

**PENGARUH KUALITAS PELAYANAN DAN PROMOSI TERHADAP MINAT
KUNJUNG ULANG MELALUI KEPUASAN PENGUNJUNG SEBAGAI VARIABEL
INTERVENING**

(Studi Pada Pengunjung Destinasi Wisata Pulau Merah Kabupaten Banyuwangi)

Kepada Yth: Responden
di tempat

Dengan Hormat,



Berkaitan dengan penelitian yang akan dilakukan dalam rangka menyelesaikan studi pada program Magister Ilmu Manajemen Universitas Muhammadiyah Jember mengenai "**Pengaruh Kualitas Pelayanan Dan Promosi Terhadap Minat Kunjung Ulang Melalui Kepuasan Pengunjung Sebagai Variabel Intervening (Studi Pada Pengunjung Destinasi Wisata Pulau Merah Kabupaten Banyuwangi)**", maka dengan ini dimohon kesediaan dari Bapak/Ibu/Saudara/i untuk dapat mengisi kuesioner terlampir.

Penelitian ini diharapkan memberikan hasil yang bermanfaat, maka dari itu dimohon kesediaannya untuk mengisi kuesioner ini dengan sejuruju-jurnya dan jawaban yang anda berikan **dijamin kerahasiaannya** dan hanya akan digunakan untuk kepentingan ilmiah.

Atas kerja sama yang baik dan kesungguhan Bapak/Ibu/Saudara/i dalam mengisi kuesioner ini, saya mengucapkan terima kasih.

Peneliti,

TOMI ISMANTO

NIM : 1920412040



IDENTITAS PRIBADI

1. No. Responden :
2. Jenis Kelamin :
3. Usia :
4. Pendidikan :
5. Pekerjaan :

Untuk pertanyaan berikut ini, saudara dimohon untuk memberikan jawaban dengan nilai 1-5 pada baris yang sudah tersedia dengan tanda *check* (✓).

Dimana :

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Kurang Setuju (KS)

4 = Setuju (S)

5 = Sangat Setuju (SS)

Kualitas Layanan						
No.	Uraian	STS	TS	KS	S	SS
1	Saya merasa petugas di Destinasi Wisata Pulau Merah Banyuwangi mampu memberikan kejelasan atas informasi yang dibutuhkan pengunjung					
2	Saya merasa petugas Destinasi Wisata memiliki komitmen untuk menyelesaikan keluhan pelanggan atas permasalahan karena layanan yang diberikan.					
3	Saya merasa petugas Destinasi Wisata memiliki kapabilitas untuk menumbuhkan rasa percaya diantara para pengunjung.					
4	Saya merasa pengunjung dapat dengan mudah berkomunikasi dengan petugas maupun pengelola Destinasi Wisata Pulau Merah Banyuwangi.					
Promosi						
5	Saya merasa pesan iklan Destinasi Wisata Pulau Merah Banyuwangi mampu memberi informasi dan mempengaruhi wisatawan					
6	Saya merasa promosi Destinasi Wisata Pulau Merah Banyuwangi dilakukan dengan pembicaraan langsung, baik melalui telepon maupun bertatap muka langsung					
7	Saya merasa promosi Destinasi Wisata Pulau Merah melakukan penawaran insentif untuk mempengaruhi hasrat konsumen potensial.					
8	Saya merasa Destinasi Wisata Pulau Merah memiliki material promosi untuk merangsang penjualan seperti					

	brosur, souvenir, poster destinasi					
9	Saya merasa Destinasi Wisata Pulau Merah melakukan hubungan kerja sama dengan dinas terkait maupun organisasi lainnya					

Kepuasan Pengunjung

No.	Uraian	STS	TS	KS	S	ST
10	Saya merasa Destinasi Wisata Pulau Merah sudah sesuai dengan harapan pengunjung					
11	Saya merasa memiliki pengalaman berkunjung sebelumnya ke Destinasi Wisata Pulau Merah					
12	Saya akan melakukan konfirmasi ketika merasa puas dengan Destinasi Wisata Pulau Merah dengan memberikan ulasan yang baik di Sosmed.					

Loyalitas Nasabah

No.	Uraian	STS	TS	KS	S	ST
13	Saya akan menceritakan tentang hal – hal positif di Destinasi Wisata Pulau Merah Banyuwangi					
14	Saya merasa akan merekomendasikan Destinasi Wisata Pulau Merah Banyuwangi					
15	Saya akan melakukan kunjungan rutin ke Destinasi Wisata Pulau Merah Banyuwangi.					

No	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3	X2.4	X2.5	Z1	Z2	Z3	Y1	Y2	Y3
1	4	3	5	4	3	4	3	4	4	3	4	3	5	4	4
2	5	4	4	4	4	3	4	3	3	4	5	4	4	4	5
3	5	4	4	4	4	4	4	4	4	4	5	4	4	4	5
4	4	4	4	4	4	3	4	4	3	4	4	4	4	4	4
5	5	5	4	5	5	4	5	5	4	5	5	5	4	5	5
6	4	4	4	4	4	3	4	4	3	4	4	4	4	4	5
7	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
8	4	4	3	4	5	3	5	3	3	5	4	4	3	4	5
9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
10	4	5	4	4	4	4	5	4	4	5	4	5	4	4	4
11	5	4	3	5	4	3	4	5	3	4	5	4	3	5	5
12	5	3	3	4	3	4	3	3	4	3	5	3	3	4	5
13	3	2	4	3	4	3	2	3	3	2	3	2	4	3	3
14	4	3	3	3	3	3	3	4	3	3	4	3	3	3	4
15	3	3	4	4	3	4	3	2	4	3	3	3	4	4	3
16	4	4	3	3	3	2	4	3	2	4	4	4	3	3	4
17	4	3	4	3	3	2	3	4	2	3	4	3	4	3	4
18	4	4	4	4	3	4	4	4	5	5	4	4	4	4	4
19	3	4	3	4	4	3	4	2	3	4	3	4	3	4	3
20	3	5	4	4	4	5	5	3	4	4	3	5	4	4	3
21	3	5	3	3	3	4	5	2	3	4	3	5	3	3	3
22	4	4	4	4	4	4	4	3	2	3	4	4	4	4	4
23	5	4	4	4	4	4	5	4	4	4	5	4	4	4	3
24	4	4	3	4	4	4	4	4	4	5	4	4	3	4	4
25	5	4	4	5	3	5	5	5	4	4	5	4	4	5	5
26	5	3	3	4	4	4	5	4	4	4	5	3	3	4	4
27	4	3	4	4	4	4	4	4	3	4	4	3	4	4	4
28	4	4	3	3	4	4	4	3	3	3	4	4	3	3	4
29	4	4	3	4	4	4	4	4	3	3	4	4	3	4	4
30	3	2	4	4	3	3	3	4	4	4	3	2	4	4	4
31	3	3	4	3	3	3	3	4	3	3	3	3	4	3	4
32	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
33	4	5	4	3	3	4	5	4	4	3	5	3	4	4	4
34	5	4	3	4	3	5	4	4	3	4	4	4	3	5	4
35	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4
36	4	4	3	4	5	5	4	4	3	4	4	4	4	4	4
37	3	4	4	5	4	4	3	3	4	5	3	5	4	3	4
38	4	3	3	4	4	4	4	4	3	4	4	4	5	4	4
39	4	3	4	4	5	4	3	4	4	4	3	4	4	4	4
40	5	4	3	5	4	4	4	5	3	5	4	4	4	5	5
41	4	4	4	4	4	3	3	4	4	4	3	4	4	4	3
42	4	5	4	5	5	3	4	4	4	5	4	4	5	4	4
43	4	4	4	4	5	3	4	3	4	4	4	4	3	4	4
44	4	5	4	3	4	4	4	4	4	3	3	3	4	4	4
45	4	4	4	4	4	3	4	4	4	4	4	4	4	5	5
46	4	4	4	4	4	4	4	5	4	4	5	4	5	5	4
47	4	4	3	4	4	4	5	3	3	4	4	4	3	4	4
48	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
49	4	3	3	4	4	4	4	5	3	4	4	4	5	4	4
50	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4
51	4	4	4	5	3	4	4	4	4	5	4	5	4	4	5
52	4	4	4	4	3	3	4	4	4	4	5	4	4	5	4
53	4	5	4	4	4	4	5	4	4	4	3	4	4	3	4
54	3	2	4	4	2	3	4	4	4	4	4	4	4	4	4
55	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
56	4	4	3	4	4	4	4	4	3	4	4	4	4	4	4

57	3	4	4	5	4	4	2	3	4	5	4	5	3	4	5
58	2	3	3	4	3	2	3	4	3	4	2	4	4	2	4
59	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4
60	4	4	4	4	3	4	3	5	4	4	4	4	5	4	4
61	4	4	3	3	2	3	2	5	3	3	4	4	5	4	4
62	3	3	3	4	3	4	3	3	3	4	5	3	3	5	3
63	3	4	4	3	4	3	2	3	4	3	3	2	4	3	2
64	4	4	3	3	3	3	3	4	3	3	4	3	3	4	3
65	3	3	4	4	3	4	3	2	4	4	3	3	4	3	3
66	4	4	4	2	3	2	4	3	4	2	4	4	3	4	4
67	4	5	4	3	3	2	3	4	4	3	4	3	4	4	3
68	4	5	5	4	3	4	4	4	5	4	4	4	4	4	4
69	3	3	5	3	4	3	4	2	3	4	3	4	3	3	4
70	3	4	4	4	4	4	5	3	4	4	3	5	4	3	5
71	4	3	4	4	3	4	5	2	3	3	3	5	3	2	3
72	3	3	4	4	4	4	4	3	4	4	4	4	4	3	4
73	4	3	5	4	3	4	3	4	5	4	4	3	5	4	5
74	3	3	4	3	4	3	4	3	4	4	5	4	4	4	4
75	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4
76	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4
77	4	4	4	4	5	4	5	5	4	5	5	5	4	5	5
78	4	4	3	3	4	3	4	4	4	4	4	4	4	4	5
79	4	4	3	4	4	4	4	4	4	4	3	3	4	4	4
80	4	4	4	4	5	3	5	3	4	4	4	4	3	4	5
81	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4
82	4	3	4	5	4	4	5	4	5	4	4	5	4	4	4
83	4	3	4	5	4	3	4	5	4	5	5	4	3	5	5
84	4	4	5	4	4	4	5	4	4	4	5	4	4	4	3
85	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
86	3	5	5	5	3	5	5	5	4	5	5	4	4	5	5
87	4	4	5	4	4	4	5	4	3	4	5	3	3	4	4
88	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4
89	4	4	4	3	4	4	4	3	4	4	4	4	3	3	4
90	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
91	3	3	3	4	3	3	3	4	3	3	3	2	4	4	4
92	3	3	3	4	3	3	3	4	3	3	3	3	4	3	4
93	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
94	3	4	5	4	3	4	5	4	5	4	5	3	4	4	4
95	3	5	4	4	3	5	4	4	4	5	4	4	3	5	4
96	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4
97	5	5	4	4	5	5	4	4	4	5	4	4	4	4	4
98	4	4	3	3	4	4	3	3	4	4	3	5	4	3	4
99	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4
100	5	4	3	4	5	4	3	4	5	4	3	4	4	4	4
101	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4
102	4	3	3	4	4	3	3	4	4	3	3	4	4	4	3
103	5	3	4	4	5	3	4	4	5	3	4	4	5	4	4
104	3	3	3	4	3	3	3	4	3	3	3	3	3	4	4
105	3	3	3	4	3	3	3	4	3	3	3	3	4	3	4
106	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
107	3	4	5	4	3	4	5	4	5	4	5	3	4	4	4
108	3	5	4	4	3	5	4	4	4	4	4	4	4	5	4
109	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4
110	5	5	4	4	5	5	4	4	4	5	4	4	4	4	4
111	4	4	3	3	4	4	3	3	4	4	3	5	4	3	4
112	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4
113	5	4	3	4	5	4	3	4	5	4	3	4	4	4	4
114	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4
115	4	3	4	4	4	3	4	4	4	4	3	4	4	4	3

175	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
176	4	4	3	4	5	3	5	3	4	4	4	4	3	4	5
177	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
178	4	5	4	4	4	4	5	4	5	4	4	5	4	4	4
179	5	4	3	5	4	3	4	5	4	5	5	4	3	5	5
180	5	3	3	4	3	4	3	3	3	4	5	3	3	4	5
181	3	2	4	3	4	3	2	3	4	3	3	2	4	3	3
182	4	3	3	3	3	3	3	4	3	3	4	3	3	3	4
183	3	3	4	4	3	4	3	2	4	4	3	3	4	4	3
184	4	4	3	3	3	2	4	3	3	3	4	4	3	3	4
185	4	3	4	3	3	2	3	4	4	3	4	3	4	3	4
186	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4
187	3	4	3	4	4	3	4	2	3	4	3	4	3	4	3
188	3	5	4	4	4	4	5	3	4	4	3	5	4	4	3
189	3	5	3	3	3	4	5	2	3	3	3	5	3	3	3
190	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4
191	5	4	4	4	4	4	5	4	4	4	5	4	4	4	3
192	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4
193	5	4	4	5	3	5	5	5	4	5	5	4	4	5	5
194	5	3	3	4	4	4	5	4	3	4	5	3	3	4	4
195	4	3	4	4	4	4	4	4	3	4	4	3	4	4	4
196	4	4	3	3	4	4	4	3	4	4	4	4	3	3	4
197	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4
198	3	2	4	4	3	3	3	4	3	3	3	2	4	4	4
199	3	3	4	3	3	3	3	4	3	3	3	3	4	3	4
200	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
201	5	3	4	4	3	4	5	4	5	4	5	3	4	4	4
202	4	4	3	5	3	5	4	4	4	5	4	4	3	5	4
203	4	3	4	4	4	4	4	4	3	4	4	3	4	4	4
204	4	4	4	4	5	5	4	4	4	5	4	4	4	4	4
205	3	5	4	3	4	4	3	3	4	4	3	5	4	3	4
206	4	4	5	4	4	4	4	4	4	4	4	4	5	4	4
207	3	4	4	4	5	4	3	4	5	4	3	4	4	4	4
208	4	4	4	5	4	4	4	5	4	4	4	4	4	5	5
209	3	4	4	4	4	3	3	4	4	3	3	4	4	4	3
210	4	4	5	4	5	3	4	4	5	3	4	4	5	4	4
211	4	4	3	4	5	3	4	3	5	4	4	4	3	4	4
212	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
213	4	4	4	5	4	3	4	4	4	4	4	4	4	5	5
214	5	4	5	5	4	4	4	5	3	5	5	4	5	5	4
215	4	4	3	4	4	4	5	3	4	5	4	4	3	4	4
216	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4
217	4	4	5	4	4	4	4	5	4	4	4	4	5	4	4
218	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
219	4	5	4	4	3	4	4	4	4	3	4	5	4	4	5
220	5	4	4	5	3	3	4	4	4	4	5	4	4	5	4
221	3	4	4	3	4	4	5	4	4	4	3	4	4	3	4
222	4	4	4	4	2	3	4	4	4	4	4	4	4	4	4
223	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4
224	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4
225	4	5	3	4	4	4	2	3	3	4	4	5	3	4	5
226	2	4	4	2	3	2	3	4	4	3	2	4	4	2	4
227	4	4	4	4	4	3	4	4	3	5	4	4	4	4	4
228	4	4	5	4	3	4	3	5	4	3	4	4	5	4	4
229	4	4	5	4	2	3	2	5	4	4	4	4	5	4	4
230	5	3	3	5	3	4	3	3	3	4	5	3	3	5	3
231	3	2	4	3	4	3	2	3	4	3	3	2	4	3	2
232	4	3	3	4	3	3	3	4	3	3	4	3	3	4	3
233	3	3	4	3	3	4	3	2	4	4	3	3	4	3	3

234	4	4	3	4	3	2	4	3	3	3	4	4	3	4	4
235	4	3	4	4	3	2	3	4	4	3	4	3	4	4	3
236	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4
237	3	4	3	3	4	3	4	2	3	4	3	4	3	3	4
238	3	5	4	3	4	4	5	3	4	4	3	5	4	3	5
239	3	5	3	2	3	4	5	2	3	3	3	5	3	2	3
240	4	4	4	3	4	4	4	3	4	4	4	4	4	3	4
241	4	3	5	4	3	4	3	4	5	4	4	3	5	4	5
242	5	4	4	4	4	3	4	3	4	4	5	4	4	4	4
243	5	4	4	4	4	4	4	4	4	4	5	4	4	4	4
244	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4
245	5	5	4	5	5	4	5	5	4	5	5	5	4	5	5
246	4	4	4	4	4	3	4	4	4	4	4	4	4	4	5
247	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
248	4	4	3	4	5	3	5	3	4	4	4	4	3	4	5
249	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
250	4	5	4	4	4	4	5	4	5	4	4	5	4	4	4
251	5	4	3	5	4	3	4	5	4	5	5	4	3	5	5
252	5	4	4	4	4	4	5	4	4	4	5	4	4	4	3
253	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4
254	5	4	4	5	3	5	5	5	4	5	5	4	4	5	5
255	5	3	3	4	4	4	5	4	3	4	5	3	3	4	4
256	4	3	4	4	4	4	4	4	3	4	4	3	4	4	4
257	4	4	3	3	4	4	4	3	4	4	4	4	3	3	4
258	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4
259	3	2	4	4	3	3	3	4	3	3	3	2	4	4	4
260	3	3	4	3	3	3	3	4	3	3	3	3	4	3	4
261	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
262	5	3	4	4	3	4	5	4	5	4	5	3	4	4	4
263	4	4	3	5	3	5	4	4	4	5	4	4	3	5	4
264	4	3	4	4	4	4	4	4	3	4	4	3	4	4	4
265	4	4	4	4	5	5	4	4	4	5	4	4	4	4	4
266	3	5	4	3	4	4	3	3	4	4	3	5	4	3	4
267	4	4	5	4	4	4	4	4	4	4	4	4	5	4	4
268	3	4	4	4	5	4	3	4	5	4	3	4	4	4	4
269	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
270	3	4	4	4	4	3	3	4	4	3	3	4	4	4	3
271	4	4	5	4	5	3	4	4	5	3	4	4	5	4	4
272	3	3	3	4	3	3	3	4	3	3	3	3	3	4	4
273	5	4	3	3	3	3	3	4	3	3	3	3	4	3	4
274	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
275	4	5	3	4	3	4	5	4	5	4	5	3	4	4	4
276	5	4	4	3	3	5	4	4	4	4	4	4	4	5	4
277	4	4	3	4	4	4	4	4	3	4	4	3	4	4	4
278	4	4	4	4	5	5	4	4	4	5	4	4	4	4	4
279	3	4	4	4	4	4	3	3	4	4	3	5	4	3	4
280	4	5	3	4	4	4	4	4	4	4	4	4	5	4	4
281	4	4	4	4	5	4	3	4	5	4	3	4	4	4	4
282	3	4	4	3	4	4	4	4	4	4	3	3	4	4	4
283	4	4	4	4	4	3	3	4	4	4	3	3	4	4	3
284	4	5	4	5	5	3	4	4	5	4	4	4	5	4	4
285	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2
286	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
287	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2
288	2	3	2	2	2	3	2	2	3	2	2	2	3	2	2
289	4	3	4	5	4	3	4	4	4	4	4	4	3	4	4
290	4	4	4	4	3	4	5	5	4	5	5	4	4	5	5
291	3	3	4	4	4	3	4	4	3	4	5	3	3	4	4
292	3	4	3	4	4	4	4	4	3	4	4	3	4	4	4

352	3	3	3	4	4	3	4	2	3	4	3	4	3	4	3
353	3	4	4	4	4	4	5	3	4	4	3	5	4	4	3
354	4	3	3	4	3	4	5	2	3	3	3	5	3	3	3
355	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2
356	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2
357	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
358	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2
359	2	2	2	2	2	3	2	2	2	2	2	2	3	2	2
360	4	4	4	4	5	4	5	5	4	5	5	5	4	5	5
361	3	4	4	4	4	4	4	4	4	4	4	3	4	4	4
362	4	4	3	4	5	4	4	4	4	5	4	4	4	4	4
363	5	4	4	5	4	4	3	3	4	3	3	5	4	3	4
364	4	5	3	4	4	5	4	4	4	4	4	4	5	4	4
365	4	4	4	4	5	4	4	4	5	5	3	4	4	4	4
366	3	4	4	3	4	4	4	4	4	4	3	3	4	4	4
367	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3
368	4	5	4	5	5	5	4	4	5	4	4	4	5	4	4
369	3	3	4	3	3	3	4	3	4	3	5	3	3	4	5
370	2	4	3	3	4	4	3	3	3	2	3	2	4	3	3
371	4	4	4	4	3	3	3	4	3	3	4	3	3	3	4
372	3	3	4	3	3	4	4	2	4	3	3	3	4	4	3
373	4	4	4	4	2	3	3	3	3	3	4	4	3	3	4
374	4	5	5	4	2	4	3	4	4	3	4	3	4	3	4
375	4	5	5	3	4	4	4	4	4	4	4	4	4	4	4
376	3	3	3	4	4	3	4	2	3	4	3	4	3	4	3
377	3	4	4	4	4	4	5	3	4	4	3	5	4	4	3
378	4	3	3	4	3	4	5	2	3	3	3	5	3	3	3
379	4	5	4	5	5	5	4	4	5	4	4	4	5	4	4
380	3	3	4	3	3	3	4	3	4	3	5	3	3	4	5
381	2	4	3	3	4	4	3	3	3	2	3	2	4	3	3
382	4	4	4	4	3	3	3	4	3	3	4	3	3	3	4
383	3	3	4	3	3	4	4	2	4	3	3	3	4	4	3
384	4	4	4	4	2	3	3	3	3	3	4	4	3	3	4
385	4	5	5	4	2	4	3	4	4	3	4	3	4	3	4
386	4	5	5	3	4	4	4	4	4	4	4	4	4	4	4
387	3	3	3	4	4	3	4	2	3	4	3	4	3	4	3
388	3	4	4	4	4	4	5	3	4	4	3	5	4	4	3
389	4	3	3	4	3	4	5	2	3	3	3	5	3	3	3
390	2	2	2	2	2	2	2	2	2	2	2	2	3	2	2
391	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
392	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
393	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
394	2	2	2	2	2	3	2	2	2	2	2	2	3	2	2
395	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
396	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
397	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
398	2	2	2	2	2	2	2	2	2	2	2	2	3	2	2
399	2	2	2	2	2	3	2	2	2	2	2	2	3	2	2

Frequency Table

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	42	10.5	10.5
	3	106	26.6	37.1
	4	207	51.9	89.0
	5	44	11.0	100.0
	Total	399	100.0	100.0

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	38	9.5	9.5
	3	92	23.1	32.6
	4	218	54.6	87.2
	5	51	12.8	100.0
	Total	399	100.0	100.0

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	33	8.3	8.3
	3	103	25.8	34.1
	4	226	56.6	90.7
	5	37	9.3	100.0
	Total	399	100.0	100.0

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	45	11.3	11.3
	3	72	18.0	29.3
	4	242	60.7	90.0
	5	40	10.0	100.0
	Total	399	100.0	100.0

X2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	52	13.0	13.0
	3	112	28.1	41.1
	4	189	47.4	88.5
	5	46	11.5	100.0
	Total	399	100.0	100.0

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	38	9.5	9.5
	3	108	27.1	36.6
	4	223	55.9	92.5
	5	30	7.5	100.0
	Total	399	100.0	100.0

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	39	9.8	9.8
	3	90	22.6	32.3
	4	202	50.6	83.0
	5	68	17.0	100.0
	Total	399	100.0	100.0

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	66	16.5	16.5
	3	74	18.5	35.1
	4	230	57.6	92.7
	5	29	7.3	100.0
	Total	399	100.0	100.0

X2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	32	8.0	8.0
	3	106	26.6	34.6
	4	212	53.1	87.7
	5	49	12.3	100.0
	Total	399	100.0	100.0

Z1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	36	9.0	9.0
	3	89	22.3	31.3
	4	225	56.4	87.7
	5	49	12.3	100.0
	Total	399	100.0	100.0

Z1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	41	10.3	10.3
	3	109	27.3	37.6
	4	185	46.4	84.0
	5	64	16.0	100.0
	Total	399	100.0	100.0

Z1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	33	8.3	8.3
	3	121	30.3	38.6
	4	200	50.1	88.7
	5	45	11.3	100.0
	Total	399	100.0	100.0

Y1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	30	7.5	7.5
	3	100	25.1	32.6
	4	234	58.6	91.2
	5	35	8.8	100.0
	Total	399	100.0	100.0

Y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	43	10.8	10.8
	3	73	18.3	29.1
	4	244	61.2	90.2
	5	39	9.8	100.0
	Total	399	100.0	100.0

Y1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	41	10.3	10.3
	3	59	14.8	25.1
	4	245	61.4	86.5
	5	54	13.5	100.0
	Total	399	100.0	100.0

* General SEM analysis results *

Model fit and quality indices

Average path coefficient (APC)=0.355, P<0.001

Average R-squared (ARS)=0.732, P<0.001

Average adjusted R-squared (AARS)=0.730, P<0.001

Average block VIF (AVIF)=5.210, acceptable if <= 5, ideally <= 3.3

Average full collinearity VIF (AFVIF)=4.112, acceptable if <= 5, ideally <= 3.3

Tenenhaus GoF (GoF)=0.681, small >= 0.1, medium >= 0.25, large >= 0.36

Sympson's paradox ratio (SPR)=1.000, acceptable if >= 0.7, ideally = 1

R-squared contribution ratio (RSCR)=1.000, acceptable if >= 0.9, ideally = 1

Statistical suppression ratio (SSR)=1.000, acceptable if >= 0.7

Nonlinear bivariate causality direction ratio (NLBCDR)=1.000, acceptable if >= 0.7

General model elements

Missing data imputation algorithm: Arithmetic Mean Imputation

Outer model analysis algorithm: PLS Regression

Default inner model analysis algorithm: Warp3

Multiple inner model analysis algorithms used? No

Resampling method used in the analysis: Stable3

Number of data resamples used: 100

Number of cases (rows) in model data: 399

Number of latent variables in model: 4

Number of indicators used in model: 15

Number of iterations to obtain estimates: 6

Range restriction variable type: None

Range restriction variable: None

Range restriction variable min value: 0.000

Range restriction variable max value: 0.000

Only ranked data used in analysis? No

* Path coefficients and P values *

Path coefficients

	X1	X2	Z	Y
--	----	----	---	---

Z	0.483	0.397		
---	-------	-------	--	--

Y	0.249	0.413	0.233	
---	-------	-------	-------	--

P values

	X1	X2	Z	Y
--	----	----	---	---

Z	<0.001	<0.001		
---	--------	--------	--	--

Y	<0.001	<0.001	<0.001	
---	--------	--------	--------	--

* Standard errors for path coefficients *

	X1	X2	Z	Y
--	----	----	---	---

Z	0.047	0.047		
---	-------	-------	--	--

Y	0.048	0.047	0.049	
---	-------	-------	-------	--

* Effect sizes for path coefficients *

	X1	X2	Z	Y
--	----	----	---	---

Z	0.400	0.324		
---	-------	-------	--	--

Y	0.206	0.346	0.188	
---	-------	-------	-------	--

* Combined loadings and cross-loadings *

	X1	X2	Z	Y	Type (a)	SE	P value
X1.1	0.782	-0.488	0.552	0.343	Reflect	0.045	<0.001
X1.2	0.750	0.542	-0.094	-0.781	Reflect	0.045	<0.001
X1.3	0.731	0.300	-0.718	-0.161	Reflect	0.045	<0.001
X1.4	0.841	-0.291	0.196	0.518	Reflect	0.045	<0.001
X2.1	-0.607	0.753	0.281	0.185	Reflect	0.045	<0.001
X2.2	0.190	0.743	-0.148	-0.661	Reflect	0.045	<0.001
X2.3	-0.041	0.741	0.656	-0.688	Reflect	0.045	<0.001
X2.4	0.246	0.701	-0.268	1.106	Reflect	0.046	<0.001
X2.5	0.214	0.811	-0.494	0.107	Reflect	0.045	<0.001
Z1	-0.175	0.474	0.883	-0.079	Reflect	0.044	<0.001
Z2	0.052	-0.571	0.786	0.747	Reflect	0.045	<0.001
Z3	0.151	0.040	0.754	-0.686	Reflect	0.045	<0.001
Y1	0.345	0.528	-0.984	0.784	Reflect	0.045	<0.001
Y2	-0.217	-0.001	0.352	0.883	Reflect	0.044	<0.001
Y3	-0.092	-0.478	0.532	0.865	Reflect	0.045	<0.001

Notes: Loadings are unrotated and cross-loadings are oblique-rotated. SEs and P values are for loadings. P values < 0.05 are desirable for reflective indicators.

* Normalized combined loadings and cross-loadings *

	X1	X2	Z	Y
X1.1	0.559	-0.533	0.602	0.374
X1.2	0.592	0.384	-0.067	-0.554
X1.3	0.607	0.203	-0.486	-0.109
X1.4	0.554	-0.372	0.250	0.663
X2.1	-0.541	0.589	0.250	0.165
X2.2	0.129	0.619	-0.101	-0.451
X2.3	-0.033	0.579	0.526	-0.552
X2.4	0.207	0.497	-0.225	0.929
X2.5	0.194	0.586	-0.448	0.097
Z1	-0.207	0.559	0.571	-0.093
Z2	0.046	-0.503	0.546	0.658
Z3	0.112	0.030	0.645	-0.507
Y1	0.242	0.370	-0.689	0.616
Y2	-0.243	-0.001	0.394	0.563
Y3	-0.078	-0.408	0.453	0.578

Note: Loadings are unrotated and cross-loadings are oblique-rotated, both after separate Kaiser normalizations.

* Pattern loadings and cross-loadings *

	X1	X2	Z	Y
X1.1	0.423	-0.488	0.552	0.343
X1.2	1.038	0.542	-0.094	-0.781
X1.3	1.247	0.300	-0.718	-0.161
X1.4	0.469	-0.291	0.196	0.518
X2.1	-0.607	0.883	0.281	0.185
X2.2	0.190	1.285	-0.148	-0.661
X2.3	-0.041	0.805	0.656	-0.688
X2.4	0.246	-0.249	-0.268	1.106
X2.5	0.214	0.956	-0.494	0.107
Z1	-0.175	0.474	0.676	-0.079
Z2	0.052	-0.571	0.632	0.747
Z3	0.151	0.040	1.157	-0.686
Y1	0.345	0.528	-0.984	0.820
Y2	-0.217	-0.001	0.352	0.792
Y3	-0.092	-0.478	0.532	0.926

Note: Loadings and cross-loadings are oblique-rotated.

* Normalized pattern loadings and cross-loadings *

	X1	X2	Z	Y
X1.1	0.462	-0.533	0.602	0.374
X1.2	0.736	0.384	-0.067	-0.554
X1.3	0.843	0.203	-0.486	-0.109
X1.4	0.600	-0.372	0.250	0.663
X2.1	-0.541	0.786	0.250	0.165
X2.2	0.129	0.877	-0.101	-0.451
X2.3	-0.033	0.646	0.526	-0.552
X2.4	0.207	-0.209	-0.225	0.929
X2.5	0.194	0.867	-0.448	0.097
Z1	-0.207	0.559	0.798	-0.093
Z2	0.046	-0.503	0.558	0.658
Z3	0.112	0.030	0.854	-0.507
Y1	0.242	0.370	-0.689	0.574
Y2	-0.243	-0.001	0.394	0.886
Y3	-0.078	-0.408	0.453	0.789

Note: Loadings and cross-loadings shown are after oblique rotation and Kaiser normalization.

* Structure loadings and cross-loadings *

	X1	X2	Z	Y
X1.1	0.782	0.638	0.711	0.659
X1.2	0.750	0.649	0.603	0.509
X1.3	0.731	0.594	0.500	0.560
X1.4	0.841	0.700	0.718	0.767
X2.1	0.565	0.753	0.608	0.616
X2.2	0.584	0.743	0.554	0.492
X2.3	0.603	0.741	0.690	0.501
X2.4	0.701	0.701	0.602	0.802
X2.5	0.672	0.811	0.599	0.671
Z1	0.720	0.783	0.883	0.692
Z2	0.694	0.641	0.786	0.751
Z3	0.569	0.534	0.754	0.437
Y1	0.618	0.648	0.451	0.784
Y2	0.729	0.758	0.757	0.883
Y3	0.696	0.667	0.747	0.865

Note: Loadings and cross-loadings are unrotated.

* Normalized structure loadings and cross-loadings *

	X1	X2	Z	Y
X1.1	0.559	0.456	0.508	0.471
X1.2	0.592	0.512	0.476	0.402
X1.3	0.607	0.493	0.415	0.465
X1.4	0.554	0.461	0.473	0.506
X2.1	0.442	0.589	0.476	0.481
X2.2	0.487	0.619	0.461	0.409
X2.3	0.471	0.579	0.539	0.391
X2.4	0.497	0.497	0.427	0.569
X2.5	0.485	0.586	0.432	0.484
Z1	0.466	0.506	0.571	0.448
Z2	0.482	0.445	0.546	0.522
Z3	0.486	0.457	0.645	0.373
Y1	0.486	0.509	0.355	0.616
Y2	0.465	0.483	0.483	0.563
Y3	0.466	0.446	0.499	0.578

Note: Loadings and cross-loadings shown are unrotated and after Kaiser normalization.

* Indicator weights *

	X1	X2	Z	Y	Type (a)	SE	P value	VIF	WLS	ES
X1.1	0.324	0.000	0.000	0.000	Reflect	0.048	<0.001	1.792	1	0.253
X1.2	0.311	0.000	0.000	0.000	Reflect	0.048	<0.001	1.483	1	0.233
X1.3	0.303	0.000	0.000	0.000	Reflect	0.048	<0.001	1.473	1	0.221
X1.4	0.348	0.000	0.000	0.000	Reflect	0.048	<0.001	2.013	1	0.293
X2.1	0.000	0.267	0.000	0.000	Reflect	0.048	<0.001	1.584	1	0.201
X2.2	0.000	0.264	0.000	0.000	Reflect	0.048	<0.001	1.611	1	0.196
X2.3	0.000	0.263	0.000	0.000	Reflect	0.048	<0.001	1.601	1	0.195
X2.4	0.000	0.249	0.000	0.000	Reflect	0.048	<0.001	1.471	1	0.175
X2.5	0.000	0.288	0.000	0.000	Reflect	0.048	<0.001	1.838	1	0.233
Z1	0.000	0.000	0.449	0.000	Reflect	0.047	<0.001	1.861	1	0.397
Z2	0.000	0.000	0.399	0.000	Reflect	0.047	<0.001	1.502	1	0.314
Z3	0.000	0.000	0.384	0.000	Reflect	0.048	<0.001	1.394	1	0.289
Y1	0.000	0.000	0.000	0.366	Reflect	0.048	<0.001	1.458	1	0.287
Y2	0.000	0.000	0.000	0.412	Reflect	0.047	<0.001	2.078	1	0.364
Y3	0.000	0.000	0.000	0.404	Reflect	0.047	<0.001	1.957	1	0.349

Notes: P values < 0.05 and VIFs < 2.5 are desirable for formative indicators; VIF = indicator variance inflation factor;

WLS = indicator weight-loading sign (-1 = Simpson's paradox in l.v.); ES = indicator effect size.

* Latent variable coefficients *

R-squared coefficients

X1	X2	Z	Y
0.723	0.740		

Adjusted R-squared coefficients

X1	X2	Z	Y
0.722	0.738		

Composite reliability coefficients

X1	X2	Z	Y
0.859	0.866	0.850	0.882

Cronbach's alpha coefficients

X1	X2	Z	Y
0.780	0.805	0.735	0.798

Average variances extracted

X1	X2	Z	Y
0.604	0.563	0.656	0.714

Full collinearity VIFs

X1	X2	Z	Y
4.410	4.482	3.805	3.753

Q-squared coefficients

X1	X2	Z	Y
0.723	0.739		

Minimum and maximum values

X1	X2	Z	Y
-2.708	-2.665	-2.551	-2.619
1.755	1.608	1.995	1.446

Medians (top) and modes (bottom)

X1	X2	Z	Y
0.139	0.238	0.456	0.422
0.523	0.584	0.479	0.422

Skewness (top) and exc. kurtosis (bottom) coefficients

X1	X2	Z	Y
-1.163	-1.095	-0.839	-1.336
1.426	0.987	0.434	1.460

Tests of unimodality: Rohatgi-Székely (top) and Klaassen-Mokveld-van Es (bottom)

X1	X2	Z	Y
Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes

Tests of normality: Jarque–Bera (top) and robust Jarque–Bera (bottom)

X1	X2	Z	Y
No	No	No	No
No	No	No	No

* Correlations among latent variables and errors *

Correlations among l.vs. with sq. rts. of AVEs

	X1	X2	Z	Y
X1	0.777	0.832	0.819	0.808
X2	0.832	0.751	0.812	0.819
Z	0.819	0.812	0.810	0.779
Y	0.808	0.819	0.779	0.845

Note: Square roots of average variances extracted (AVEs) shown on diagonal.

P values for correlations

	X1	X2	Z	Y
X1	1.000	<0.001	<0.001	<0.001
X2	<0.001	1.000	<0.001	<0.001
Z	<0.001	<0.001	1.000	<0.001
Y	<0.001	<0.001	<0.001	1.000

Correlations among l.v. error terms with VIFs

	(e)Z	(e)Y
(e)Z	1.001	0.036
(e)Y	0.036	1.001

Notes: Variance inflation factors (VIFs) shown on diagonal. Error terms included (a.k.a. residuals) are for endogenous l-vs.

P values for correlations

	(e)Z	(e)Y
(e)Z	1.000	0.473
(e)Y	0.473	1.000

* Block variance inflation factors *

X1	X2	Z	Y
----	----	---	---

Z	3.932	3.932	
---	-------	-------	--

Y	7.243	5.998	4.946
---	-------	-------	-------

Note: These VIFs are for the latent variables on each column (predictors), with reference to the latent variables on each row (criteria).

* Indirect and total effects *

Indirect effects for paths with 2 segments

X1	X2	Z	Y
----	----	---	---

Y	0.113	0.093	
---	-------	-------	--

Number of paths with 2 segments

X1	X2	Z	Y
----	----	---	---

Y	1	1	
---	---	---	--

P values of indirect effects for paths with 2 segments

X1	X2	Z	Y
----	----	---	---

Y	<0.001	0.004	
---	--------	-------	--

Standard errors of indirect effects for paths with 2 segments

X1	X2	Z	Y
----	----	---	---

Y	0.035	0.035	
---	-------	-------	--

Effect sizes of indirect effects for paths with 2 segments

X1	X2	Z	Y
----	----	---	---

Y	0.093	0.077	
---	-------	-------	--

Sums of indirect effects

	X1	X2	Z	Y
Y	0.113	0.093		

Number of paths for indirect effects

	X1	X2	Z	Y
Y	1	1		

P values for sums of indirect effects

	X1	X2	Z	Y
Y	<0.001	0.004		

Standard errors for sums of indirect effects

	X1	X2	Z	Y
Y	0.035	0.035		

Effect sizes for sums of indirect effects

	X1	X2	Z	Y
Y	0.093	0.077		

Total effects

	X1	X2	Z	Y
Z	0.483	0.397		
Y	0.362	0.505	0.233	

Number of paths for total effects

	X1	X2	Z	Y
Z	1	1		
Y	2	2	1	

P values for total effects

	X1	X2	Z	Y
Z	<0.001	<0.001		
Y	<0.001	<0.001	<0.001	

Standard errors for total effects

	X1	X2	Z	Y
Z	0.047	0.047		
Y	0.048	0.047	0.049	

Effect sizes for total effects

	X1	X2	Z	Y
Z	0.400	0.324		
Y	0.299	0.423	0.188	

* Causality assessment coefficients *

Path-correlation signs

	X1	X2	Z	Y
Z	1	1		
Y	1	1	1	

Notes: path-correlation signs; negative sign (i.e., -1) = Simpson's paradox.

R-squared contributions

	X1	X2	Z	Y
Z	0.400	0.324		
Y	0.206	0.346	0.188	

Notes: R-squared contributions of predictor lat. vars.; columns = predictor lat. vars.; rows = criteria lat. vars.; negative sign = reduction in R-squared.

Path-correlation ratios

	X1	X2	Z	Y
Z	0.585	0.488		
Y	0.301	0.493	0.289	

Notes: absolute path-correlation ratios; ratio > 1 indicates statistical suppression; 1 < ratio <= 1.3: weak suppression; 1.3 < ratio <= 1.7: medium; 1.7 < ratio: strong.

Path-correlation differences

	X1	X2	Z	Y
Z	0.343	0.417		
Y	0.579	0.425	0.573	

Note: absolute path-correlation differences.

P values for path-correlation differences

	X1	X2	Z	Y
Z	<0.001	<0.001		
Y	<0.001	<0.001	<0.001	

Note: P values for absolute path-correlation differences.

Warp2 bivariate causal direction ratios

	X1	X2	Z	Y
Z	1.027	1.016		
Y	0.986	0.983	0.977	

Notes: Warp2 bivariate causal direction ratios; ratio > 1 supports reversed link; 1 < ratio <= 1.3: weak support; 1.3 < ratio <= 1.7: medium; 1.7 < ratio: strong.

Warp2 bivariate causal direction differences

	X1	X2	Z	Y
Z	0.022	0.013		
Y	0.012	0.014	0.018	

Note: absolute Warp2 bivariate causal direction differences.

P values for Warp2 bivariate causal direction differences

	X1	X2	Z	Y
--	----	----	---	---

Z	0.331	0.395		
---	-------	-------	--	--

Y	0.405	0.391	0.358	
---	-------	-------	-------	--

Note: P values for absolute Warp2 bivariate causal direction differences.

Warp3 bivariate causal direction ratios

	X1	X2	Z	Y
--	----	----	---	---

Z	1.030	1.019		
---	-------	-------	--	--

Y	0.987	0.983	0.969	
---	-------	-------	-------	--

Notes: Warp3 bivariate causal direction ratios; ratio > 1 supports reversed link; 1 < ratio <= 1.3: weak support; 1.3 < ratio <= 1.7: medium; 1.7 < ratio: strong.

Warp3 bivariate causal direction differences

	X1	X2	Z	Y
--	----	----	---	---

Z	0.025	0.016		
---	-------	-------	--	--

Y	0.011	0.015	0.025	
---	-------	-------	-------	--

Note: absolute Warp3 bivariate causal direction differences.

P values for Warp3 bivariate causal direction differences

	X1	X2	Z	Y
--	----	----	---	---

Z	0.312	0.377		
---	-------	-------	--	--

Y	0.414	0.385	0.307	
---	-------	-------	-------	--

Note: P values for absolute Warp3 bivariate causal direction differences.