



LAMPIRAN I
KUESTIONER

PROGRAM PASCASARJANA
MAGISTER SAINS MANAJEMEN
UNIKA SOEGIJAPRANTA
SEMARANG

Responden yang terhormat,

Kepuasan pelanggan menjadi hal penting yang harus diperhatikan oleh perusahaan agar mereka menunjukkan loyalitas kepada perusahaan. Dengan demikian antara pelanggan dan perusahaan harus terjalin hubungan yang baik.

Penelitian ini dilakukan untuk mengetahui pengaruh antara kualitas pelayanan, kepuasan dan loyalitas dari sudut pandang konsumen

Tidak ada jawaban yang benar atau salah, sehingga anda diharapkan menjawab apa yang menurut Anda benar dan jangan terpengaruh oleh pendapat orang lain.

Informasi yang penulis peroleh dari hasil kuesioner anda akan digunakan untuk keperluan penelitian, dan nama Anda tidak akan dicatat sehingga jawaban Anda mutlak anonim, oleh karena itu jawablah dengan sejujur-jujurnya.

Atas bantuan dan atensi Anda diucapkan terima kasih.

Hormat saya,

Budi Agustriono.
Peneliti

KUESTIONER

I. Identitas Responden

1. No responden (diisi Peneliti)
2. Umur.....tahun
3. Jenis kelamin : Pria / wanita
4. Pendidikan : SLTP / SLTA / Diploma /Universitas
5. Berapa kali rawat inap :
6. Lamanya rawat inap : hari

II. Petunjuk Pengisian

Berilah tanda silang (X) pada jawaban yang anda anggap paling sesuai dengan pilihan anda

- SS (5) = Sangat setuju
S (4) = Setuju
BS (3) = Biasa saja
TS (2) = Tidak setuju
STS (1) = sangat tidak setuju

Daftar Pernyataan

1. MENGENAI KUALITAS PELAYANAN

1. Fasilitas yang dimiliki RS Elisabeth terlihat lengkap

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

2. Kebersihan lingkungan Rumah sakit Elisabeth terpelihara baik

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

3. Penataan ruangan rawat tertata dengan rapi

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

4. Ketepatan / keakuratan pelayanan petugas medis baik

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

5. Prosedur pelayanan Rumah sakit Elisabeth dapat diandalkan

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

6. Pengecekan data pasien dilakukan dengan cepat

- a. Sangat setuju
- b. Setuju
- c. Biasa saja
- d. Tidak setuju
- e. Sangat tidak setuju

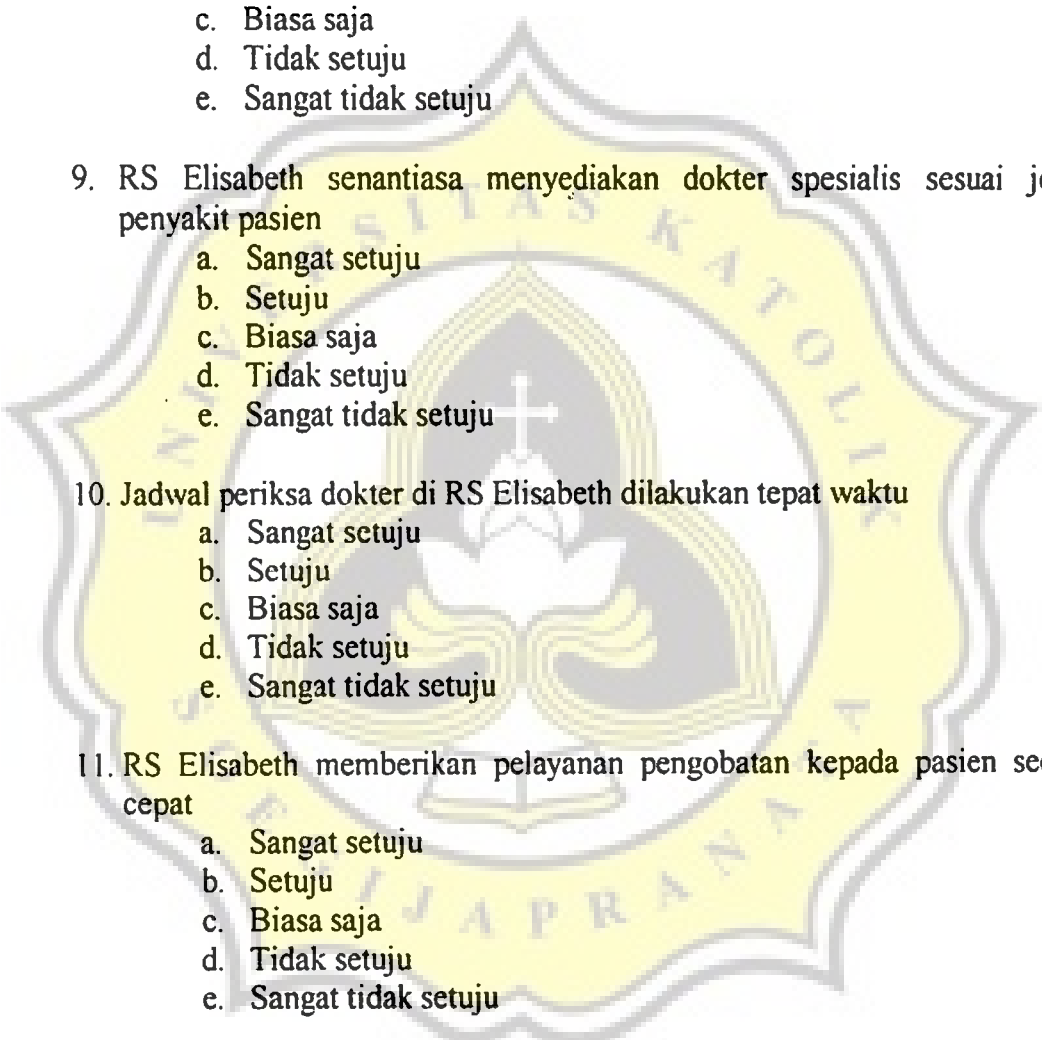
7. **Diagnosis terhadap penyakit dilakukan dengan cermat / teliti**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju

 8. **Tenaga dokter spesialis Rumah sakit Elisabeth tersedia lengkap**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju

 9. **RS Elisabeth senantiasa menyediakan dokter spesialis sesuai jenis penyakit pasien**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju

 10. **Jadwal periksa dokter di RS Elisabeth dilakukan tepat waktu**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju

 11. **RS Elisabeth memberikan pelayanan pengobatan kepada pasien secara cepat**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju

 12. **Perawat RS Elisabeth tanggap terhadap kebutuhan pasien sewaktu-waktu**
 - a. Sangat setuju
 - b. Setuju
 - c. Biasa saja
 - d. Tidak setuju
 - e. Sangat tidak setuju
- 

13. Perhatian petugas medis secara pribadi terhadap pasien baik
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
14. Pasien yang mengeluh cepat mendapatkan perhatian petugas medis
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
15. Sikap mendengarkan petugas medis terhadap pasien di RS Elisabeth baik
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

2. MENGENAI KEPUASAN PELANGGAN

16. Pelayanan yang diberikan RS Elisabeth sesuai harapan saya
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
17. Petugas RS Elisabeth memberikan harapan pada saya utk segera sembuh
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
18. Kesan umum dalam menerima pelayanan di RS Elisabeth baik
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

19. Perawatan di RS Elisabeth memberikan kesan di dalam diri saya
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

20. Saya puas selama rawat inap di RS Elisabeth
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

21. Saya mengalami perawatan yang baik pada waktu menjalani rawat inap
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

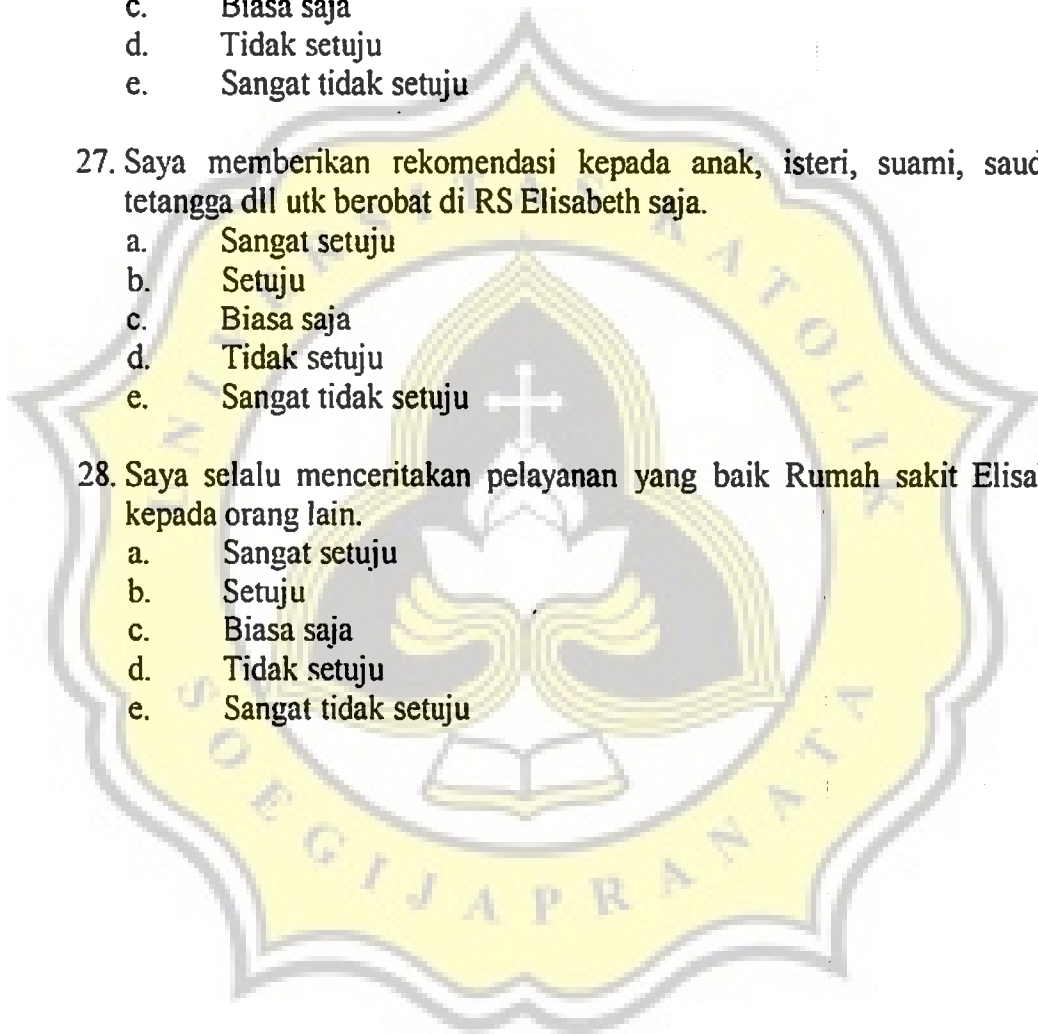
22. Saya mengalami perlakuan dari perawatan yang cepat
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

3. MENGENAI LOYALITAS PELANGGAN

23. Bila saya sakit, saya akan menggunakan jasa RS Elisabeth lagi
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

24. Saya percaya RS Elisabeth merawat pasien dengan baik
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju

25. Pengalaman rawat inap semakin menambah kepercayaan saya kepada pelayanan RS Elisabeth.
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
26. Saya akan berobat ke RS Elisabeth setiap kali saya merasakan sakit
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
27. Saya memberikan rekomendasi kepada anak, isteri, suami, saudara, tetangga dll utk berobat di RS Elisabeth saja.
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju
28. Saya selalu menceritakan pelayanan yang baik Rumah sakit Elisabeth kepada orang lain.
- Sangat setuju
 - Setuju
 - Biasa saja
 - Tidak setuju
 - Sangat tidak setuju



LAMPIRAN 2
TABULASI DATA



	x1	x2	x3	x4	x5	x6	x7	x8	x9	x10	x11
1	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.0	4.00	5.00	5.00
2	4.00	4.00	4.00	3.00	3.00	4.00	4.00	3.0	3.00	4.00	3.00
3	4.00	3.00	3.00	3.00	3.00	4.00	3.00	3.0	4.00	4.00	4.00
4	3.00	4.00	4.00	4.00	4.00	3.00	4.00	4.0	3.00	4.00	5.00
5	3.00	4.00	3.00	3.00	3.00	2.00	4.00	3.0	4.00	3.00	3.00
6	4.00	3.00	3.00	3.00	4.00	4.00	4.00	3.0	3.00	4.00	3.00
7	4.50	4.00	4.00	4.00	3.00	5.00	5.00	5.0	4.00	5.00	5.00
8	3.00	4.00	3.00	3.00	4.00	2.00	4.00	3.0	3.00	3.00	4.00
9	3.00	3.00	4.00	2.00	4.00	3.00	5.00	4.0	4.00	5.00	4.00
10	4.00	2.00	3.00	4.00	3.00	4.00	4.00	5.0	3.00	5.00	4.00
11	4.50	4.00	4.00	4.00	2.00	2.00	4.00	3.0	4.00	3.00	4.00
12	4.00	4.00	3.00	3.00	4.00	4.00	5.00	4.0	3.00	4.00	3.00
13	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.0	4.00	3.00	3.00
14	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.0	3.00	4.00	4.00
15	3.00	3.00	3.00	4.00	4.00	3.00	3.00	2.0	4.00	3.00	4.00
16	3.00	4.00	4.00	3.00	3.00	5.00	4.00	4.0	4.00	3.00	4.00
17	4.00	4.00	2.00	4.00	4.00	4.00	4.00	5.0	5.00	5.00	5.00
18	3.00	3.00	3.00	3.00	3.00	3.00	4.00	2.0	3.00	3.00	3.00
19	3.00	3.00	3.00	4.00	4.00	3.00	3.00	3.0	4.00	3.00	4.00
20	4.00	4.00	5.00	3.00	4.00	4.00	3.00	4.0	5.00	5.00	4.00
21	3.50	3.00	2.00	2.50	3.00	3.50	3.00	2.0	2.00	2.00	3.00
22	4.00	3.00	4.00	3.00	4.00	4.00	4.00	4.0	4.00	3.00	3.00
23	4.00	4.00	3.00	4.00	3.00	4.00	5.00	4.0	4.00	3.00	3.00
24	3.00	3.00	4.00	4.00	4.00	3.00	3.00	3.0	4.00	4.00	4.00
25	3.00	3.00	3.00	3.00	3.00	2.00	5.00	3.0	3.00	4.00	3.00
26	3.00	4.00	4.00	4.00	2.00	3.00	3.00	5.0	5.00	5.00	5.00
27	5.00	4.00	4.00	4.00	3.00	2.00	3.00	4.0	4.00	4.00	4.00
28	3.00	4.00	4.00	3.00	4.00	3.00	5.00	3.0	4.00	3.00	4.00

	x1	x2	x3	x4	x5	x6	x7	x8	x9	x10	x11
29	5.00	3.00	3.00	4.00	3.00	5.00	5.00	3.0	4.00	3.00	4.00
30	3.00	4.00	3.00	3.00	4.00	3.00	4.00	4.0	4.00	3.00	4.00
31	4.00	4.00	4.00	4.00	3.00	4.00	3.00	4.0	4.00	5.00	5.00
32	5.00	4.00	3.00	3.00	3.00	5.00	4.00	4.0	3.00	5.00	5.00
33	4.00	4.00	5.00	4.00	4.00	4.00	3.00	4.0	4.00	5.00	4.00
34	4.00	4.00	3.00	3.00	4.00	4.00	4.00	3.0	5.00	5.00	4.00
35	3.00	4.00	4.00	4.00	3.00	2.00	4.00	2.0	2.00	3.00	3.00
36	4.00	4.00	3.00	4.00	4.00	2.00	3.00	3.0	4.00	4.00	3.00
37	3.00	2.00	3.00	3.00	3.00	3.00	2.00	2.0	2.00	3.00	3.00
38	4.00	3.00	4.00	4.00	4.00	2.00	3.00	3.0	4.00	4.00	4.00
39	5.00	4.00	5.00	3.00	5.00	5.00	4.00	5.0	5.00	4.00	4.00
40	5.00	3.00	3.00	4.00	4.00	5.00	3.00	3.0	4.00	4.00	4.00
41	3.00	3.00	4.00	4.00	4.00	2.00	3.00	4.0	4.00	4.00	3.00
42	4.00	4.00	3.00	5.00	2.00	4.00	4.00	5.0	5.00	5.00	4.00
43	4.00	5.00	5.00	4.00	2.00	4.00	3.00	4.0	5.00	4.00	5.00
44	3.00	4.00	4.00	3.00	3.00	3.00	4.00	4.0	4.00	4.00	4.00
45	3.00	2.00	3.00	3.00	2.00	3.00	3.00	2.0	3.00	2.00	3.00
46	4.00	3.00	3.00	2.00	5.00	4.00	3.00	2.0	3.00	2.00	3.00
47	5.00	3.00	4.00	3.00	5.00	3.00	4.00	3.0	3.00	3.00	4.00
48	3.00	2.00	3.00	3.00	2.00	3.00	4.00	2.0	4.00	2.00	3.00
49	4.00	4.00	4.00	5.00	4.00	4.00	4.00	5.0	5.00	5.00	4.00
50	4.00	4.00	4.00	4.00	4.00	3.00	3.00	5.0	4.00	4.00	4.00
51	3.00	2.00	3.00	2.00	3.00	3.00	3.00	2.0	2.00	3.00	3.00
52	4.00	4.00	4.00	4.00	3.00	4.00	4.00	4.0	3.00	5.00	4.00
53	3.00	4.00	3.00	3.00	4.00	3.00	3.00	4.0	4.00	3.00	3.00
54	4.00	4.00	3.00	3.00	5.00	2.00	3.00	3.0	3.00	4.00	3.00
55	3.00	3.00	4.00	4.00	3.00	4.00	4.00	3.0	4.00	4.00	4.00
56	3.00	4.00	4.00	3.00	4.00	4.00	3.00	4.0	3.00	4.00	4.00

	x1	x2	x3	x4	x5	x6	x7	x8	x9	x10	x11
57	4.00	4.00	4.00	4.00	4.00	3.00	4.00	5.0	5.00	5.00	4.00
58	3.00	3.00	4.00	3.00	3.00	4.00	3.00	3.0	4.00	4.00	4.00
59	3.00	4.00	4.00	4.00	4.00	3.00	4.00	4.0	5.00	5.00	5.00
60	4.00	4.00	4.00	5.00	3.00	4.00	4.00	4.0	4.00	4.00	5.00
61	5.00	3.00	3.00	3.00	2.00	3.00	3.00	3.0	4.00	4.00	3.00
62	4.00	2.00	4.00	4.00	2.00	4.00	2.00	4.0	5.00	5.00	5.00
63	4.00	4.00	4.00	3.00	3.00	3.00	3.00	3.0	4.00	4.00	3.00
64	3.00	2.00	2.00	3.00	4.00	4.00	4.00	2.0	4.00	3.00	4.00
65	4.00	3.00	2.00	4.00	3.00	3.00	3.00	2.0	2.00	3.00	3.00
66	3.00	3.00	3.00	4.00	2.00	2.50	3.00	3.0	4.00	4.00	3.00
67	4.00	5.00	4.00	5.00	4.00	3.00	4.00	4.0	4.00	4.00	4.00
68	5.00	5.00	3.00	4.00	5.00	4.00	3.00	3.0	5.00	4.00	4.00
69	5.00	3.00	4.00	3.00	4.00	4.00	4.00	2.0	3.00	3.00	3.00
70	4.00	4.00	4.00	4.00	4.00	3.00	3.00	4.0	3.00	3.00	3.00
71	4.00	3.00	3.00	3.00	3.00	4.00	3.00	5.0	4.00	4.00	4.00
72	4.00	3.00	4.00	5.00	4.00	4.00	4.00	4.0	4.00	4.00	4.00
73	4.00	5.00	4.00	4.00	3.00	3.00	4.00	4.0	5.00	5.00	4.00
74	3.00	3.00	4.00	4.00	2.00	4.00	4.00	3.0	3.00	3.00	3.00
75	4.00	5.00	5.00	5.00	5.00	3.00	3.00	4.0	5.00	5.00	4.00
76	3.00	4.00	4.00	3.00	5.00	4.00	3.00	3.0	4.00	3.00	3.00
77	3.00	2.00	3.00	3.00	4.00	3.00	4.00	2.0	2.00	3.00	3.00
78	5.00	5.00	4.00	5.00	2.00	4.00	3.00	5.0	5.00	5.00	5.00
79	4.00	4.00	3.00	4.00	3.00	3.00	3.00	5.0	5.00	5.00	5.00
80	5.00	4.00	3.00	4.00	4.00	4.00	3.00	4.0	5.00	4.00	5.00
81	3.00	2.00	3.00	3.00	3.00	4.00	4.00	2.0	3.00	3.00	3.00
82	3.00	3.00	4.00	4.00	4.00	3.00	4.00	3.0	4.00	4.00	4.00
83	3.00	3.00	5.00	3.00	4.00	4.00	3.00	4.0	3.00	3.00	3.00
84	4.00	3.00	3.00	4.00	3.00	3.00	4.00	3.0	3.00	4.00	4.00

	x1	x2	x3	x4	x5	x6	x7	x8	x9	x10	x11
85	5.00	5.00	5.00	5.00	3.00	4.00	3.00	4.0	4.00	4.00	5.00
86	3.00	4.00	3.00	4.00	4.00	4.00	4.00	4.0	3.00	3.00	4.00
87	3.00	3.00	3.00	2.00	3.00	5.00	3.00	3.0	3.00	2.00	4.00
88	3.00	4.00	5.00	2.00	3.00	4.00	4.00	3.0	3.00	3.00	3.00
89	3.00	4.00	5.00	3.00	3.00	3.00	3.00	4.0	4.00	4.00	3.00
90	3.00	3.00	4.00	3.00	3.00	3.00	2.00	2.0	3.00	3.00	3.00
91	3.00	3.00	3.00	4.00	4.00	2.00	3.00	3.0	4.00	3.00	3.00
92	4.00	4.00	4.00	3.00	3.00	3.00	4.00	3.0	3.00	4.00	3.00
93	3.00	3.00	3.00	4.00	3.00	3.00	5.00	4.0	3.00	3.00	3.00
94	4.00	4.00	4.00	2.00	4.00	5.00	4.00	4.0	4.00	4.00	3.00
95	3.00	3.00	4.00	3.00	4.00	4.00	3.00	2.0	4.00	3.00	3.00
96	3.00	3.00	3.00	3.00	3.00	2.00	3.00	3.0	2.00	3.00	3.00
97	4.00	4.00	2.00	4.00	4.00	4.00	4.00	4.0	4.00	4.00	3.00
98	4.00	3.00	3.00	3.00	4.00	3.00	4.00	3.0	3.00	4.00	3.00
99	4.00	4.00	4.00	4.00	3.00	3.00	3.00	4.0	4.00	4.00	4.00
100	3.00	3.00	3.00	3.00	4.00	3.00	4.00	3.0	3.00	3.00	3.00
101	4.00	4.00	3.00	3.00	3.00	2.00	4.00	3.0	4.00	3.00	3.00
102	4.00	3.00	4.00	3.00	4.00	4.00	4.00	3.0	3.00	4.00	3.00
103	3.00	4.00	3.00	4.00	3.00	5.00	5.00	5.0	4.00	5.00	5.00
104	3.00	4.00	4.00	3.00	4.00	2.00	4.00	3.0	3.00	3.00	4.00
105	4.00	3.00	3.00	2.00	4.00	3.00	5.00	4.0	4.00	5.00	4.00
106	4.00	4.00	3.00	4.00	3.00	4.00	4.00	5.0	3.00	5.00	4.00
107	4.00	3.00	4.00	4.00	2.00	2.00	4.00	3.0	4.00	3.00	4.00
108	4.00	4.00	4.00	3.00	4.00	4.00	5.00	4.0	3.00	4.00	3.00
109	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.0	4.00	3.00	3.00
110	3.00	4.00	3.00	3.00	3.00	3.00	3.00	3.0	3.00	4.00	4.00
111	4.00	4.00	3.00	4.00	4.00	3.00	3.00	2.0	4.00	3.00	4.00
112	3.00	2.00	4.00	4.00	3.00	3.00	2.00	4.0	3.00	2.00	5.00

	x1	x2	x3	x4	x5	x6	x7	x8	x9	x10	x11
113	3.00	2.00	3.00	3.00	4.00	2.00	2.00	2.0	3.00	3.00	4.00
114	3.00	3.00	3.00	2.00	3.00	3.00	3.00	4.0	4.00	3.00	4.00
115	4.00	4.00	3.00	4.00	2.00	4.00	4.00	4.0	4.00	4.00	3.00
116	4.00	3.00	4.00	5.00	5.00	5.00	3.00	5.0	4.00	4.00	4.00
117	3.00	4.00	4.00	4.00	5.00	4.00	2.00	3.0	3.00	2.00	3.00
118	4.00	4.00	3.00	4.00	4.00	3.00	4.00	3.0	3.00	3.00	3.00
119	5.00	3.00	4.00	3.00	4.00	4.00	5.00	4.0	4.00	4.00	5.00
120	5.00	4.00	3.00	4.00	3.00	4.00	4.00	4.0	4.00	4.00	5.00
121	5.00	4.00	4.00	3.00	4.00	4.00	4.00	5.0	5.00	4.00	4.00
122	3.00	4.00	3.00	2.00	2.00	3.00	3.00	3.0	3.00	3.00	2.00
123	5.00	5.00	4.00	5.00	4.00	5.00	4.00	5.0	5.00	4.00	3.00
124	4.00	4.00	3.00	5.00	3.00	4.00	3.00	4.0	3.00	3.00	4.00
125	3.00	3.00	2.00	4.00	3.00	3.00	2.00	2.0	3.00	2.00	3.00
126	4.00	4.00	3.00	3.00	3.00	2.00	4.00	3.0	4.00	3.00	3.00
127	3.00	3.00	4.00	3.00	4.00	4.00	4.00	3.0	3.00	4.00	3.00
128	3.00	4.00	5.00	4.00	3.00	5.00	5.00	5.0	4.00	5.00	5.00
129	4.00	4.00	4.00	3.00	4.00	2.00	4.00	3.0	3.00	3.00	4.00
130	3.00	4.00	3.00	2.00	4.00	3.00	5.00	4.0	4.00	5.00	4.00

LAMPIRAN 3
DISTRIBUSI FREKUENSI
ITEM-ITEM VARIABEL
PROGRAM SPSS



Reliability

Kualitas Pelayanan

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR1	4.2333	.5040	30.0
2.	BUTIR2	3.2667	.6397	30.0
3.	BUTIR3	4.3000	.5350	30.0
4.	BUTIR4	4.0667	.6915	30.0
5.	BUTIR5	3.2667	.6397	30.0
6.	BUTIR6	4.1667	.5921	30.0
7.	BUTIR7	4.1000	.5477	30.0
8.	BUTIR8	3.1333	.6288	30.0
9.	BUTIR9	3.7000	.8769	30.0
10.	BUTIR10	3.9333	.7397	30.0
11.	BUTIR11	4.1667	.5921	30.0
12.	BUTIR12	4.1000	.6618	30.0
13.	BUTIR13	4.0667	.6915	30.0
14.	BUTIR14	4.1000	.8030	30.0
15.	BUTIR15	4.0000	.5872	30.0

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Alpha if Item Deleted
BUTIR1	54.3667	30.8609	.3994	.6603	.8605
BUTIR2	55.3333	31.6782	.1756	.8960	.8714
BUTIR3	54.3000	29.6655	.5834	.7291	.8530
BUTIR4	54.5333	28.1195	.6482	.7768	.8480
BUTIR5	55.3333	30.8506	.2244	.8929	.8659
BUTIR6	54.4333	27.8402	.8260	.8070	.8408
BUTIR7	54.5000	29.4310	.6093	.5499	.8517
BUTIR8	55.4667	32.3264	.0881	.7856	.8750
BUTIR9	54.9000	28.1621	.4750	.8010	.8595
BUTIR10	54.6667	28.4368	.5537	.8227	.8532
BUTIR11	54.4333	28.4609	.7187	.7888	.8459
BUTIR12	54.5000	28.6724	.5985	.8239	.8509
BUTIR13	54.5333	28.1195	.6482	.7492	.8480
BUTIR14	54.5000	27.5690	.6093	.8234	.8500
BUTIR15	54.6000	29.8345	.4945	.6693	.8564

Reliability Coefficients 15 items

Alpha = .8641

Standardized item alpha = .8677

Kepuasan Pelanggan

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR16	3.9667	.5561	30.0
2.	BUTIR17	4.3000	.5350	30.0
3.	BUTIR18	4.1667	.5307	30.0
4.	BUTIR19	3.9333	.5833	30.0
5.	BUTIR20	4.1000	.5477	30.0
6.	BUTIR21	4.0667	.6915	30.0
7.	BUTIR22	4.0667	.6915	30.0

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Alpha if Item Deleted
BUTIR16	24.6333	7.5506	.6688	.5219	.8560
BUTIR17	24.3000	7.9414	.5558	.4891	.8695
BUTIR18	24.4333	7.9782	.5483	.4726	.8703
BUTIR19	24.6667	7.5402	.6315	.5162	.8605
BUTIR20	24.5000	7.4310	.7275	.6109	.8490
BUTIR21	24.5333	6.7402	.7478	.6810	.8447
BUTIR22	24.5333	6.8092	.7249	.7021	.8483

Reliability Coefficients

7 items

Alpha = .8753

Standardized item alpha = .8751

Loyalitas Pelanggan

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR23	3.9000	.6074	30.0
2.	BUTIR24	4.0333	.5561	30.0
3.	BUTIR25	4.0333	.6687	30.0
4.	BUTIR26	3.5000	.7768	30.0
5.	BUTIR27	3.6667	.6609	30.0
6.	BUTIR28	2.9000	.8449	30.0
7.	BUTIR29	3.1000	.9229	30.0
8.	BUTIR30	3.1000	.8449	30.0

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

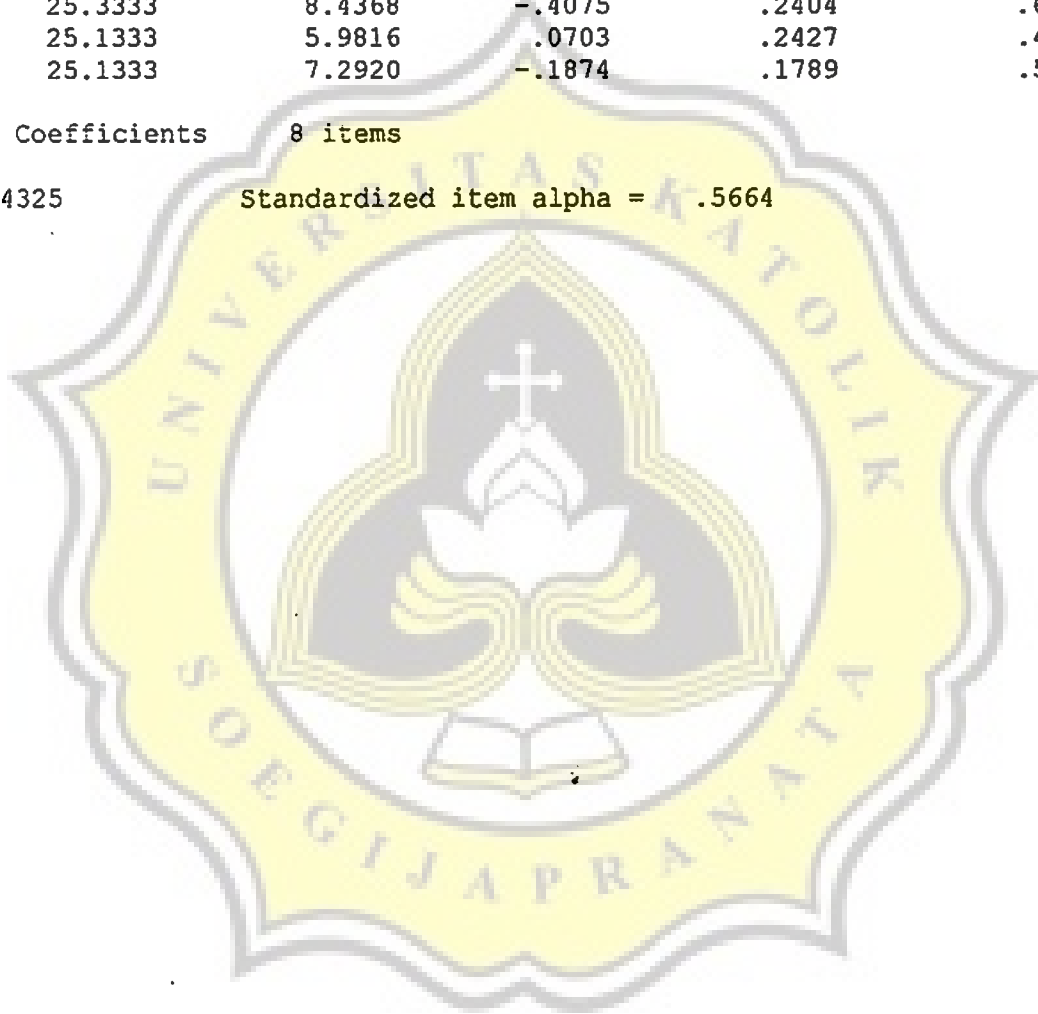
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Alpha if Item Deleted
BUTIR23	24.3333	5.1954	.5728	.8111	.2514
BUTIR24	24.2000	5.2000	.6472	.7521	.2388
BUTIR25	24.2000	5.0621	.5455	.5857	.2453
BUTIR26	24.7333	5.0989	.4128	.3158	.2877
BUTIR27	24.5667	5.0816	.5478	.5635	.2465
BUTIR28	25.3333	8.4368	-.4075	.2404	.6507
BUTIR29	25.1333	5.9816	.0703	.2427	.4659
BUTIR30	25.1333	7.2920	-.1874	.1789	.5697

Reliability Coefficients

8 items

Alpha = .4325

Standardized item alpha = .5664



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1	130	3.00	5.00	3.6962	.6862
X2	130	2.00	5.00	3.5385	.7383
X3	130	2.00	5.00	3.5462	.7056
X4	130	2.00	5.00	3.5115	.7637
X5	130	2.00	5.00	3.4692	.7795
X6	130	2.00	5.00	3.4385	.8468
X7	130	2.00	5.00	3.6154	.7511
X8	130	2.00	5.00	3.4923	.9086
X9	130	2.00	5.00	3.7000	.7840
X10	130	2.00	5.00	3.7154	.8558
X11	130	2.00	5.00	3.7231	.7262
Valid N (listwise)	130				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1	130	3.00	5.00	3.6962	.6862
X2	130	2.00	5.00	3.5385	.7383
X3	130	2.00	5.00	3.5462	.7056
X4	130	2.00	5.00	3.5115	.7637
X5	130	2.00	5.00	3.4692	.7795
X6	130	2.00	5.00	3.4385	.8468
X7	130	2.00	5.00	3.6154	.7511
X8	130	2.00	5.00	3.4923	.9086
X9	130	2.00	5.00	3.7000	.7840
X10	130	2.00	5.00	3.7154	.8558
X11	130	2.00	5.00	3.7231	.7262
Valid N (listwise)	130				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1	130	3.00	5.00	3.6962	.6862
X2	130	2.00	5.00	3.5385	.7383
X3	130	2.00	5.00	3.5462	.7056
X4	130	2.00	5.00	3.5115	.7637
X5	130	2.00	5.00	3.4692	.7795
X6	130	2.00	5.00	3.4385	.8468
X7	130	2.00	5.00	3.6154	.7511
X8	130	2.00	5.00	3.4923	.9086
X9	130	2.00	5.00	3.7000	.7840
X10	130	2.00	5.00	3.7154	.8558
X11	130	2.00	5.00	3.7231	.7262
Valid N (listwise)	130				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore(X1)	130	-1.01446	1.90001	-2.3E-16	1.0000000
Zscore(X2)	130	-2.08392	1.97972	1.38E-15	1.0000000
Zscore(X3)	130	-2.19130	2.06048	2.72E-16	1.0000000
Zscore(X4)	130	-1.97930	1.94908	-1.7E-15	1.0000000
Zscore(X5)	130	-1.88491	1.96386	4.53E-16	1.0000000
Zscore(X6)	130	-1.69865	1.84399	2.84E-16	1.0000000
Zscore(X7)	130	-2.15078	1.84353	-6.4E-16	1.0000000
Zscore(X8)	130	-1.64246	1.65939	4.74E-16	1.0000000
Zscore(X9)	130	-2.16824	1.65807	8.52E-16	1.0000000
Zscore(X10)	130	-2.00452	1.50115	3.96E-16	1.0000000
Zscore(X11)	130	-2.37272	1.75836	-7.0E-16	1.0000000
Zscore(X1)	130	-1.01446	1.90001	-2.3E-16	1.0000000
Zscore(X2)	130	-2.08392	1.97972	1.38E-15	1.0000000
Zscore(X3)	130	-2.19130	2.06048	2.72E-16	1.0000000
Zscore(X4)	130	-1.97930	1.94908	-1.7E-15	1.0000000
Zscore(X5)	130	-1.88491	1.96386	4.53E-16	1.0000000
Zscore(X6)	130	-1.69865	1.84399	2.84E-16	1.0000000
Zscore(X7)	130	-2.15078	1.84353	-6.4E-16	1.0000000
Zscore(X8)	130	-1.64246	1.65939	4.74E-16	1.0000000
Zscore(X9)	130	-2.16824	1.65807	8.52E-16	1.0000000
Zscore(X10)	130	-2.00452	1.50115	3.96E-16	1.0000000
Zscore(X11)	130	-2.37272	1.75836	-7.0E-16	1.0000000
Valid N (listwise)	130				

Frequency Table

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	56	43.1	43.1	43.1
	3.50	1	.8	.8	43.8
	4.00	55	42.3	42.3	86.2
	4.50	2	1.5	1.5	87.7
	5.00	16	12.3	12.3	100.0
	Total	130	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	11	8.5	8.5	8.5
	3.00	46	35.4	35.4	43.8
	4.00	65	50.0	50.0	93.8
	5.00	8	6.2	6.2	100.0
	Total	130	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	4.6	4.6	4.6
	3.00	57	43.8	43.8	48.5
	4.00	57	43.8	43.8	92.3
	5.00	10	7.7	7.7	100.0
	Total	130	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	7.7	7.7	7.7
	2.50	1	.8	.8	8.5
	3.00	53	40.8	40.8	49.2
	4.00	55	42.3	42.3	91.5
	5.00	11	8.5	8.5	100.0
	Total	130	100.0	100.0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	14	10.8	10.8	10.8
	3.00	50	38.5	38.5	49.2
	4.00	57	43.8	43.8	93.1
	5.00	9	6.9	6.9	100.0
	Total	130	100.0	100.0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	18	13.8	13.8	13.8
	2.50	1	.8	.8	14.6
	3.00	47	36.2	36.2	50.8
	3.50	1	.8	.8	51.5
	4.00	51	39.2	39.2	90.8
	5.00	12	9.2	9.2	100.0
	Total	130	100.0	100.0	

X7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	5.4	5.4	5.4
	3.00	50	38.5	38.5	43.8
	4.00	59	45.4	45.4	89.2
	5.00	14	10.8	10.8	100.0
	Total	130	100.0	100.0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	19	14.6	14.6	14.6
	3.00	46	35.4	35.4	50.0
	4.00	47	36.2	36.2	86.2
	5.00	18	13.8	13.8	100.0
	Total	130	100.0	100.0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	5.4	5.4	5.4
	3.00	44	33.8	33.8	39.2
	4.00	60	46.2	46.2	85.4
	5.00	19	14.6	14.6	100.0
Total		130	100.0	100.0	

X10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	6.2	6.2	6.2
	3.00	47	36.2	36.2	42.3
	4.00	49	37.7	37.7	80.0
	5.00	26	20.0	20.0	100.0
Total		130	100.0	100.0	

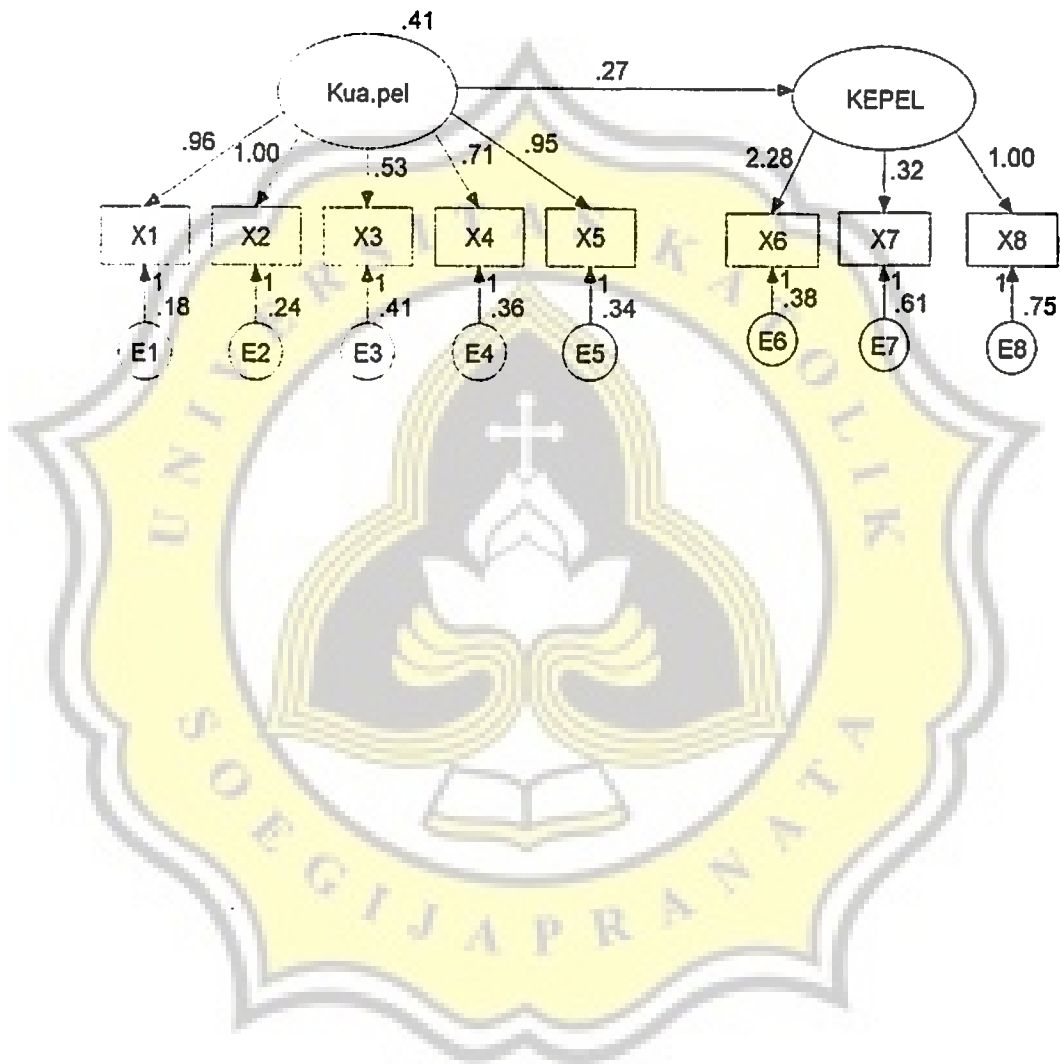
X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.8	.8	.8
	3.00	54	41.5	41.5	42.3
	4.00	55	42.3	42.3	84.6
	5.00	20	15.4	15.4	100.0
Total		130	100.0	100.0	

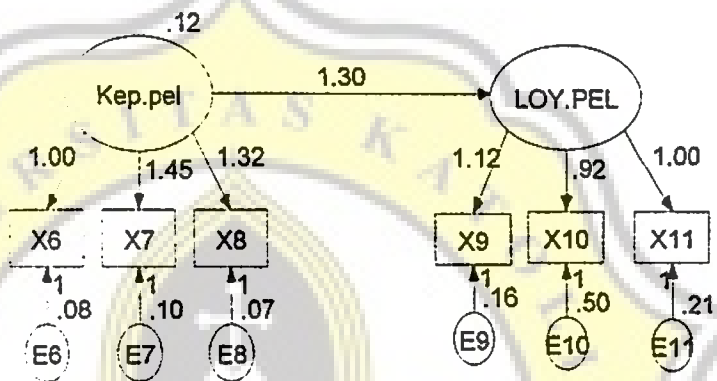
LAMPIRAN 4
HASIL PERHITUNGAN PENELITIAN
PROGRAM AMOS
VERSION 4.01



UJI HIPOTESA
 Chi-Square =13.608
 AGFI=.942
 Probability=.850
 CMIN/DF=.680
 GFI=.968
 TLI =1.050
 CFI=1.000
 RMSEA=.000



UJI HIPOTESA
 Chi-Square =13.767
 AGFI=.919
 Probability=.131
 CMIN/DF=1.530
 GFI=.965
 TLI =.980
 CFI=.988
 RMSEA=.064



Gambar 4.2
Analisis Konfirmatori 2

**ANALISIS STRUCTURAL EQUATION MODELING
PENGARUH KUALITAS PELAYANAN TERHADAP KEPuasan DAN LOYALITAS
PASIEH RAWAT INAP DI RUMAH SAKIT ELISABETH SEMARANG**



konfirmasi-2
Tuesday, December 16, 2003 03:55:53

Amos

by James L. Arbuckle

Version 4.01



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1507 E. 53rd Street - #452
Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
<http://www.smallwaters.com>

Title

konfirmasi-2: Tuesday, December 16, 2003 03:55 PM

Your model contains the following variables

X6	observed	endogenous
X11	observed	endogenous
X10	observed	endogenous
X9	observed	endogenous
X7	observed	endogenous
X8	observed	endogenous
Y3	unobserved	endogenous
Y2	unobserved	exogenous
E6	unobserved	exogenous
E11	unobserved	exogenous
E10	unobserved	exogenous
E9	unobserved	exogenous
E7	unobserved	exogenous
E8	unobserved	exogenous

Number of variables in your model: 14
 Number of observed variables: 6
 Number of unobserved variables: 8
 Number of exogenous variables: 7
 Number of endogenous variables: 7

Summary of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	8	0	0	0	0	8
Labeled:	0	0	0	0	0	0
Unlabeled:	5	0	7	0	0	12
Total:	13	0	7	0	0	20

NOTE:

The model is recursive.

Assessment of normality

	min	max	skew	c.r.	kurtosis	c.r.
X8	2.700	5.000	0.014	0.064	-0.128	-0.297
X7	2.300	5.000	-0.081	-0.377	-0.220	-0.511
X9	3.000	5.000	-0.020	-0.092	-0.546	-1.270
X10	2.000	5.000	-0.262	-1.221	-0.494	-1.149
X11	2.500	5.000	-0.061	-0.283	-0.631	-1.468
X6	3.000	5.000	-0.036	-0.166	0.004	0.008
Multivariate					4.047	2.355

Observations farthest from the centroid (Mahalanobis distance)

Observation number	Mahalanobis d-squared	p1	p2
76	21.989	0.001	0.146
5	17.590	0.007	0.247
25	15.115	0.019	0.463
113	14.556	0.024	0.380
58	13.657	0.034	0.447
29	13.480	0.036	0.327
33	13.086	0.042	0.299
88	12.893	0.045	0.228
97	12.675	0.048	0.181
56	12.546	0.051	0.127
78	12.346	0.055	0.100
3	12.238	0.057	0.067
31	12.197	0.058	0.038
129	11.613	0.071	0.080
1	10.654	0.100	0.315
63	10.362	0.110	0.359
42	10.302	0.113	0.292
64	10.092	0.121	0.306
93	10.040	0.123	0.245
44	9.768	0.135	0.298
54	9.658	0.140	0.272
112	9.476	0.149	0.288
13	9.441	0.150	0.229
26	9.168	0.164	0.300
106	9.092	0.168	0.266
50	9.079	0.169	0.204
68	8.792	0.186	0.291
32	8.622	0.196	0.321
80	8.581	0.199	0.273
62	8.287	0.218	0.394
40	8.147	0.228	0.416
126	8.031	0.236	0.424
123	8.029	0.236	0.348
92	7.684	0.262	0.540
7	7.553	0.273	0.569
30	7.381	0.287	0.633
35	7.236	0.300	0.676
66	7.136	0.308	0.685
67	7.115	0.310	0.633
17	7.065	0.315	0.602
95	7.039	0.317	0.551
90	7.039	0.317	0.476
69	6.971	0.324	0.462
18	6.888	0.331	0.464
110	6.873	0.333	0.404
101	6.870	0.333	0.338
55	6.703	0.349	0.416
87	6.665	0.353	0.380
111	6.545	0.365	0.421
75	6.538	0.366	0.358
91	6.511	0.368	0.316
104	6.433	0.376	0.320
74	6.402	0.380	0.284

28	6.328	0.387	0.285
16	6.256	0.395	0.285
103	6.030	0.420	0.434
125	6.030	0.420	0.365
47	5.996	0.424	0.332
39	5.894	0.435	0.365
21	5.886	0.436	0.309
114	5.870	0.438	0.263
85	5.870	0.438	0.209
51	5.870	0.438	0.162
49	5.747	0.452	0.203
36	5.697	0.458	0.191
100	5.571	0.473	0.240
77	5.538	0.477	0.214
118	5.485	0.483	0.206
9	5.432	0.490	0.198
12	5.359	0.499	0.206
109	5.178	0.521	0.316
82	5.073	0.534	0.362
108	5.028	0.540	0.346
127	4.969	0.548	0.345
15	4.891	0.558	0.364
57	4.868	0.561	0.324
53	4.853	0.563	0.279
130	4.835	0.565	0.238
121	4.829	0.566	0.191
37	4.782	0.572	0.182
46	4.780	0.572	0.139
81	4.769	0.574	0.109
8	4.755	0.576	0.086
48	4.755	0.576	0.061
105	4.741	0.577	0.046
72	4.741	0.577	0.031
59	4.595	0.597	0.054
122	4.396	0.623	0.120
61	4.081	0.666	0.362
2	4.072	0.667	0.304
22	4.002	0.676	0.318
70	3.990	0.678	0.267
83	3.768	0.708	0.471
128	3.768	0.708	0.394
117	3.766	0.708	0.324
73	3.649	0.724	0.399
124	3.619	0.728	0.362
79	3.619	0.728	0.290
38	3.382	0.760	0.528
19	2.954	0.815	0.922

Sample size: 130

Sample Covariances

	X8	X7	X9	X10	X11	X6
X8	0.276					
X7	0.220	0.349				
X9	0.230	0.246	0.407			
X10	0.214	0.197	0.196	0.665		
X11	0.199	0.220	0.249	0.139	0.405	
X6	0.155	0.183	0.156	0.137	0.150	0.197

Eigenvalues of Sample Covariances

6.907e-002 8.384e-002 1.443e-001 1.668e-001 4.593e-001 1.376e+000

Condition number of Sample Covariances = 1.991837e+001

Sample Correlations

	X8	X7	X9	X10	X11	X6
X8	1.000					
X7	0.709	1.000				
X9	0.685	0.654	1.000			
X10	0.499	0.409	0.376	1.000		
X11	0.597	0.584	0.614	0.267	1.000	
X6	0.666	0.697	0.553	0.380	0.531	1.000

Eigenvalues of Sample Correlations

2.678e-001 2.800e-001 3.846e-001 4.987e-001 7.771e-001 3.792e+000

Condition number of Sample Correlations = 1.415977e+001

Determinant of sample covariance matrix = 8.8103e+005

Computation of degrees of freedom

Number of distinct sample moments: 21
 Number of distinct parameters to be estimated: 12

 Degrees of freedom: 9

0e	3	0.0e+000	-6.7479e-001	1.00e+004	4.05626419415e+002	0	1.00e+004
1e	4	0.0e+000	-8.0088e-002	1.89e+000	1.51282572935e+002	20	4.37e-001
2e*	0	2.4e+002	0.0000e+000	8.00e-001	5.21375520773e+001	5	7.34e-001
3e	0	2.2e+001	0.0000e+000	7.00e-001	2.93097594198e+001	3	0.00e+000
4e	0	2.4e+001	0.0000e+000	3.30e-001	1.48504204659e+001	1	1.05e+000
5e	0	2.2e+001	0.0000e+000	7.99e-002	1.37795003399e+001	1	1.06e+000
6e	0	2.2e+001	0.0000e+000	1.03e-002	1.37673737103e+001	1	1.01e+000
7e	0	2.2e+001	0.0000e+000	1.89e-004	1.37673707315e+001	1	1.00e+000

Minimum was achieved

Chi-square = 13.767
 Degrees of freedom = 9
 Probability level = 0.131

Maximum Likelihood Estimates

Regression Weights:	Estimate	S.E.	C.R.	Label
Y3 <----- Y2	1.302	0.160	8.122	par-5
X6 <----- Y2	1.000			
X11 <----- Y3	1.000			
X10 <----- Y3	0.920	0.172	5.337	par-1
X9 <----- Y3	1.117	0.134	8.352	par-2
X7 <----- Y2	1.450	0.141	10.251	par-3
X8 <----- Y2	1.322	0.128	10.307	par-4

Standardized Regression Weights: Estimate

Y3 <----- Y2	1.000
X6 <----- Y2	0.773
X11 <----- Y3	0.702
X10 <----- Y3	0.504
X9 <----- Y3	0.782
X7 <----- Y2	0.842
X8 <----- Y2	0.863

Variances:	Estimate	S.E.	C.R.	Label
Y2	0.118	0.023	5.044	par-6
E6	0.079	0.012	6.727	par-7
E11	0.205	0.029	7.194	par-8
E10	0.496	0.064	7.737	par-9
E9	0.158	0.024	6.659	par-10
E7	0.102	0.017	5.843	par-11
E8	0.070	0.013	5.439	par-12

Squared Multiple Correlations: Estimate

X8	0.745
X7	0.709
X9	0.611
X10	0.254
X11	0.493
X6	0.598

Implied (for all variables) Covariances

	Y2	Y3	X8	X7	X9	X10	X11
Y2	0.118						
Y3	0.153	0.199					
X8	0.156	0.202	0.276				

X7	0.171	0.222	0.226	0.349			
X9	0.171	0.223	0.226	0.248	0.407		
X10	0.141	0.183	0.186	0.204	0.205	0.665	
X11	0.153	0.199	0.202	0.222	0.223	0.183	0.405
X6	0.118	0.153	0.156	0.171	0.171	0.141	0.153

X6

X6 0.197

Implied (for all variables) Correlations

	Y2	Y3	X8	X7	X9	X10	X11
Y2	1.000						
Y3	1.000	1.000					
X8	0.863	0.863	1.000				
X7	0.842	0.842	0.726	1.000			
X9	0.782	0.782	0.675	0.658	1.000		
X10	0.504	0.504	0.435	0.424	0.394	1.000	
X11	0.702	0.702	0.606	0.591	0.549	0.354	1.000
X6	0.773	0.773	0.667	0.651	0.605	0.390	0.543

X6

X6 1.000

Implied Covariances

	X8	X7	X9	X10	X11	X6
X8	0.276					
X7	0.226	0.349				
X9	0.226	0.248	0.407			
X10	0.186	0.204	0.205	0.665		
X11	0.202	0.222	0.223	0.183	0.405	
X6	0.156	0.171	0.171	0.141	0.153	0.197

Implied Correlations

	X8	X7	X9	X10	X11	X6
X8	1.000					
X7	0.726	1.000				
X9	0.675	0.658	1.000			
X10	0.435	0.424	0.394	1.000		
X11	0.606	0.591	0.549	0.354	1.000	
X6	0.667	0.651	0.605	0.390	0.543	1.000

Residual Covariances

	X8	X7	X9	X10	X11	X6
X8	0.0000					
X7	-0.0054	0.0000				

X9	0.0035	-0.0018	0.0000			
X10	0.0276	-0.0073	-0.0092	0.0000		
X11	-0.0030	-0.0026	0.0266	-0.0448	-0.0000	
X6	-0.0002	0.0119	-0.0148	-0.0036	-0.0034	0.0000

Standardized Residual Covariances

	X8	X7	X9	X10	X11	X6
X8	0.000					
X7	-0.159	0.000				
X9	0.098	-0.044	0.000			
X10	0.671	-0.158	-0.187	0.000		
X11	-0.087	-0.069	0.653	-0.924	-0.000	
X6	-0.010	0.434	-0.507	-0.105	-0.120	0.000

Factor Score Weights

	X8	X7	X9	X10	X11	X6
Y2	0.206	0.156	0.101	0.026	0.070	0.139
Y3	0.268	0.204	0.131	0.034	0.091	0.181

Total Effects

	Y2	Y3
Y3	1.302	0.000
X8	1.322	0.000
X7	1.450	0.000
X9	1.454	1.117
X10	1.198	0.920
X11	1.302	1.000
X6	1.000	0.000

Standardized Total Effects

	Y2	Y3
Y3	1.000	0.000
X8	0.863	0.000
X7	0.842	0.000
X9	0.782	0.782
X10	0.504	0.504
X11	0.702	0.702
X6	0.773	0.000

Direct Effects

	Y2	Y3
Y3	1.302	0.000
X8	1.322	0.000
X7	1.450	0.000
X9	0.000	1.117
X10	0.000	0.920
X11	0.000	1.000
X6	1.000	0.000

Standardized Direct Effects

	Y2	Y3
Y3	1.000	0.000
X8	0.863	0.000
X7	0.842	0.000
X9	0.000	0.782
X10	0.000	0.504
X11	0.000	0.702
X6	0.773	0.000

Indirect Effects

	Y2	Y3
Y3	0.000	0.000
X8	0.000	0.000
X7	0.000	0.000
X9	1.454	0.000
X10	1.198	0.000
X11	1.302	0.000
X6	0.000	0.000

Standardized Indirect Effects

	Y2	Y3
Y3	0.000	0.000
X8	0.000	0.000
X7	0.000	0.000
X9	0.782	0.000
X10	0.504	0.000
X11	0.702	0.000
X6	0.000	0.000

Modification Indices

Covariances:

M.I. Par Change

Variances:

M.I. Par Change

Regression Weights:

M.I. Par Change

Variance-covariance Matrix of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.0297						
par-2	0.0093	0.0179					
par-3	-0.0001	0.0002	0.0200				
par-4	0.0005	0.0003	0.0110	0.0164			
par-5	-0.0112	-0.0127	0.0111	0.0104	0.0257		
par-6	-0.0000	-0.0000	-0.0020	-0.0019	-0.0019	0.0005	
par-7	0.0000	0.0000	0.0002	0.0003	0.0003	-0.0000	0.0001
par-8	0.0005	0.0004	-0.0000	0.0000	-0.0006	0.0000	-0.0000
par-9	-0.0009	-0.0001	0.0000	-0.0002	0.0001	0.0000	-0.0000
par-10	0.0001	-0.0003	-0.0001	-0.0001	-0.0003	0.0000	-0.0000
par-11	0.0000	0.0000	-0.0003	0.0002	0.0001	-0.0000	0.0000
par-12	-0.0001	-0.0000	0.0001	-0.0004	-0.0000	0.0000	-0.0000

	par-8	par-9	par-10	par-11	par-12
par-8	0.0008				
par-9	-0.0000	0.0041			
par-10	0.0000	-0.0000	0.0006		
par-11	-0.0000	-0.0000	-0.0000	0.0003	
par-12	-0.0000	0.0000	-0.0000	-0.0000	0.0002

Correlations of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	1.000						
par-2	0.405	1.000					
par-3	-0.005	0.009	1.000				
par-4	0.021	0.017	0.607	1.000			
par-5	-0.405	-0.591	0.488	0.508	1.000		
par-6	-0.000	-0.011	-0.605	-0.633	-0.496	1.000	
par-7	0.001	0.022	0.132	0.181	0.139	-0.150	1.000
par-8	0.103	0.101	-0.002	0.002	-0.127	0.016	-0.031
par-9	-0.083	-0.010	0.004	-0.020	0.011	0.006	-0.012
par-10	0.030	-0.099	-0.026	-0.040	-0.066	0.051	-0.100
par-11	0.015	0.006	-0.140	0.100	0.045	-0.029	0.058
par-12	-0.064	-0.019	0.034	-0.220	-0.003	0.043	-0.085

	par-8	par-9
par-8	1.000	
par-9	-0.027	1.000

par-10	0.043	-0.014	1.000		
par-11	-0.037	-0.028	-0.072	1.000	
par-12	-0.055	0.043	-0.035	-0.216	1.000

Critical Ratios for Differences between Parameters

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.000						
par-2	1.159	0.000					
par-3	2.373	1.719	0.000				
par-4	1.889	1.113	-1.071	0.000			
par-5	1.369	0.704	-0.967	-0.135	0.000		
par-6	-4.612	-7.348	-8.505	-8.353	-6.843	0.000	
par-7	-4.867	-7.746	-9.766	-9.813	-7.687	-1.398	0.000
par-8	-4.160	-6.809	-8.622	-8.501	-6.592	2.395	4.048
par-9	-2.243	-4.168	-6.150	-5.710	-4.683	5.558	6.385
par-10	-4.396	-6.941	-8.969	-8.857	-6.991	1.250	2.876
par-11	-4.729	-7.534	-9.303	-9.554	-7.479	-0.538	1.114
par-12	-4.891	-7.774	-9.742	-9.501	-7.655	-1.801	-0.468

	par-8	par-9	par-10	par-11	par-12
par-8	0.000				
par-9	4.105	0.000			
par-10	-1.295	-4.920	0.000		
par-11	-3.046	-5.893	-1.854	0.000	
par-12	-4.215	-6.561	-3.196	-1.312	0.000

Summary of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	12	13.767	9	0.131	1.530
Saturated model	21	0.000	0		
Independence model	6	407.796	15	0.000	27.186

Model	RMR	GFI	AGFI	PGFI
Default model	0.014	0.965	0.919	0.414
Saturated model	0.000	1.000		
Independence model	0.166	0.386	0.141	0.276

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	0.966	0.944	0.988	0.980	0.988
Saturated model	1.000		1.000		1.000
Independence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.600	0.580	0.593
Saturated model	0.000	0.000	0.000
Independence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	4.767	0.000	18.934
Saturated model	0.000	0.000	0.000
Independence model	392.796	330.642	462.369

Model	FMIN	F0	LO 90	HI 90
Default model	0.107	0.037	0.000	0.147
Saturated model	0.000	0.000	0.000	0.000
Independence model	3.161	3.045	2.563	3.584

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	0.064	0.000	0.128	0.318
Independence model	0.451	0.413	0.489	0.000

Model	AIC	BCC	BIC	CAIC
Default model	37.767	39.144	93.679	84.178
Saturated model	42.000	44.410	139.845	123.218
Independence model	419.796	420.484	447.751	443.001

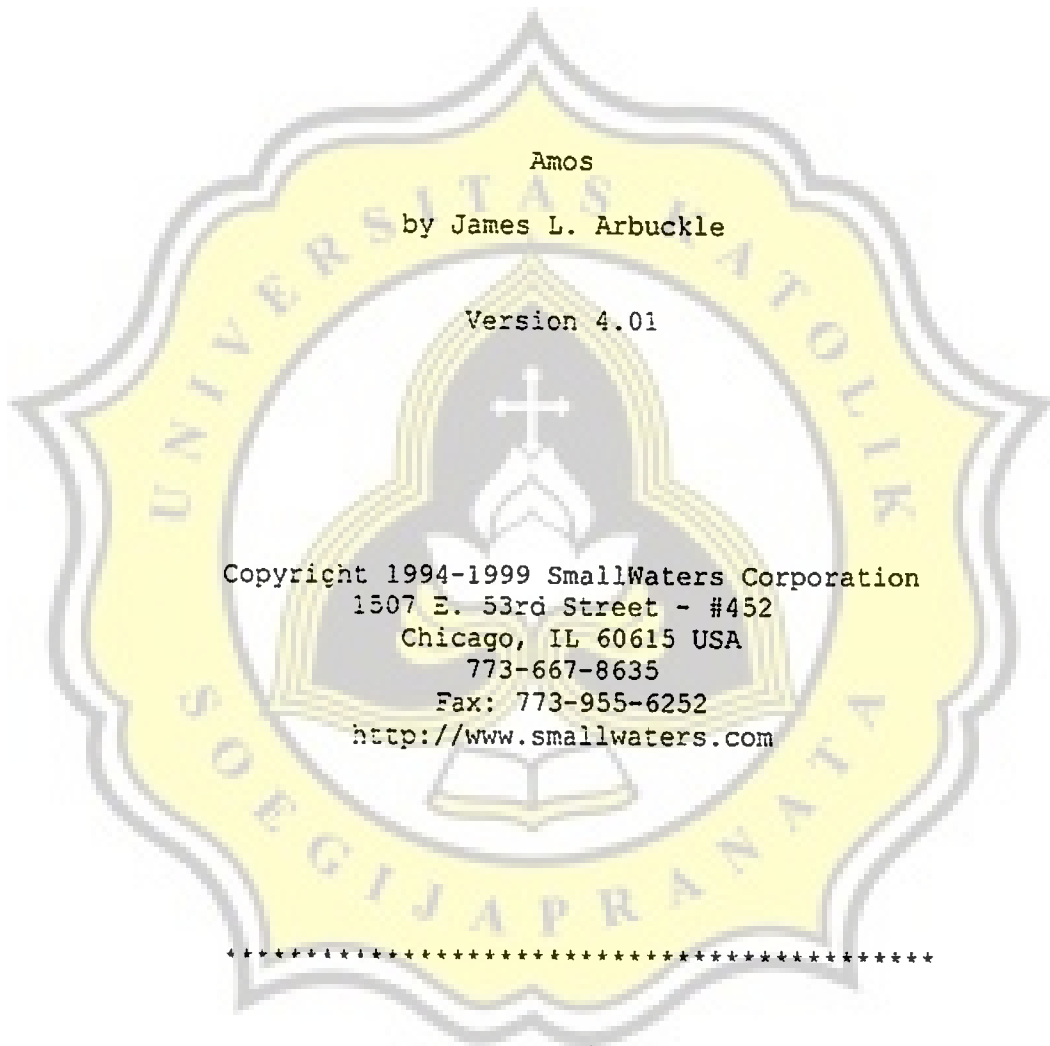
Model	ECVI	LO 90	HI 90	MECVI
Default model	0.293	0.256	0.403	0.303
Saturated model	0.326	0.326	0.326	0.344
Independence model	3.254	2.772	3.794	3.260

Model	HOELTER .05	HOELTER .01
Default model	159	204
Independence model	8	10

Execution time summary:

Minimization: 0.050
 Miscellaneous: 0.060
 Bootstrap: 0.000
 Total: 0.110

**ANALISIS STRUCTURAL EQUATION MODELLING
PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN DAN LOYALITAS
PASIHEN RAWAT INAP DI RUMAH SAKIT ELISABETH SEMARANG**



Title

Budi: Thursday, October 09, 2003 10:59 PM

Your model contains the following variables

X2	observed	endogenous
X1	observed	endogenous
X11	observed	endogenous
X10	observed	endogenous
X9	observed	endogenous
X3	observed	endogenous
X4	observed	endogenous
X5	observed	endogenous
X6	observed	endogenous
X7	observed	endogenous
X6	observed	endogenous
Y3	unobserved	endogenous
Y2	unobserved	endogenous
Y1	unobserved	exogenous
E2	unobserved	exogenous
E1	unobserved	exogenous
E11	unobserved	exogenous
E10	unobserved	exogenous
E9	unobserved	exogenous
E3	unobserved	exogenous
E4	unobserved	exogenous
E5	unobserved	exogenous
E8	unobserved	exogenous
E7	unobserved	exogenous
E6	unobserved	exogenous

Number of variables in your model:	25
Number of observed variables:	11
Number of unobserved variables:	14
Number of exogenous variables:	12
Number of endogenous variables:	13

Summary of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	14	0	0	0	0	14
Labeled:	0	0	0	0	0	0
Unlabeled:	10	0	12	0	0	22
Total:	24	0	12	0	0	36

NOTE: The model is recursive.

Assessment of normality

	min	max	skew	c.r.	kurtosis	c.r.
X6	2.000	5.000	-0.047	-0.217	-0.630	-1.467
X7	2.000	5.000	-0.012	-0.055	-0.359	-0.835
X8	2.000	5.000	-0.008	-0.038	-0.787	-1.831
X5	2.000	5.000	-0.144	-0.670	-0.427	-0.993
X4	2.000	5.000	0.000	0.002	-0.382	-0.888
X3	2.000	5.000	0.102	0.474	-0.275	-0.640
X9	2.000	5.000	-0.099	-0.460	-0.441	-1.027
X10	2.000	5.000	-0.017	-0.077	-0.776	-1.805
X11	2.000	5.000	0.351	1.634	-0.835	-1.944
X1	3.000	5.000	0.461	2.146	-0.862	-2.006
X2	2.000	5.000	-0.307	-1.429	-0.240	-0.559
Multivariate					-2.447	-0.825

Observations farthest from the centroid (Mahalanobis distance)

Observation number	Mahalanobis d-squared	p1	p2
112	28.295	0.003	0.316
62	22.879	0.018	0.692
10	19.518	0.052	0.969
87	18.519	0.070	0.984
32	18.367	0.073	0.966
68	18.273	0.075	0.933
117	18.116	0.079	0.895
122	17.470	0.095	0.933
123	17.352	0.098	0.899
64	17.151	0.103	0.876
116	17.057	0.106	0.826
48	16.955	0.109	0.771
43	16.895	0.111	0.696
29	16.880	0.111	0.596
47	16.848	0.112	0.499
39	16.509	0.123	0.543
75	16.276	0.131	0.545
119	15.984	0.142	0.581
128	15.896	0.145	0.524
85	15.853	0.147	0.446
61	15.574	0.158	0.489
35	15.569	0.158	0.398
103	15.443	0.163	0.370
11	15.237	0.172	0.385
17	15.191	0.174	0.324
88	14.620	0.201	0.542
105	14.423	0.210	0.565
9	14.419	0.211	0.482
130	14.228	0.221	0.508
107	14.173	0.224	0.456
114	13.926	0.237	0.520
46	13.599	0.256	0.634
69	13.418	0.267	0.663
54	13.183	0.282	0.724
34	13.111	0.286	0.696

125	13.033	0.291	0.671
78	13.016	0.292	0.609
113	12.925	0.298	0.592
65	12.837	0.304	0.573
42	12.833	0.304	0.500
26	12.814	0.306	0.437
83	12.754	0.310	0.403
93	12.347	0.338	0.603
27	12.012	0.363	0.746
41	12.006	0.363	0.688
28	11.717	0.385	0.795
97	11.709	0.386	0.744
94	11.702	0.386	0.687
40	11.697	0.387	0.624
71	11.656	0.390	0.583
124	11.529	0.400	0.604
16	11.525	0.400	0.537
37	11.451	0.406	0.521
4	11.416	0.409	0.475
121	11.388	0.411	0.425
21	11.306	0.418	0.417
106	11.053	0.439	0.537
20	10.991	0.444	0.514
74	10.970	0.446	0.460
89	10.907	0.451	0.439
23	10.862	0.455	0.404
129	10.729	0.466	0.437
66	10.604	0.477	0.466
80	10.581	0.479	0.414
76	10.549	0.482	0.371
59	10.439	0.491	0.388
25	10.294	0.504	0.433
95	10.281	0.505	0.375
79	10.072	0.524	0.473
111	9.873	0.542	0.567
86	9.809	0.548	0.550
45	9.671	0.560	0.594
53	9.584	0.568	0.597
15	9.581	0.568	0.530
104	9.451	0.580	0.569
115	9.385	0.586	0.553
8	9.308	0.593	0.548
51	9.170	0.606	0.595
7	9.104	0.612	0.581
77	9.036	0.619	0.568
96	8.900	0.631	0.613
30	8.732	0.647	0.683
120	8.648	0.654	0.684
81	8.647	0.654	0.618
90	8.594	0.659	0.592
38	8.579	0.661	0.533
36	8.567	0.662	0.470
101	8.519	0.666	0.438
126	8.519	0.666	0.366
91	8.492	0.669	0.319
33	8.457	0.672	0.280
70	8.450	0.673	0.225

67	8.432	0.674	0.182
56	8.251	0.691	0.242
109	8.248	0.691	0.188
13	8.245	0.691	0.140
72	8.208	0.695	0.118
5	8.164	0.699	0.099
49	8.119	0.703	0.083
12	8.102	0.704	0.061

Sample size: 130

Sample Covariances

	X6	X7	X8	X5	X4	X3	X9
X6	0.7116						
X7	0.1148	0.5598					
X8	0.2880	0.1663	0.8192				
X5	0.0520	0.0266	0.0151	0.6029			
X4	0.0699	-0.0456	0.2674	-0.0323	0.5787		
X3	0.0951	0.0024	0.2080	0.0591	0.0860	0.4940	
X9	0.1392	0.0308	0.3862	0.0254	0.2150	0.1485	0.6100
X10	0.1709	0.1521	0.4940	-0.0049	0.1841	0.1554	0.3454
X11	0.1522	0.0243	0.3286	-0.0316	0.2070	0.1051	0.2631
X1	0.1775	0.0601	0.1996	0.0464	0.1574	0.0467	0.1858
X2	0.0562	0.0840	0.3118	0.0550	0.1707	0.1598	0.2385
	X10	X11	X1	X2			
X10	0.7267						
X11	0.3212	0.5233					
X1	0.1904	0.1236	0.4673				
X2	0.2456	0.1337	0.1636	0.5408			

Eigenvalues of Sample Covariances

2.170e-001	2.559e-001	2.832e-001	2.961e-001	3.523e-001	4.186e-001
4.593e-001	5.808e-001	6.311e-001	7.397e-001	2.400e+000	

Condition number of Sample Covariances = 1.105901e+001

Sample Correlations

	X6	X7	X8	X5	X4	X3	X9
X6	1.000						
X7	0.182	1.000					
X8	0.377	0.246	1.000				
X5	0.079	0.046	0.022	1.000			
X4	0.109	-0.080	0.388	-0.055	1.000		
X3	0.160	0.005	0.327	0.108	0.161	1.000	
X9	0.211	0.053	0.546	0.042	0.362	0.270	1.000
X10	0.238	0.236	0.640	-0.007	0.284	0.259	0.519
X11	0.249	0.045	0.502	-0.056	0.376	0.207	0.466
X1	0.308	0.117	0.323	0.087	0.303	0.097	0.348
X2	0.091	0.153	0.468	0.096	0.305	0.309	0.415

	X10	X11	X1	X2
X10	1.000			
X11	0.521	1.000		
X1	0.327	0.250	1.000	
X2	0.392	0.251	0.325	1.000

Eigenvalues of Sample Correlations

3.024e-001	4.302e-001	4.719e-001	5.274e-001	6.185e-001	7.434e-001
8.773e-001	9.509e-001	1.084e+000	1.228e+000	3.766e+000	

Condition number of Sample Correlations = 1.245305e+001

Determinant of sample covariance matrix = 2.0531e+004

Computation of degrees of freedom

Number of distinct sample moments:	66
Number of distinct parameters to be estimated:	22

Degrees of freedom:	44

0e	3	0.0e+000	-3.8080e-001	1.00e+004	3.62435534795e+002	0	1.00e+004
1e	2	0.0e+000	-1.3610e-001	1.85e+000	2.35721894372e+002	21	3.80e-001
2e	1	0.0e+000	-5.4888e-002	1.01e+000	1.09321458654e+002	5	8.13e-001
3e	0	1.6e+001	0.0000e+000	6.41e-001	6.72564569782e+001	5	8.10e-001
4e	0	3.2e+001	0.0000e+000	3.76e-001	5.73828484582e+001	1	1.17e+000
5e	0	5.6e+001	0.0000e+000	2.34e-001	5.57874219172e+001	1	1.14e+000
6e	0	7.6e+001	0.0000e+000	8.28e-002	5.56390827948e+001	1	1.09e+000
7e	0	7.8e+001	0.0000e+000	1.69e-002	5.56356607133e+001	1	1.02e+000
8e	0	8.0e+001	0.0000e+000	5.55e-004	5.56356568131e+001	1	1.00e+000

Minimum was achieved

Chi-square = 55.636
 Degrees of freedom = 44
 Probability level = 0.112

Maximum Likelihood Estimates

Regression Weights:		Estimate	S.E.	C.R.	Label
	Y2 <----- Y1	1.846	0.297	6.224	par-9
	Y3 <----- Y2	0.605	0.085	7.097	par-10
	X2 <----- Y1	1.000			
	X1 <----- Y1	0.760	0.179	4.248	par-1
	X11 <----- Y3	1.000			
	X10 <----- Y3	1.416	0.207	6.858	par-2
	X9 <----- Y3	1.185	0.185	6.394	par-3
	X3 <----- Y1	0.652	0.177	3.681	par-4
	X4 <----- Y1	0.883	0.202	4.378	par-5
	X5 <----- Y1	0.067	0.181	0.373	par-6

X8 <----- Y2	1.000			
X7 <----- Y2	0.220	0.093	2.355	par-7
X6 <----- Y2	0.427	0.102	4.167	par-8

Standardized Regression Weights: Estimate

Y2 <----- Y1	1.000
Y3 <----- Y2	1.000
X2 <----- Y1	0.553
X1 <----- Y1	0.452
X11 <----- Y3	0.627
X10 <----- Y3	0.754
X9 <----- Y3	0.688
X3 <----- Y1	0.377
X4 <----- Y1	0.472
X5 <----- Y1	0.035
X8 <----- Y2	0.829
X7 <----- Y2	0.220
X6 <----- Y2	0.380

Variiances: Estimate S.E. C.R. Label

Y1	0.165	0.052	3.182	par-11
E2	0.376	0.050	7.455	par-12
E1	0.372	0.048	7.686	par-13
E11	0.317	0.044	7.168	par-14
E10	0.313	0.050	6.324	par-15
E9	0.321	0.047	6.815	par-16
E3	0.424	0.054	7.820	par-17
E4	0.450	0.059	7.651	par-18
E5	0.602	0.075	8.030	par-19
E8	0.256	0.050	5.136	par-20
E7	0.533	0.067	7.962	par-21
E6	0.609	0.078	7.808	par-22

Squared Multiple Correlations: Estimate

X6	0.144
X7	0.049
X8	0.688
X5	0.001
X4	0.223
X3	0.142
X9	0.474
X10	0.569
X11	0.394
X1	0.204
X2	0.306

Implied (for all variables) Covariances

	Y1	Y2	Y3	X6	X7	X8	X5
Y1	0.165						
Y2	0.305	0.563					
Y3	0.185	0.341	0.206				
X6	0.130	0.240	0.145	0.712			
X7	0.067	0.124	0.075	0.053	0.560		
X8	0.305	0.563	0.341	0.240	0.124	0.819	
X5	0.011	0.021	0.012	0.009	0.005	0.021	0.603
X4	0.146	0.269	0.163	0.115	0.059	0.269	0.010
X3	0.108	0.199	0.120	0.085	0.044	0.199	0.007
X9	0.219	0.404	0.244	0.172	0.089	0.404	0.015
X10	0.261	0.482	0.292	0.206	0.106	0.482	0.018
X11	0.185	0.341	0.206	0.145	0.075	0.341	0.012
X1	0.126	0.232	0.140	0.099	0.051	0.232	0.008
X2	0.165	0.305	0.185	0.130	0.067	0.305	0.011

	X4	X3	X9	X10	X11	X1	X2
X4	0.579						
X3	0.095	0.494					
X9	0.193	0.142	0.610				
X10	0.231	0.170	0.346	0.727			
X11	0.163	0.120	0.244	0.292	0.523		
X1	0.111	0.082	0.166	0.199	0.140	0.467	
X2	0.146	0.108	0.219	0.261	0.185	0.126	0.541

Implied (for all variables) Correlations

	Y1	Y2	Y3	X6	X7	X8	X5
Y1	1.000						
Y2	1.000	1.000					
Y3	1.000	1.000	1.000				
X6	0.360	0.380	0.380	1.000			
X7	0.220	0.220	0.220	0.084	1.000		
X8	0.829	0.829	0.829	0.315	0.183	1.000	
X5	0.035	0.035	0.035	0.013	0.008	0.029	1.000
X4	0.472	0.472	0.472	0.179	0.104	0.391	0.017
X3	0.377	0.377	0.377	0.143	0.083	0.313	0.013
X9	0.688	0.688	0.688	0.261	0.152	0.571	0.024
X10	0.754	0.754	0.754	0.286	0.166	0.625	0.027
X11	0.627	0.627	0.627	0.238	0.138	0.520	0.022
X1	0.452	0.452	0.452	0.172	0.100	0.375	0.016
X2	0.553	0.553	0.553	0.210	0.122	0.458	0.020

	X4	X3	X9	X10	X11	X1	X2
X4	1.000						
X3	0.178	1.000					
X9	0.325	0.259	1.000				
X10	0.356	0.284	0.519	1.000			
X11	0.296	0.236	0.432	0.473	1.000		
X1	0.213	0.170	0.311	0.341	0.284	1.000	
X2	0.261	0.208	0.381	0.417	0.347	0.250	1.000

Implied Covariances

	X6	X7	X8	X5	X4	X3	X9
X6	0.712						
X7	0.053	0.560					
X8	0.240	0.124	0.819				
X5	0.009	0.005	0.021	0.603			
X4	0.115	0.059	0.269	0.010	0.579		
X3	0.085	0.044	0.199	0.007	0.095	0.494	
X9	0.172	0.089	0.404	0.015	0.193	0.142	0.610
X10	0.206	0.106	0.482	0.018	0.231	0.170	0.346
X11	0.145	0.075	0.341	0.012	0.163	0.120	0.244
X1	0.099	0.051	0.232	0.008	0.111	0.082	0.166
X2	0.130	0.067	0.305	0.011	0.146	0.108	0.219

	X10	X11	X1	X2
X10	0.727			
X11	0.292	0.523		
X1	0.199	0.140	0.467	
X2	0.261	0.185	0.126	0.541

Implied Correlations

	X6	X7	X8	X5	X4	X3	X9
X6	1.000						
X7	0.084	1.000					
X8	0.315	0.183	1.000				
X5	0.013	0.008	0.029	1.000			
X4	0.179	0.104	0.391	0.017	1.000		
X3	0.143	0.083	0.313	0.013	0.178	1.000	
X9	0.261	0.152	0.571	0.024	0.325	0.259	1.000
X10	0.286	0.166	0.625	0.027	0.356	0.284	0.519
X11	0.238	0.138	0.520	0.022	0.296	0.236	0.432
X1	0.172	0.100	0.375	0.016	0.213	0.170	0.311
X2	0.210	0.122	0.458	0.020	0.261	0.208	0.381

	X10	X11	X1	X2
X10	1.000			
X11	0.473	1.000		
X1	0.341	0.284	1.000	
X2	0.417	0.347	0.250	1.000

Residual Covariances

	X6	X7	X8	X5	X4	X3	X9
X6	0.0000						
X7	0.0620	0.0000					
X8	0.0477	0.0425	0.0000				
X5	0.0432	0.0221	-0.0054	0.0000			
X4	-0.0450	-0.1048	-0.0020	-0.0422	0.0000		
X3	0.0103	-0.0413	0.0092	0.0518	-0.0091	0.0000	
X9	-0.0329	-0.0579	-0.0174	0.0106	0.0220	0.0060	0.0000

X10	-0.0349	0.0461	0.0115	-0.0225	-0.0467	-0.0148	-0.0003
X11	0.0069	-0.0505	-0.0120	-0.0440	0.0441	-0.0151	0.0190
X1	0.0786	0.0091	-0.0323	0.0379	0.0465	-0.0351	0.0197
X2	-0.0740	0.0170	0.0067	0.0439	0.0248	0.0521	0.0198

	X10	X11	X1	X2
X10	0.0000			
X11	0.0294	0.0000		
X1	-0.0081	-0.0167	0.0000	
X2	-0.0158	-0.0508	0.0380	-0.0000

Standardized Residual Covariances

	X6	X7	X8	X5	X4	X3	X9
X6	0.000						
X7	1.112	0.000					
X8	0.677	0.702	0.000				
X5	0.749	0.432	-0.088	0.000			
X4	-0.784	-2.079	-0.031	-0.811	0.000		
X3	0.196	-0.889	0.157	1.079	-0.190	0.000	
X9	-0.549	-1.113	-0.243	0.199	0.400	0.120	0.000
X10	-0.529	0.810	0.144	-0.387	-0.771	-0.271	-0.004
X11	0.125	-1.051	-0.184	-0.890	0.873	-0.329	0.351
X1	1.525	0.202	-0.554	0.812	0.992	-0.818	0.399
X2	-1.325	0.348	0.104	0.873	0.486	1.120	0.366

	X10	X11	X1	X2
X10	0.000			
X11	0.490	0.000		
X1	-0.150	-0.368	0.000	
X2	-0.264	-1.025	0.833	-0.000

Factor Score Weights

	X6	X7	X8	X5	X4	X3	X9
Y1	0.029	0.017	0.160	0.002	0.044	0.034	0.092
Y2	0.053	0.031	0.296	0.005	0.081	0.063	0.169
Y3	0.032	0.019	0.179	0.003	0.049	0.038	0.102

	X10	X11	X1	X2
Y1	0.112	0.078	0.045	0.059
Y2	0.207	0.144	0.084	0.109
Y3	0.125	0.087	0.051	0.066

Total Effects

	Y1	Y2	Y3
Y2	1.846	0.000	0.000
Y3	1.116	0.605	0.000
X6	0.787	0.427	0.000
X7	0.406	0.220	0.000

X6	1.846	1.000	0.000
X5	0.067	0.000	0.000
X4	0.883	0.000	0.000
X3	0.652	0.000	0.000
X9	1.322	0.716	1.185
X10	1.581	0.857	1.416
X11	1.116	0.605	1.000
X1	0.760	0.000	0.000
X2	1.000	0.000	0.000

Standardized Total Effects

	Y1	Y2	Y3
Y2	1.000	0.000	0.000
Y3	1.000	1.000	0.000
X6	0.380	0.380	0.000
X7	0.220	0.220	0.000
X8	0.829	0.829	0.000
X5	0.035	0.000	0.000
X4	0.472	0.000	0.000
X3	0.377	0.000	0.000
X9	0.688	0.688	0.688
X10	0.754	0.754	0.754
X11	0.627	0.627	0.627
X1	0.452	0.000	0.000
X2	0.553	0.000	0.000

Direct Effects

	Y1	Y2	Y3
Y2	1.846	0.000	0.000
Y3	0.000	0.605	0.000
X6	0.000	0.427	0.000
X7	0.000	0.220	0.000
X8	0.000	1.000	0.000
X5	0.067	0.000	0.000
X4	0.883	0.000	0.000
X3	0.652	0.000	0.000
X9	0.000	0.000	1.185
X10	0.000	0.000	1.416
X11	0.000	0.000	1.000
X1	0.760	0.000	0.000
X2	1.000	0.000	0.000

Standardized Direct Effects

	Y1	Y2	Y3
Y2	1.000	0.000	0.000
Y3	0.000	1.000	0.000
X6	0.000	0.380	0.000
X7	0.000	0.220	0.000
X8	0.000	0.829	0.000
X5	0.035	0.000	0.000

X4	0.472	0.000	0.000
X3	0.377	0.000	0.000
X9	0.000	0.000	0.688
X10	0.000	0.000	0.754
X11	0.000	0.000	0.627
X1	0.452	0.000	0.000
X2	0.553	0.000	0.000

Indirect Effects

	Y1	Y2	Y3
Y2	0.000	0.000	0.000
Y3	1.116	0.000	0.000
X6	0.787	0.000	0.000
X7	0.406	0.000	0.000
X8	1.846	0.000	0.000
X5	0.000	0.000	0.000
X4	0.000	0.000	0.000
X3	0.000	0.000	0.000
X9	1.322	0.716	0.000
X10	1.581	0.857	0.000
X11	1.116	0.605	0.000
X1	0.000	0.000	0.000
X2	0.000	0.000	0.000

Standardized Indirect Effects

	Y1	Y2	Y3
Y2	0.000	0.000	0.000
Y3	1.000	0.000	0.000
X6	0.380	0.000	0.000
X7	0.220	0.000	0.000
X8	0.829	0.000	0.000
X5	0.000	0.000	0.000
X4	0.000	0.000	0.000
X3	0.000	0.000	0.000
X9	0.688	0.688	0.000
X10	0.754	0.754	0.000
X11	0.627	0.627	0.000
X1	0.000	0.000	0.000
X2	0.000	0.000	0.000

Modification Indices

Covariances:

	M.I.	Par Change
E4 <-----> E7	6.186	-0.110

Variances:

M.I.	Par Change
------	------------

Regression Weights:

	M.I.	Par Change
X7 <----- X4	4.624	-0.182
X4 <----- X7	5.846	-0.195

Variance-covariance Matrix of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.0320						
par-2	-0.0004	0.0426					
par-3	-0.0003	0.0232	0.0343				
par-4	0.0093	-0.0003	-0.0003	0.0313			
par-5	0.0139	-0.0018	-0.0010	0.0113	0.0407		
par-6	0.0011	0.0003	0.0006	0.0011	0.0004	0.0327	
par-7	0.0000	0.0007	-0.0000	-0.0003	-0.0006	0.0001	0.0087
par-8	0.0008	-0.0004	-0.0002	0.0003	0.0002	0.0003	0.0005
par-9	0.0277	-0.0003	-0.0019	0.0243	0.0332	0.0016	-0.0015
par-10	0.0005	-0.0123	-0.0101	0.0001	0.0007	-0.0002	0.0003
par-11	-0.0051	0.0002	0.0003	-0.0043	-0.0060	-0.0003	0.0000
par-12	0.0007	-0.0002	-0.0003	0.0005	0.0009	-0.0001	-0.0000
par-13	-0.0007	0.0000	-0.0001	0.0001	-0.0000	-0.0001	-0.0000
par-14	-0.0001	0.0013	0.0011	-0.0001	-0.0004	0.0002	0.0001
par-15	-0.0001	-0.0014	0.0003	0.0000	0.0002	0.0002	-0.0002
par-16	-0.0001	0.0002	-0.0012	0.0001	-0.0001	-0.0001	0.0002
par-17	0.0002	-0.0000	-0.0001	-0.0006	0.0001	-0.0001	0.0000
par-18	-0.0001	0.0004	0.0001	0.0001	-0.0010	0.0001	0.0002
par-19	-0.0000	-0.0000	-0.0000	-0.0000	0.0000	-0.0001	-0.0000
par-20	0.0005	-0.0004	0.0001	-0.0001	0.0002	0.0000	0.0000
par-21	0.0000	-0.0002	0.0000	0.0001	0.0002	-0.0000	-0.0003
par-22	-0.0003	0.0001	0.0001	-0.0001	-0.0001	-0.0001	-0.0001
	par-8	par-9	par-10	par-11	par-12	par-13	par-14
par-8	0.0105						
par-9	-0.0026	0.0879					
par-10	0.0011	-0.0051	0.0073				
par-11	-0.0001	-0.0128	-0.0001	0.0027			
par-12	0.0001	0.0021	0.0001	-0.0004	0.0025		
par-13	-0.0001	0.0004	-0.0001	-0.0000	0.0000	0.0023	
par-14	-0.0000	-0.0002	-0.0007	0.0001	-0.0001	-0.0000	0.0020
par-15	0.0001	-0.0002	-0.0002	0.0001	-0.0001	-0.0000	0.0000
par-16	0.0000	0.0007	-0.0002	-0.0000	0.0000	0.0000	0.0000
par-17	-0.0000	0.0002	0.0000	-0.0000	0.0000	-0.0000	-0.0000
par-18	0.0000	0.0003	-0.0001	-0.0000	0.0000	0.0000	0.0000
par-19	-0.0000	0.0000	0.0000	-0.0000	0.0000	0.0000	-0.0000
par-20	0.0003	-0.0027	0.0011	0.0001	-0.0001	-0.0002	-0.0002
par-21	-0.0000	-0.0001	0.0001	-0.0000	0.0000	-0.0000	-0.0000
par-22	-0.0006	-0.0006	0.0001	0.0001	-0.0001	0.0000	-0.0000
	par-15	par-16	par-17	par-18	par-19	par-20	par-21
par-15	0.0025						
par-16	-0.0001	0.0022					
par-17	-0.0000	-0.0000	0.0029				
par-18	-0.0001	0.0000	-0.0000	0.0035			
par-19	-0.0000	0.0000	0.0000	-0.0000	0.0056		

par-20	-0.0002	-0.0003	-0.0000	-0.0001	-0.0000	0.0025	
par-21	0.0000	-0.0001	-0.0000	-0.0000	0.0000	0.0001	0.0045
par-22	-0.0001	-0.0001	0.0000	-0.0000	0.0000	0.0001	0.0000

	par-22

par-22	0.0061

Correlations of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	1.000						
par-2	-0.011	1.000					
par-3	-0.008	0.607	1.000				
par-4	0.295	-0.008	-0.010	1.000			
par-5	0.387	-0.043	-0.027	0.316	1.000		
par-6	0.033	0.008	0.018	0.033	0.011	1.000	
par-7	0.001	0.035	-0.001	-0.015	-0.035	0.007	1.000
par-8	0.045	-0.017	-0.010	0.015	0.008	0.014	0.050
par-9	0.522	-0.005	-0.035	0.462	0.556	0.030	-0.056
par-10	0.032	-0.700	-0.638	0.004	0.040	-0.015	0.039
par-11	-0.549	0.015	0.032	-0.470	-0.573	-0.032	0.004
par-12	0.075	-0.015	-0.033	0.059	0.085	-0.010	-0.004
par-13	-0.082	0.001	-0.013	0.018	-0.004	-0.011	-0.004
par-14	-0.019	0.141	0.131	-0.010	-0.046	0.021	0.026
par-15	-0.007	-0.140	0.032	0.003	0.022	0.018	-0.039
par-16	-0.010	0.026	-0.134	0.006	-0.008	-0.006	0.037
par-17	0.016	-0.000	-0.006	-0.066	0.011	-0.010	0.009
par-18	-0.009	0.033	0.005	0.007	-0.087	0.011	0.032
par-19	-0.000	-0.001	-0.001	-0.000	0.001	-0.007	-0.000
par-20	0.055	-0.036	0.011	-0.011	0.016	0.005	0.001
par-21	0.002	-0.014	0.001	0.005	0.012	-0.002	-0.048
par-22	-0.022	0.007	0.008	-0.011	-0.003	-0.008	-0.010

	par-8	par-9	par-10	par-11	par-12	par-13	par-14
par-8	1.000						
par-9	-0.084	1.000					
par-10	0.130	-0.203	1.000				
par-11	-0.024	-0.831	-0.023	1.000			
par-12	0.024	0.138	0.024	-0.134	1.000		
par-13	-0.027	0.030	-0.015	-0.013	0.013	1.000	
par-14	-0.010	-0.013	-0.184	0.040	-0.041	-0.007	1.000
par-15	0.024	-0.013	-0.041	0.035	-0.036	-0.015	0.022
par-16	0.007	0.049	-0.058	-0.010	0.010	0.015	0.016
par-17	-0.001	0.013	0.007	-0.013	0.013	-0.007	-0.009
par-18	0.008	0.016	-0.024	-0.007	0.007	0.013	0.018
par-19	-0.001	0.001	0.001	-0.001	0.001	0.001	-0.001
par-20	0.058	-0.185	0.256	0.023	-0.024	-0.065	-0.093
par-21	-0.003	-0.005	0.016	-0.001	0.001	-0.001	-0.012
par-22	-0.081	-0.026	0.014	0.018	-0.018	0.010	-0.005

	par-15	par-16	par-17	par-18	par-19	par-20	par-21
par-15	1.000						
par-16	-0.033	1.000					
par-17	-0.017	-0.000	1.000				
par-18	-0.046	0.014	-0.002	1.000			
par-19	-0.001	0.000	0.001	-0.001	1.000		
par-20	-0.079	-0.144	-0.002	-0.032	-0.000	1.000	
par-21	0.011	-0.018	-0.003	-0.012	0.000	0.021	1.000
par-22	-0.024	-0.021	0.000	-0.009	0.000	0.032	0.004
par-22							
par-22	1.000						

Critical Ratios for Differences between Parameters

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.000						
par-2	2.391	0.000					
par-3	1.644	-1.326	0.000				
par-4	-0.512	-2.800	-2.071	0.000			
par-5	0.582	-1.810	-1.088	1.040	0.000		
par-6	-2.767	-4.933	-4.353	-2.346	-3.027	0.000	
par-7	-2.678	-5.352	-4.649	-2.145	-2.946	0.750	0.000
par-8	-1.649	-4.265	-3.566	-1.107	-2.024	1.738	1.532
par-9	4.274	1.186	1.861	4.490	3.863	5.189	5.149
par-10	-0.792	-2.972	-2.334	-0.239	-1.289	2.671	3.109
par-11	-2.806	-5.896	-5.342	-2.354	-3.049	0.515	-0.510
par-12	-2.110	-4.879	-4.179	-1.524	-2.491	1.636	1.467
par-13	-2.052	-4.925	-4.231	-1.531	-2.462	1.621	1.446
par-14	-2.391	-5.361	-4.694	-1.827	-2.713	1.348	0.955
par-15	-2.400	-5.035	-4.579	-1.840	-2.756	1.317	0.873
par-16	-2.367	-5.201	-4.380	-1.808	-2.709	1.353	0.983
par-17	-1.806	-4.648	-3.934	-1.208	-2.204	1.881	1.900
par-18	-1.642	-4.540	-3.786	-1.084	-2.014	2.016	2.118
par-19	-0.813	-3.705	-2.913	-0.257	-1.305	2.723	3.195
par-20	-2.753	-5.418	-4.854	-2.145	-3.029	1.005	0.343
par-21	-1.190	-4.055	-3.311	-0.630	-1.655	2.409	2.666
par-22	-0.766	-3.665	-2.871	-0.218	-1.265	2.740	3.187
par-8							
par-8	0.000						
par-9	4.411	0.000					
par-10	1.432	-3.821	0.000				
par-11	-2.254	-4.929	-4.358	0.000			
par-12	-0.452	-5.003	-2.341	2.728	0.000		
par-13	-0.478	-4.929	-2.362	2.891	-0.053	0.000	
par-14	-0.976	-5.088	-2.790	2.272	-0.850	-0.829	0.000
par-15	-1.004	-5.086	-2.903	2.100	-0.862	-0.837	-0.059
par-16	-0.941	-5.118	-2.847	2.206	-0.797	-0.761	0.055
par-17	-0.024	-4.728	-1.797	3.422	0.658	0.713	1.515
par-18	0.198	-4.631	-1.480	3.613	0.964	1.031	1.817
par-19	1.383	-4.067	-0.023	4.786	2.510	2.581	3.269
par-20	-1.534	-5.134	-4.010	1.273	-1.668	-1.617	-0.881

par-21	0.865	-4.315	-0.671	4.335	1.876	1.946	2.668
par-22	1.366	-4.007	0.038	4.774	2.495	2.596	3.246

	par-15	par-16	par-17	par-18	par-19	par-20	par-21
par-15	0.000						
par-16	0.106	0.000					
par-17	1.491	1.434	0.000				
par-18	1.734	1.725	0.325	0.000			
par-19	3.210	3.177	1.928	1.598	0.000		
par-20	-0.788	-0.885	-2.279	-2.477	-3.845	0.000	
par-21	2.645	2.567	1.261	0.923	-0.692	3.351	0.000
par-22	3.164	3.134	1.951	1.623	0.064	3.873	0.746

par-22	0.000
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Summary of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	22	55.636	44	0.112	1.264
Saturated model	66	0.000	0		
Independence model	11	358.150	55	0.000	6.512

Model	RMR	GFI	AGFI	PGFI
Default model	0.034	0.929	0.894	0.619
Saturated model	0.000	1.000		
Independence model	0.168	0.543	0.452	0.453

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	0.845	0.806	0.963	0.952	0.962
Saturated model	1.000		1.000		1.000
Independence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.800	0.676	0.769
Saturated model	0.000	0.000	0.000
Independence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	11.636	0.000	34.871
Saturated model	0.000	0.000	0.000
Independence model	303.150	247.033	366.764

Model	FMIN	F0	LO 90	HI 90
Default model	0.431	0.090	0.000	0.270

Saturated model	0.000	0.000	0.000	0.000
Independence model	2.776	2.350	1.915	2.643

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	0.045	0.000	0.078	0.559
Independence model	0.207	0.187	0.227	0.000

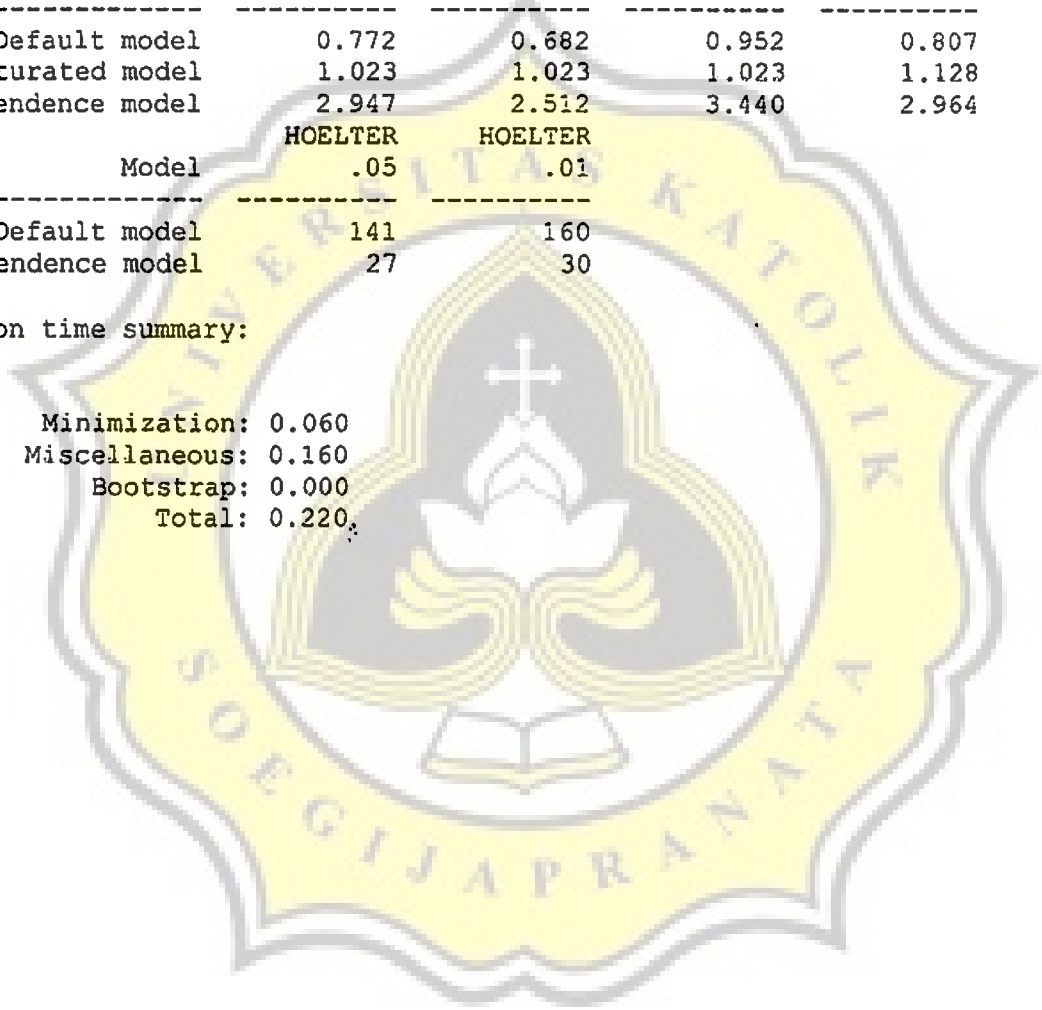
Model	AIC	BCC	BIC	CAIC
Default model	99.636	104.148	215.475	184.721
Saturated model	132.000	145.538	479.518	387.257
Independence model	380.150	382.406	438.070	422.693

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.772	0.682	0.952	0.807
Saturated model	1.023	1.023	1.023	1.128
Independence model	2.947	2.512	3.440	2.964

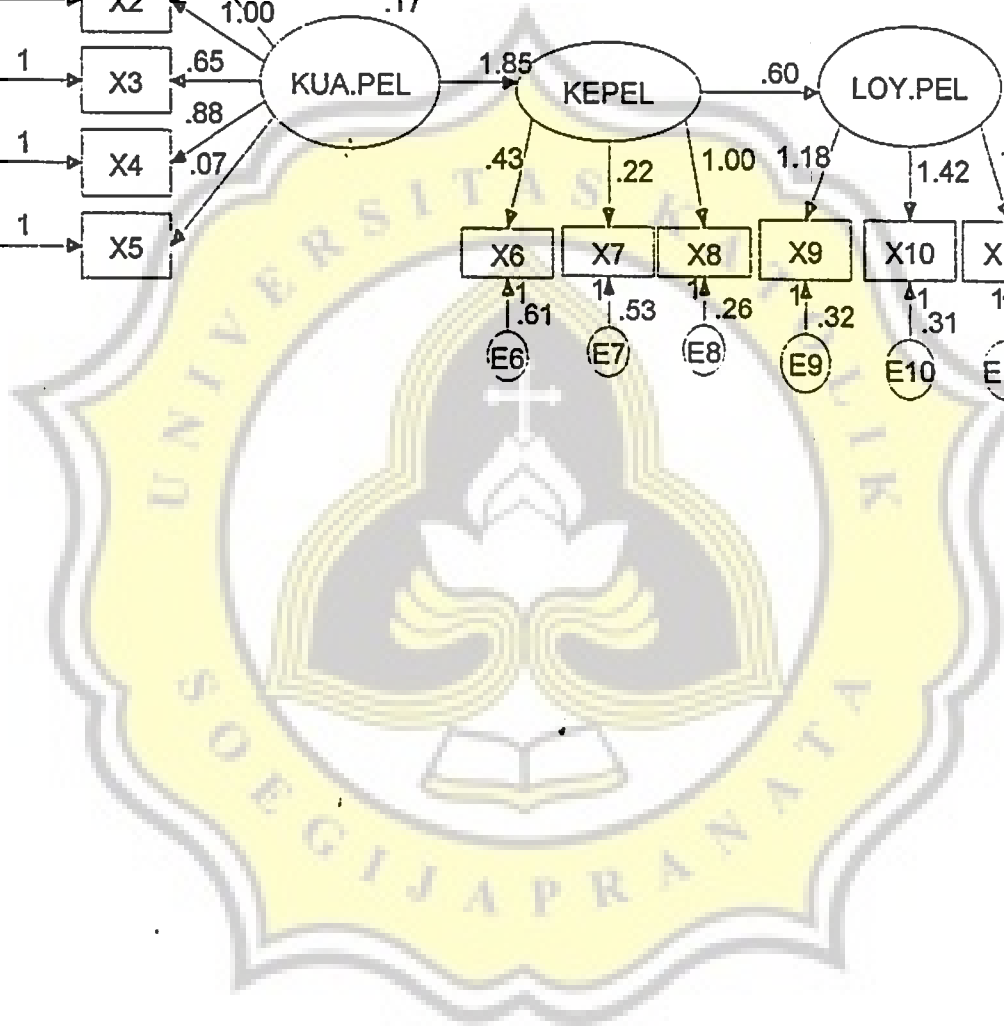
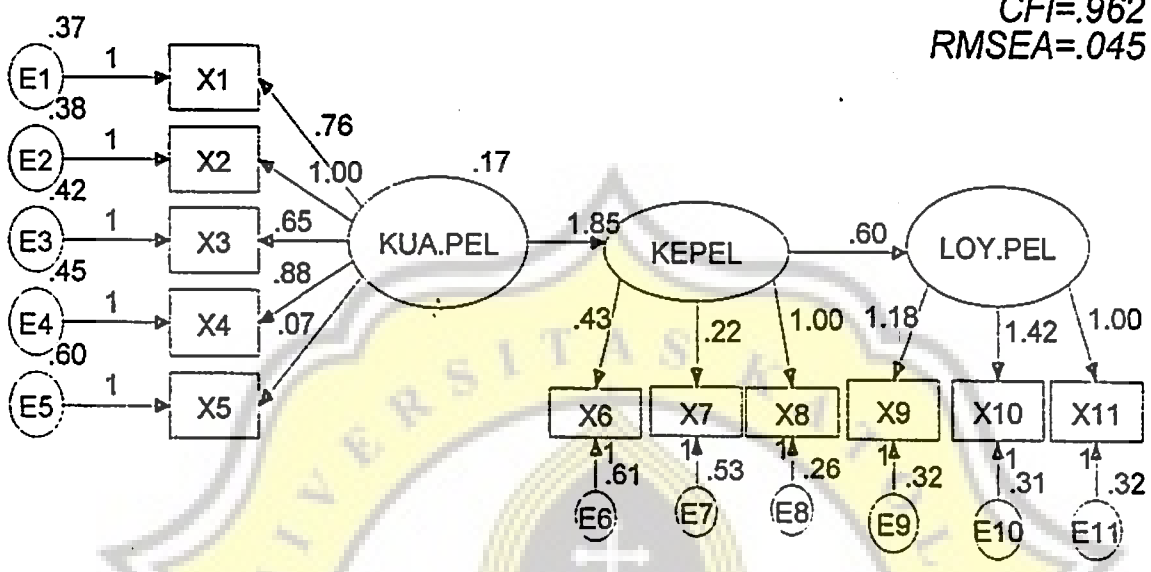
Model	HOELTER .05	HOELTER .01
Default model	141	160
Independence model	27	30

Execution time summary:

Minimization: 0.060
 Miscellaneous: 0.160
 Bootstrap: 0.000
 Total: 0.220



UJI HIPOTESA
 Chi-Square =55.636
 AGFI=.894
 Probability=.112
 CMIN/DF=1.264
 GFI=.929
 TLI =.952
 CFI=.962
 RMSEA=.045



The logo of Universitas Katolik Gadjapran is a yellow shield with a scalloped border. Inside the shield, there is a stylized architectural element resembling a dome or a cross with a crossbar, set against a white background. The text "UNIVERSITAS KATOLIK" is written in a semi-circle at the top, and "GADJAPRAN" is written in a semi-circle at the bottom.

LAMPIRAN V
SURAT PERMOHONAN IJIN SURVEY
PENELITIAN

LAMPIRAN VI
IJIN SURVEY PENELITIAN
RS. ELISABETH SEMARANG



UNIVERSITAS KATOLIK SOEGIJAPRANATA
PROGRAM PASCASARJANA (S2)

MAGISTER SAINS MANAJEMEN

Jl. Pawiyatan Luhur IV/1 Semarang, 50234 Telp. 8316142 - 8441555 (Hunting) pesawat 201 - 202
Fax. 8415429-8445265 Http://www.unika.ac.id E-Mail : pasca@unika.ac.id Po.Box 8033/SM
Badan Hukum : Yayasan Sandjojo

Nomor : B.02/007/UKS.S2/I/2003
Lamp. : - Lembar
Hal : Perijinan Survey

6 Januari 2003

Kepada : Yth. Direktur
Rumah Sakit "Elisabeth"
di
Semarang

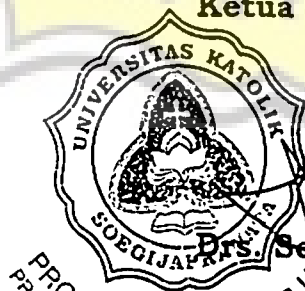
Dengan hormat, bersama ini kami mengajukan permohonan ijin penelitian bagi mahasiswa kami, yang akan mengumpulkan data di lingkungan Instansi / Perusahaan yang Bapak / Ibu pimpin, untuk keperluan pembuatan Tesis Program Pascasarjana Magister Sains Manajemen (Msi) Universitas Katolik Soegijapranata.

Adapun identitas mahasiswa tersebut adalah :

N a m a : Ign. Budi Agus Triono
N I M : 01.90.0040
Program : MAGISTER SAINS MANAJEMEN.
Alamat Mahasiswa : Wisma OMI
Jl. Karanganyar Gunung No. 209
Semarang

Demikian permohonan kami, atas bantuan dan kerjasama Bapak/Ibu, kami mengucapkan terima kasih.

Ketua Program,



Drs. Sestot Suciarto A, MP. Ph.D

PROGRAM PASCA SARJANA
PROGRAM MAGISTER SAINS MANAJEMEN



RUMAH SAKIT ST. ELISABETH

Jl. Kawi No 1 ☐ Hunting : 8310035, 8310076, 8448566 Fac. 8413375
SEMARANG - 50231

Nomer : 020 /KJS.04
Perihal : Ijin survey

Kepada Yth :
Ketua Program Pascasarjana (S2)
Magister Sains Manajemen
Universitas Katolik Soegijapranata
Jl. Pawiyatan Luhur IV/1
Semarang

Dengan hormat,

Menanggapi surat Ketua Program Pascasarjana (S2) Universitas Katolik Soegijapranata, No : B.02/007/UKS.S2/I/2003, tanggal 06 Januari 2003, perihal tersebut dalam pokok surat.

Pada prinsipnya kami menyetujui permohonan ijin penelitian untuk pembuatan tesis dengan judul analisa pengaruh kualitas pelayanan terhadap kesetiaan pasien di RS St. Elisabeth Semarang bagi :

Nama : Iga Budi Agus Triono
NIM : 01.90.0040
Program : Magister Sains Manajemen
Alamat : WISMA OMI


Jl. Karanganyar Gunung No. 209 Semarang.

Demi kelancaran pelaksanaan mohon konfirmasi terlebih dahulu dengan Sr. M. Victorine, ofs selaku Kepala Pendidikan dan Pelatihan (DIKLAT) RS St. Elisabeth Semarang, pada waktu jam kerja.

Atas perhatian dan kerjasamanya, kami sampaikan terima kasih.

Semarang, 15 Januari 2003

Hormat kami


dr. Benedictus Sugriyanto, MPH & TM
Direktur Utama

Tembusan :

1. Kepala DIKLAT.
2. Arsip.