387
X6	,428	,650	1,577	,706	,781	,565	,651	,754	,781	,715	,811	,755	,706	,499
X5	,539	,818	1,985	,888	,982	,711	,820	,949	,982	,899	1,020	,950	,888	,628
X4	,448	,680	1,649	,738	,816	,591	,681	,788	,816	,747	,848	,790	,738	,522
X3	,514	,781	1,895	,848	,938	,679	,782	,905	,938	,858	,973	,907	,848	,600
X2	,479	,727	1,763	,789	,872	,632	,728	,843	,872	,799	,906	,844	,789	,558
X1	,541	,822	1,994	,892	,987	,715	,823	,953	,987	,903	1,024	,955	,892	,631

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,733															
,531	,969														
,582	,673	1,142													
,648	,749	,821	1,387												
,425	,491	,539	,600	1,444											
,318	,368	,403	,449	,294	1,478										
,341	,394	,432	,481	,316	,722	1,607									
,265	,306	,335	,373	,245	,560	,601	1,230								
,302	,350	,383	,427	,280	,640	,686	,533	1,659							
,359	,415	,455	,506	,332	,759	,814	,632	,722	1,699						
,463	,535	,586	,653	,428	,577	,618	,480	,548	,650	2,036					
,582	,673	,738	,821	,539	,725	,778	,604	,690	,818	1,570	2,095				
,484	,559	,613	,683	,448	,603	,646	,502	,573	,680	1,305	1,642	2,149			
,556	,642	,704	,784	,514	,693	,742	,576	,659	,781	1,499	1,886	1,567	2,358		
,517	,598	,655	,730	,479	,644	,691	,536	,613	,727	1,395	1,755	1,458	1,675	2,213	
,585	,676	,741	,825	,541	,729	,781	,606	,693	,822	1,577	1,985	1,649	1,895	1,763	2,126

Implied (for all variables) Correlations (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
Kepuasan	1,000													
Sales	,572	1,000												
Value	,611	,629	1,000											
Trust	,705	,814	,811	1,000										
Loyalitas	,642	,740	,738	,910	1,000									

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X25	,444	,513	,511	,630	,692	1,000								
X24	,460	,531	,529	,652	,717	,497	1,000							
X23	,513	,592	,590	,727	,799	,554	,573	1,000						
X22	,570	,658	,656	,809	,889	,616	,637	,711	1,000					
X21	,478	,552	,550	,678	,617	,427	,443	,493	,549	1,000				
X20	,589	,680	,677	,835	,760	,526	,545	,608	,675	,567	1,000			
X19	,565	,652	,650	,801	,729	,505	,523	,583	,648	,544	,669	1,000		
X18	,558	,643	,641	,791	,719	,498	,516	,575	,639	,536	,660	,634	1,000	
X12	,725	,415	,443	,511	,465	,322	,333	,372	,413	,347	,427	,410	,404	1,000
X13	,515	,295	,315	,363	,330	,229	,237	,264	,294	,246	,303	,291	,287	,373
X14	,795	,455	,486	,561	,510	,353	,366	,408	,454	,380	,468	,449	,443	,576
X15	,804	,460	,491	,567	,516	,357	,370	,412	,458	,384	,473	,454	,448	,582
X16	,812	,464	,496	,572	,521	,361	,373	,416	,463	,388	,478	,459	,453	,588
X17	,522	,299	,319	,368	,335	,232	,240	,268	,298	,250	,307	,295	,291	,378
X7	,386	,675	,425	,549	,500	,346	,358	,399	,444	,373	,459	,440	,434	,280
X8	,397	,694	,437	,565	,514	,356	,368	,411	,457	,383	,472	,453	,446	,288
X9	,352	,616	,387	,501	,456	,316	,327	,364	,405	,340	,418	,401	,396	,255
X10	,347	,606	,381	,493	,448	,311	,322	,359	,399	,334	,412	,395	,390	,251
X11	,406	,710	,447	,578	,526	,364	,377	,420	,467	,392	,483	,463	,457	,294
X6	,479	,493	,783	,635	,578	,400	,414	,462	,513	,431	,530	,509	,502	,347
X5	,594	,611	,971	,787	,716	,496	,514	,573	,637	,534	,658	,631	,623	,430
X4	,487	,501	,797	,646	,588	,407	,421	,470	,522	,438	,540	,518	,511	,353
X3	,534	,550	,874	,708	,644	,446	,462	,515	,573	,481	,592	,568	,560	,387
X2	,513	,528	,839	,680	,619	,429	,444	,495	,550	,462	,568	,545	,538	,372

	Kepuasan	Sales	Value	Trust	Loyalitas	X25	X24	X23	X22	X21	X20	X19	X18	X12
X1	,592	,609	,968	,785	,714	,495	,512	,571	,635	,533	,656	,629	,621	,429

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000															
,409	1,000														
,414	,639	1,000													
,418	,646	,652	1,000												
,269	,415	,419	,424	1,000											
,199	,307	,310	,313	,202	1,000										
,204	,316	,319	,322	,207	,468	1,000									
,181	,280	,283	,286	,184	,416	,427	1,000								
,178	,276	,279	,281	,181	,409	,420	,373	1,000							
,209	,323	,326	,330	,212	,479	,493	,437	,430	1,000						

X13	X14	X15	X16	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,246	,381	,385	,389	,250	,332	,342	,303	,298	,350	1,000					
,306	,472	,477	,482	,310	,412	,424	,376	,370	,434	,760	1,000				
,251	,387	,391	,395	,254	,338	,348	,309	,304	,356	,624	,774	1,000			
,275	,425	,429	,434	,279	,371	,381	,338	,333	,390	,684	,849	,696	1,000		
,264	,408	,412	,416	,268	,356	,366	,325	,320	,375	,657	,815	,669	,733	1,000	
,305	,471	,476	,480	,309	,411	,423	,375	,369	,432	,758	,940	,772	,846	,813	1,000

Implied Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,982												
X24	,543	1,216											
X23	,628	,723	1,310										
X22	,650	,749	,867	1,136									
X21	,493	,568	,657	,680	1,353								
X20	,559	,644	,745	,771	,706	1,148							
X19	,521	,600	,694	,719	,658	,746	1,083						
X18	,487	,560	,649	,672	,615	,697	,650	,971					
X12	,322	,371	,429	,444	,407	,461	,430	,402	1,018				
X13	,298	,344	,398	,412	,377	,428	,399	,372	,495	1,733			
X14	,345	,397	,460	,476	,436	,494	,461	,430	,572	,531	,969		
X15	,378	,436	,504	,522	,478	,542	,505	,472	,628	,582	,673	1,142	
X16	,421	,485	,561	,581	,532	,603	,562	,525	,699	,648	,749	,821	1,387
X17	,276	,318	,368	,381	,349	,396	,369	,345	,459	,425	,491	,539	,600
X7	,417	,480	,556	,576	,527	,598	,557	,520	,343	,318	,368	,403	,449

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X8	,447	,515	,596	,617	,565	,641	,597	,558	,368	,341	,394	,432	,481
X9	,347	,400	,462	,479	,438	,497	,463	,433	,286	,265	,306	,335	,373
X10	,396	,457	,529	,547	,501	,568	,530	,495	,326	,302	,350	,383	,427
X11	,470	,542	,627	,649	,594	,674	,628	,587	,387	,359	,415	,455	,506
X6	,565	,651	,754	,781	,715	,811	,755	,706	,499	,463	,535	,586	,653
X5	,711	,820	,949	,982	,899	1,020	,950	,888	,628	,582	,673	,738	,821
X4	,591	,681	,788	,816	,747	,848	,790	,738	,522	,484	,559	,613	,683
X3	,679	,782	,905	,938	,858	,973	,907	,848	,600	,556	,642	,704	,784
X2	,632	,728	,843	,872	,799	,906	,844	,789	,558	,517	,598	,655	,730
X1	,715	,823	,953	,987	,903	1,024	,955	,892	,631	,585	,676	,741	,825

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,444											

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,294	1,478										
,316	,722	1,607									
,245	,560	,601	1,230								
,280	,640	,686	,533	1,659							
,332	,759	,814	,632	,722	1,699						
,428	,577	,618	,480	,548	,650	2,036					
,539	,725	,778	,604	,690	,818	1,570	2,095				
,448	,603	,646	,502	,573	,680	1,305	1,642	2,149			
,514	,693	,742	,576	,659	,781	1,499	1,886	1,567	2,358		
,479	,644	,691	,536	,613	,727	1,395	1,755	1,458	1,675	2,213	
,541	,729	,781	,606	,693	,822	1,577	1,985	1,649	1,895	1,763	2,126

Implied Correlations (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	1,000												
X24	,497	1,000											
X23	,554	,573	1,000										
X22	,616	,637	,711	1,000									
X21	,427	,443	,493	,549	1,000								
X20	,526	,545	,608	,675	,567	1,000							
X19	,505	,523	,583	,648	,544	,669	1,000						
X18	,498	,516	,575	,639	,536	,660	,634	1,000					
X12	,322	,333	,372	,413	,347	,427	,410	,404	1,000				
X13	,229	,237	,264	,294	,246	,303	,291	,287	,373	1,000			

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X14	,353	,366	,408	,454	,380	,468	,449	,443	,576	,409	1,000		
X15	,357	,370	,412	,458	,384	,473	,454	,448	,582	,414	,639	1,000	
X16	,361	,373	,416	,463	,388	,478	,459	,453	,588	,418	,646	,652	1,000
X17	,232	,240	,268	,298	,250	,307	,295	,291	,378	,269	,415	,419	,424
X7	,346	,358	,399	,444	,373	,459	,440	,434	,280	,199	,307	,310	,313
X8	,356	,368	,411	,457	,383	,472	,453	,446	,288	,204	,316	,319	,322
X9	,316	,327	,364	,405	,340	,418	,401	,396	,255	,181	,280	,283	,286
X10	,311	,322	,359	,399	,334	,412	,395	,390	,251	,178	,276	,279	,281
X11	,364	,377	,420	,467	,392	,483	,463	,457	,294	,209	,323	,326	,330
X6	,400	,414	,462	,513	,431	,530	,509	,502	,347	,246	,381	,385	,389
X5	,496	,514	,573	,637	,534	,658	,631	,623	,430	,306	,472	,477	,482
X4	,407	,421	,470	,522	,438	,540	,518	,511	,353	,251	,387	,391	,395
X3	,446	,462	,515	,573	,481	,592	,568	,560	,387	,275	,425	,429	,434
X2	,429	,444	,495	,550	,462	,568	,545	,538	,372	,264	,408	,412	,416
X1	,495	,512	,571	,635	,533	,656	,629	,621	,429	,305	,471	,476	,480

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

	X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
1,000												
,202		1,000										
,207		,468	1,000									
,184		,416	,427	1,000								
,181		,409	,420	,373	1,000							
,212		,479	,493	,437	,430	1,000						
,250		,332	,342	,303	,298	,350	1,000					
,310		,412	,424	,376	,370	,434	,760	1,000				
,254		,338	,348	,309	,304	,356	,624	,774	1,000			
,279		,371	,381	,338	,333	,390	,684	,849	,696	1,000		
,268		,356	,366	,325	,320	,375	,657	,815	,669	,733	1,000	
,309		,411	,423	,375	,369	,432	,758	,940	,772	,846	,813	1,000

Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,028	,000											
X23	-,084	,071	,000										
X22	-,002	-,033	,035	,000									
X21	,052	-,068	,062	-,040	,000								

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X20	,156	,043	,007	,052	-,047	,000							
X19	,048	,071	,047	-,011	-,206	,069	,000						
X18	,027	-,012	-,154	,015	,058	-,054	-,016	,000					
X12	,182	-,006	,172	,159	,394	,072	,078	,107	,000				
X13	,187	-,015	-,103	-,005	,441	,040	,032	,122	-,044	,000			
X14	,108	,049	,073	-,006	,217	-,146	-,067	-,067	,007	,014	,000		
X15	,086	,028	-,061	-,124	,045	-,072	-,084	-,121	-,055	,010	,022	,000	
X16	,191	,157	,148	,022	,315	,007	,022	-,093	,011	-,089	-,046	,029	,000
X17	,148	-,092	-,313	-,282	-,204	-,284	-,198	-,274	-,103	,086	,088	,139	-,021
X7	-,154	-,118	-,234	-,054	,112	-,093	-,092	,155	,082	,209	-,020	-,032	-,193
X8	,062	-,165	-,176	,105	,101	-,060	-,012	,093	,288	,263	,233	,028	,205
X9	-,033	,161	,103	,069	-,024	,070	,127	,055	,146	,015	-,084	-,304	-,280
X10	,052	,090	-,134	-,042	-,184	,102	,086	,053	-,092	,028	,089	,183	,131
X11	-,056	,093	,045	-,079	,109	-,132	-,120	-,007	,003	,176	,035	-,192	-,085
X6	-,228	-,237	-,229	-,303	,008	-,199	-,135	-,158	-,086	,111	-,143	-,219	,007
X5	-,046	-,047	-,055	-,040	,064	-,009	,050	,129	,067	,123	-,047	-,111	,158
X4	-,223	-,116	-,093	-,161	,125	-,144	-,090	-,050	,015	,043	,060	-,043	,146
X3	-,057	-,148	-,097	-,199	,038	-,064	-,016	-,062	,019	,058	-,016	-,113	,142
X2	-,085	-,091	-,056	-,104	,211	-,015	,010	,044	,101	,208	-,061	-,125	,129
X1	-,038	-,071	-,085	-,071	,105	-,007	,071	,130	,087	,175	,000	-,099	,155

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-,260	,000										
-,047	,101	,000									
-,262	,032	-,165	,000								
,027	-,118	,097	-,139	,000							
-,170	,033	-,083	,133	,064	,000						
-,217	-,308	-,156	-,226	-,201	-,066	,000					
-,276	,022	,132	-,049	,129	,026	-,049	,000				
-,370	-,156	,054	-,214	-,095	-,096	,175	-,067	,000			
-,324	-,201	-,046	-,196	-,019	-,093	,182	,002	,332	,000		
-,267	-,133	,067	-,065	-,029	,031	,444	-,042	,042	,004	,000	
-,279	-,008	,077	-,060	,092	-,026	-,052	,018	-,015	-,059	-,019	,000

Standardized Residual Covariances (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X25	,000												
X24	-,259	,000											
X23	-,732	,556	,000										
X22	-,016	-,270	,265	,000									
X21	,468	-,554	,476	-,321	,000								
X20	1,477	,360	,052	,431	-,373	,000							
X19	,477	,622	,390	-,096	-1,696	,584	,000						
X18	,282	-,112	-1,346	,134	,507	-,481	-,150	,000					
X12	1,971	-,061	1,586	1,554	3,607	,699	,778	1,135	,000				
X13	1,586	-,112	-,751	-,037	3,175	,307	,257	1,030	-,356	,000			
X14	1,190	,483	,685	-,061	2,014	-1,426	-,674	-,712	,073	,112	,000		
X15	,866	,253	-,522	-1,128	,387	-,647	-,777	-1,190	-,502	,073	,199	,000	
X16	1,747	1,282	1,149	,184	2,438	,059	,188	-,832	,092	-,603	-,376	,216	,000
X17	1,376	-,771	-2,494	-2,400	-1,610	-2,395	-1,726	-2,521	-,902	,598	,783	1,130	-,155
X7	-1,374	-,939	-1,775	-,430	,841	-,740	-,758	1,349	,728	1,452	-,185	-,268	-1,463
X8	,527	-1,255	-1,273	,802	,730	-,451	-,097	,773	2,455	1,751	2,023	,224	1,486
X9	-,328	1,422	,864	,615	-,200	,614	1,164	,535	1,440	,112	-,838	-2,807	-2,341
X10	,442	,686	-,975	-,322	-1,322	,773	,676	,443	-,780	,183	,772	1,458	,941
X11	-,463	,685	,318	-,583	,758	-,967	-,915	-,056	,028	1,141	,295	-1,488	-,597
X6	-1,702	-1,582	-1,449	-2,010	,052	-1,308	-,923	-1,142	-,638	,650	-1,084	-1,523	,044
X5	-,325	-,300	-,328	-,250	,378	-,056	,316	,869	,476	,699	-,337	-,737	,948
X4	-1,616	-,752	-,570	-1,039	,762	-,916	-,594	-,353	,106	,248	,439	-,289	,896
X3	-,386	-,903	-,558	-1,196	,217	-,380	-,102	-,408	,128	,314	-,109	-,719	,818

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
X2	-,603	-,578	-,332	-,651	1,260	-,095	,062	,303	,714	1,165	-,437	-,827	,772
X1	-,271	-,446	-,500	-,437	,621	-,045	,452	,874	,620	,990	-,002	-,653	,922

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,000											
-1,979	,000										
-,343	,672	,000									
-2,195	,251	-1,226	,000								
,191	-,794	,622	-1,033	,000							
-1,206	,216	-,510	,955	,396	,000						
-1,394	-1,916	-,927	-1,553	-1,190	-,382	,000					
-1,719	,134	,750	-,322	,737	,144	-,214	,000				
-2,314	-,943	,313	-1,429	-,548	-,538	,807	-,282	,000			

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
-1,922	-1,145	-,251	-1,235	-,106	-,491	,780	,007	1,376	,000		
-1,641	-,788	,376	-,423	-,162	,171	1,986	-,173	,182	,016	,000	
-1,726	-,046	,434	-,392	,523	-,144	-,228	,072	-,063	-,228	-,075	,000

Factor Score Weights (Group number 1 - Default model)

	X25	X24	X23	X22	X21	X20	X19	X18	X12	X13	X14	X15	X16
Kepuasan	,003	,003	,005	,009	,006	,015	,013	,013	,103	,036	,150	,144	,138
Sales	,013	,013	,019	,039	,027	,064	,054	,053	,005	,002	,008	,007	,007
Value	,003	,003	,004	,009	,006	,014	,012	,012	,002	,001	,003	,003	,003
Trust	,030	,029	,043	,087	,060	,143	,119	,119	,011	,004	,016	,016	,015
Loyalitas	,110	,109	,158	,325	,029	,069	,058	,057	,005	,002	,008	,008	,007

X17	X7	X8	X9	X10	X11	X6	X5	X4	X3	X2	X1
,041	,002	,002	,002	,002	,003	,001	,008	,001	,002	,001	,007
,002	,145	,150	,127	,106	,156	,001	,006	,001	,001	,001	,006
,001	,001	,001	,001	,001	,001	,046	,387	,049	,079	,062	,349
,004	,021	,022	,019	,016	,023	,004	,036	,005	,007	,006	,032
,002	,010	,011	,009	,007	,011	,002	,017	,002	,004	,003	,016

Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,279	,409	,250	1,106	,000
X25	,202	,297	,181	,801	,724
X24	,233	,342	,209	,923	,834
X23	,269	,395	,242	1,068	,966
X22	,279	,409	,250	1,106	1,000
X21	,255	,375	,229	1,013	,000
X20	,290	,425	,260	1,148	,000
X19	,270	,396	,242	1,070	,000
X18	,252	,370	,226	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,185	,400	,373	,910	,000
X25	,128	,277	,258	,630	,692
X24	,132	,287	,268	,652	,717
X23	,148	,320	,298	,727	,799
X22	,164	,356	,332	,809	,889
X21	,138	,298	,278	,678	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X20	,170	,367	,343	,835	,000
X19	,163	,352	,329	,801	,000
X18	,160	,348	,324	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,252	,370	,226	,000	,000
Loyalitas	,000	,000	,000	1,106	,000
X25	,000	,000	,000	,000	,724
X24	,000	,000	,000	,000	,834
X23	,000	,000	,000	,000	,966
X22	,000	,000	,000	,000	1,000
X21	,000	,000	,000	1,013	,000
X20	,000	,000	,000	1,148	,000
X19	,000	,000	,000	1,070	,000
X18	,000	,000	,000	1,000	,000
X12	1,166	,000	,000	,000	,000
X13	1,080	,000	,000	,000	,000
X14	1,248	,000	,000	,000	,000
X15	1,369	,000	,000	,000	,000
X16	1,524	,000	,000	,000	,000
X17	1,000	,000	,000	,000	,000
X7	,000	,887	,000	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X8	,000	,950	,000	,000	,000
X9	,000	,738	,000	,000	,000
X10	,000	,843	,000	,000	,000
X11	,000	1,000	,000	,000	,000
X6	,000	,000	,791	,000	,000
X5	,000	,000	,995	,000	,000
X4	,000	,000	,827	,000	,000
X3	,000	,000	,950	,000	,000
X2	,000	,000	,884	,000	,000
X1	,000	,000	1,000	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,203	,440	,410	,000	,000
Loyalitas	,000	,000	,000	,910	,000
X25	,000	,000	,000	,000	,692
X24	,000	,000	,000	,000	,717
X23	,000	,000	,000	,000	,799
X22	,000	,000	,000	,000	,889
X21	,000	,000	,000	,678	,000
X20	,000	,000	,000	,835	,000
X19	,000	,000	,000	,801	,000
X18	,000	,000	,000	,791	,000
X12	,725	,000	,000	,000	,000
X13	,515	,000	,000	,000	,000
X14	,795	,000	,000	,000	,000
X15	,804	,000	,000	,000	,000
X16	,812	,000	,000	,000	,000
X17	,522	,000	,000	,000	,000
X7	,000	,675	,000	,000	,000
X8	,000	,694	,000	,000	,000
X9	,000	,616	,000	,000	,000
X10	,000	,606	,000	,000	,000
X11	,000	,710	,000	,000	,000
X6	,000	,000	,783	,000	,000
X5	,000	,000	,971	,000	,000
X4	,000	,000	,797	,000	,000
X3	,000	,000	,874	,000	,000
X2	,000	,000	,839	,000	,000
X1	,000	,000	,968	,000	,000

Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,279	,409	,250	,000	,000
X25	,202	,297	,181	,801	,000
X24	,233	,342	,209	,923	,000
X23	,269	,395	,242	1,068	,000
X22	,279	,409	,250	1,106	,000
X21	,255	,375	,229	,000	,000
X20	,290	,425	,260	,000	,000
X19	,270	,396	,242	,000	,000
X18	,252	,370	,226	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Kepuasan	Sales	Value	Trust	Loyalitas
Trust	,000	,000	,000	,000	,000
Loyalitas	,185	,400	,373	,000	,000
X25	,128	,277	,258	,630	,000
X24	,132	,287	,268	,652	,000
X23	,148	,320	,298	,727	,000
X22	,164	,356	,332	,809	,000
X21	,138	,298	,278	,000	,000
X20	,170	,367	,343	,000	,000

	Kepuasan	Sales	Value	Trust	Loyalitas
X19	,163	,352	,329	,000	,000
X18	,160	,348	,324	,000	,000
X12	,000	,000	,000	,000	,000
X13	,000	,000	,000	,000	,000
X14	,000	,000	,000	,000	,000
X15	,000	,000	,000	,000	,000
X16	,000	,000	,000	,000	,000
X17	,000	,000	,000	,000	,000
X7	,000	,000	,000	,000	,000
X8	,000	,000	,000	,000	,000
X9	,000	,000	,000	,000	,000
X10	,000	,000	,000	,000	,000
X11	,000	,000	,000	,000	,000
X6	,000	,000	,000	,000	,000
X5	,000	,000	,000	,000	,000
X4	,000	,000	,000	,000	,000
X3	,000	,000	,000	,000	,000
X2	,000	,000	,000	,000	,000
X1	,000	,000	,000	,000	,000

Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	10	-1,170	9999,000	3004,833	0	9999,000
1	e*	12	-,401	4,693	1868,071	20	,225
2	e	9	-,213	,439	1703,600	6	,877
3	e*	2	-,177	1,920	1135,492	7	,882
4	e	1	-,001	,596	1006,377	5	,898
5	e	0	2632,169	,746	923,432	6	,860
6	e	0	334,586	1,218	915,407	2	,000
7	e	0	720,957	,485	893,645	1	1,151
8	e	0	1356,158	,291	891,410	1	1,124
9	e	0	1883,523	,154	891,225	1	1,117
10	e	0	2069,390	,041	891,216	1	1,044
11	e	0	2110,194	,003	891,216	1	1,003
12	e	0	2111,306	,000	891,216	1	,999

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	32	122,109	73	,105	1,673
Saturated model	105	,000	0		
Independence model	14	146,408	82	,125	1,587

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,075	,978	,917	,834
Saturated model	,000	1,000		
Independence model	1,206	,835	,802	,817

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,890	,962	,921	,955	,957
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,902	,814	,838
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	163,775	120,972	214,190
Saturated model	,000	,000	,000
Independence model	2055,408	1908,250	2209,925

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	2,133	1,475	1,090	1,930
Saturated model	,000	,000	,000	,000
Independence model	19,337	18,517	17,191	19,909

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,064	,122	,163	,000
Independence model	,051	,435	,468	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	300,775	310,775	387,767	419,767
Saturated model	210,000	242,813	495,442	600,442
Independence model	2174,408	2178,783	2212,467	2226,467

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,710	2,324	3,164	2,800
Saturated model	1,892	1,892	1,892	2,188
Independence model	19,589	18,264	20,981	19,629

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	45	49
Independence model	6	7

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