Lampiran

KUESIONER PENELITIAN

Assalamualaikum Wr. Wb

Bapak/Ibu/Sdr/i yang saya hormati, saya mahasiswa Pascasarjana Universitas Muhammadiyah Jember (UNMUH Jember) sedang melakukan penelitian di Rumah Sakit Umum Daerah Genteng. Penelitian yang saya lakukan berjudul **"PENGARUH KUALITAS LAYANAN DAN INOVASI PRODUK TERHADAP KEPUASAN DAN KEPERCAYAAN PASIEN PADA RUMAH SAKIT UMUM DAERAH GENTENG KABUPATEN BANYUWANGI"** Penelitian ini merupakan rancangan dalam pembuatan tesis.

Saya sangat mengharapkan bantuan Bapak/Ibu/Sdr/i untuk mengisi kuesioner yang saya ajukan ini sesuai dengan kondisi yang ada. Setiap jawaban yang Bapak/Ibu/Sdr/i berikan sangat berarti dalam penelitian ini. Bapak/Ibu/Sdr/i tidak perlu ragu-ragu untuk menjawab semua pertanyaan yang disediakan dengan sejujur-jujurya dan apa adanya, karena data ini akan kami jadikan sebagai informasi yang bersifat rahasia. Setiap jawaban yang Bapak/Ibu/Sdr/i berikan tidak akan mempengaruhi penilaian perusahaan terhadap anda.Atas perhatian dan kerjasama Bapak/Ibu/Sdr/i saya ucapkan terima kasih.

Salam,

WARDATUL ASPIYAH

Petunjuk Pengisian

Sesuai dengan yang Bapak/Ibu/Sdr/i ketahui, berilah penilaian terhadap diri anda sendiri dengan jujur dan apa adanya berdasarkan pertanyaan dibawah ini dengan cara memberi tanda checklist (√) salah satu dari lima kolom, dengan keterangan sebagai berikut:

STS	TS	KS	S	SS
Sangat Tidak Setuju	**Tidak Setuju**	**Kurang Setuju**	**Setuju**	**Sangat Setuju**

Informasi Umum Responden

Berikanlah tanda silang (”X”) pada kolom jawaban yang telah disediakan.

1. Jenis Kelamin

☐ Laki-laki

☐ Perempuan

2. Usia Responden

☐ < 25 tahun

☐ 25 – 35 tahun

☐ 35 – 45 tahun

☐ 45 – 55 tahun

☐ > 55 tahun

3. Tingkat Pendidikan Akhir

☐ SD

☐ SMP

☐ SMA

☐ Perguruan Tinggi Strata1/D3

☐ Perguruan Tinggi Strata 2

☐ Perguruan Tinggi Strata 3

4. Pekerjaan: .....

☐ Pelajar atau Mahasiswa

☐ Pegawai Negeri

☐ Pegawai Swasta

☐ Wiraswasta

☐ Pensiunan

☐ Lain-lain

5. Lama Bekerja di Institusi

☐ Diatas 10 tahun

☐ 5 – 10 tahun

☐ Kurang dari 5 tahun

KUALITAS PELAYANAN (X1)

NO	PERTANYAAN	STS	TS	KS	S	SS
Tangible (Bukti Fisik)						
1	Saya merasa ruang rawat inap tertata rapi dan bersih dan nyaman					
2	Saya merasa penampilan dokter bersih dan rapi					
3	Saya merasa Penampilan perawat bersih dan rapi					
4	Kursi roda/Trolli tersedia di kantor penerimaan untuk membawa pasien ke ruang rawat inap.					
5	Saya merasa tempat tidur telah disiapkan dalam keadaan rapi, bersih dan siap pakai.					
6	RS memiliki ruang tunggu yang cukup, nyaman, WC dan air.					
7	RS memiliki papan petunjuk yang jelas.					
Reliability (Keandalan)						
1	Saya merasa prosedur penerimaan pasien dilayani secara cepat dan tidak berbelit-belit.					
2	Saya merasa kesiapan dokter melayani pasien, datang tepat waktu dan betindak cepat					
3	Saya merasa kesiapan perawat melayani pasien setiap saat termasuk memperhatikan keluhan keluarga pasien serta memberitahu jenis penyakit secara lengkap, memberitahu cara perawatan dan cara minum obat.					
4	Saya merasa perawat melaporkan segala detail perubahan pasien kepada dokter sewaktu melakukan kunjungan					
5	Saya merasa perawat segera menghubungi dokter mengenai obat dan makanan pasien					
6	Saya merasa tenaga medis memberikan pelayanan teliti, hati-hati dan tepat waktu sesuai dengan yang di-janjikan.					
Responsiveness (Daya Tanggap)						
1	Dokter memberikan kesempatan bertanya kepada pasien					
2	Dokter memberi penjelasan tentang penyakit.					
3	Saya merasa tenaga medis bersedia menanggapi keluhan pasien.					
4	Saya merasa perawat tanggap melayani pasien.					
5	Saya merasa tenaga medis melakukan tindakan secara tepat dan cepat.					
6	Saya merasa tenaga medis melakukan tindakan sesuai prosedur.					

Assurance (Jaminan)						
1	Saya merasa perilaku dokter menimbulkan rasa aman					
2	Saya merasa perawat terdidik dan mampu melayani pasien					
3	Saya merasa biaya perawatan terjangkau					
4	Memberi jaminan akan kesembuhan pasien					
5	Saya merasa dokter mempunyai kemampuan dan pengetahuan dalam menetapkan diagnose penyakit anda cukup baik , sehingga mampu menjawab setiap pertanyaan pasien secara meyakinkan.					
6	Saya merasa tenaga medis menyediakan obat-obatan / alat-alat medis yang lengkap.					
7	Saya merasa tenaga medis bersifat cekatan serta menghargai pasien.					
8	Saya merasa tenaga medis mempunyai catatan medis pasien.`					
Emphaty (Empati)						
1	Perawat selalu mengingatkan keamanan akan menyimpan barang berharga pasien dan keluarganya					
2	Saya merasa waktu untuk berkonsultasi keluarga pasien terpenuhi					
3	Menghibur dan memberikan dorongan kepada pasien supaya cepat sembuh dan mendoakan mereka.					
4	Saya merasa dokter memberikan waktu pelayanan yang cukup pada pasien.					
5	Saya merasa perawat memberikan pelayanan sesuai dengan keinginan dan memahami kebutuhan pasien.					
6	Saya merasa perawat memperhatikan sungguh-sungguh kepada pasien.					
7	Saya merasa dokter mendengarkan keluhan tentang penyakit yang anda derita serta memberikan jalan keluar dalam konsultasi.					

INOVASI PRODUK LAYANAN (X2)

NO	PERTANYAAN	STS	TS	KS	S	SS
1	Pendaftaran pelayanan pasien dilakukan dengan komputer					
2	Tersedianya alat ultrasonografi (USG) pada rumah sakit					
3	Terjalinnya komunikasi antara karyawan dengan pasien.					
4	Saya merasa pasien diberikan waktu untuk melakukan konsultasi langsung dengan tenaga medis.					
5	Kerahasiaan rekam medis pasien terjaga.					

6	Saya merasa ada ruang rawat inap dengan sistem satu kamar satu pasien.					
7	Pendaftaran pasien untuk berobat dapat dilakukan dengan via telepon.					

KEPUASAN PASIEN (Z)

NO	PERTANYAAN	STS	TS	KS	S	SS
1	Saya puas terhadap pelayanan pendaftaran di RS ini					
2	Saya puas dengan pelayanan medis yang diberikan para dokter di rumah sakit ini.					
3	Secara umum saya puas dengan pelayanan RS					
4	Resep yang diberikan oleh tenaga medis merupakan obat yang berkualitas baik.					

KEPERCAYAAN PASIEN (Y)

NO	PERTANYAAN	STS	TS	KS	S	SS
Kemampuan (ability)						
1	Rumah sakit mampu melayani pasien selama 24 jam					
2	Saya merasa rumah sakit menyediakan peralatan medis yang lengkap.					
Kebaikan Hati (Benevolence)						
3	Saya merasa rumah sakit tetap memberikan perawatan kepada pasien yang belum memiliki biaya untuk berobat					
4	Saya merasa rumah sakit menerima pasien yang menggunakan BPJS Kesehatan PBI atau jaminan kesehatan lain untuk pasien tidak mampu					
Integritas (Integrity)						
5	Saya merasa rumah sakit tidak melakukan malpraktik terhadap pasien.					
6	Saya merasa rumah sakit memberikan obat yang harganya terjangkau dan sesuai dengan penyakit pasien.					
7	Rumah sakit menjelaskan informasi yang jelas dan benar mengenai penyakit pasien.					

NO	KUALITAS PELAYANAN (X1)																																				
	Tangible (Bukti Fisik) X1.1							Reliability (Keandalan) X1.2						Responsiveness (Daya Tanggap) X1.3						Assurance (Jaminan) X1.4								Emphaty (Empati) X1.5						
	x1.1.1	x1.1.3	x1.1.4	x1.1.5	x1.1.6	x1.1.9	x1.1.10	x1.2.1	x1.2.2	x1.2.3	x1.2.4	x1.2.6	x1.2.7	x1.3.2	x1.3.3	x1.3.6	x1.3.7	x1.3.9	x1.3.10	x1.4.2	x1.4.3	x1.4.4	x1.4.6	x1.4.7	x1.4.8	x1.4.9	x1.4.10	x1.5.3	x1.5.4	x1.5.5	x1.5.6	x1.5.7	x1.5.8	x1.5.9
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INOVASI PRODUK PELAYANAN (X2)							KEPUASAN PASIEN (Z)				KEPERCAYAAN PASIEN (Y)						
											Kemampuan (ability)		Kebaikan Hati (Benevolence)		Integritas (Integrity)		
x2.1	x2.3	x2.4	x2.5	x2.7	x2.8	x2.9	z.1	z.2	z.5	z.6	y1.1	y1.2	y2.1	y2.2	y3.1	y3.2	y3.3
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KUALITAS PELAYANAN (X1)							INOVASI PRODUK PELAYANAN (X2)	KEPUASAN PASIEN (Z)	KEPERCAYAAN PASIEN (Y)			
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00

4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11

4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00
4.43	4.17	4.33	4.25	4.57	4.35	4.35	4.57	4.00	4.00	4.00	4.00	4.00
3.57	4.00	4.00	3.75	4.00	3.86	3.85	3.71	3.75	4.00	4.00	4.00	4.00
4.29	4.33	4.00	4.38	4.29	4.26	4.26	4.29	4.50	4.00	4.50	3.67	4.06
4.29	4.33	4.00	4.25	4.29	4.23	4.24	4.14	4.75	4.50	4.50	4.33	4.44
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.14	4.33	4.00	4.38	4.00	4.17	4.18	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.17	4.67	4.25	4.00	4.22	4.21	4.00	4.50	4.50	4.50	4.00	4.33
4.57	4.17	4.33	4.00	4.00	4.21	4.21	4.00	4.00	4.00	4.00	4.33	4.11
4.57	3.83	3.83	3.88	3.86	3.99	4.00	4.00	4.25	4.50	4.50	4.67	4.56
4.00	4.00	3.83	4.13	4.00	3.99	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.29	4.00	3.67	3.50	4.00	3.89	3.88	4.14	4.50	4.00	4.50	4.00	4.17
4.29	3.67	4.33	4.13	4.00	4.08	4.09	4.14	4.50	4.50	4.50	4.33	4.44
4.57	3.17	2.50	3.38	2.14	3.15	3.18	3.71	3.75	4.00	2.50	3.33	3.28
4.43	4.00	3.50	3.75	2.57	3.65	3.65	3.29	3.75	4.00	4.00	4.00	4.00
4.00	4.00	4.00	4.00	4.14	4.03	4.03	4.00	4.00	4.00	4.00	4.00	4.00

Frequencies

x1.1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	120	80.0	80.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	110	73.3	73.3	73.3
	5.00	40	26.7	26.7	100.0
	Total	150	100.0	100.0	

x1.1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	100	66.7	66.7	66.7
	5.00	50	33.3	33.3	100.0
	Total	150	100.0	100.0	

x1.1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	100	66.7	66.7	66.7
	5.00	50	33.3	33.3	100.0
	Total	150	100.0	100.0	

x1.1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	80	53.3	53.3	53.3
	5.00	70	46.7	46.7	100.0
	Total	150	100.0	100.0	

x1.1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	20	13.3	13.3	20.0
	4.00	90	60.0	60.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.1.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	4.00	110	73.3	73.3	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	6.7	6.7	6.7
	4.00	130	86.7	86.7	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

x1.2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	30	20.0	20.0	20.0
	4.00	110	73.3	73.3	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

x1.2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	30	20.0	20.0	20.0
	4.00	100	66.7	66.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	6.7	6.7	6.7
	4.00	110	73.3	73.3	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	110	73.3	73.3	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	50	33.3	33.3	33.3
	4.00	80	53.3	53.3	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	30	20.0	20.0	20.0
	4.00	100	66.7	66.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.3.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	4.00	120	80.0	80.0	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.3.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	4.00	110	73.3	73.3	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.3.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	20	13.3	13.3	20.0
	4.00	100	66.7	66.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.3.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	120	80.0	80.0	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

x1.4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	120	80.0	80.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	40	26.7	26.7	26.7
	4.00	80	53.3	53.3	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x1.4.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	20	13.3	13.3	20.0
	4.00	100	66.7	66.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.4.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	120	80.0	80.0	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

x1.4.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	110	73.3	73.3	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.4.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	6.7	6.7	6.7
	4.00	120	80.0	80.0	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.4.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	130	86.7	86.7	100.0
	Total	150	100.0	100.0	

x1.5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	10	6.7	6.7	6.7
	2.00	10	6.7	6.7	13.3
	4.00	130	86.7	86.7	100.0
	Total	150	100.0	100.0	

x1.5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	10	6.7	6.7	6.7
	3.00	20	13.3	13.3	20.0
	4.00	120	80.0	80.0	100.0
	Total	150	100.0	100.0	

x1.5.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	20	13.3	13.3	13.3
	4.00	130	86.7	86.7	100.0
	Total	150	100.0	100.0	

x1.5.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	10	6.7	6.7	6.7
	2.00	10	6.7	6.7	13.3
	4.00	90	60.0	60.0	73.3
	5.00	40	26.7	26.7	100.0
	Total	150	100.0	100.0	

x1.5.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	30	20.0	20.0	26.7
	4.00	90	60.0	60.0	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.5.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	110	73.3	73.3	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x1.5.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	120	80.0	80.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	30	20.0	20.0	20.0
	4.00	90	60.0	60.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

x2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	20	13.3	13.3	13.3
	4.00	120	80.0	80.0	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

x2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	10	6.7	6.7	13.3
	4.00	110	73.3	73.3	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

x2.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	20	13.3	13.3	13.3
	4.00	90	60.0	60.0	73.3
	5.00	40	26.7	26.7	100.0
	Total	150	100.0	100.0	

x2.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	30	20.0	20.0	20.0
	4.00	110	73.3	73.3	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

z.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	6.7	6.7	6.7
	4.00	120	80.0	80.0	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

z.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	6.7	6.7	6.7
	4.00	80	53.3	53.3	60.0
	5.00	60	40.0	40.0	100.0
	Total	150	100.0	100.0	

z.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	110	73.3	73.3	73.3
	5.00	40	26.7	26.7	100.0
	Total	150	100.0	100.0	

z.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	4.00	130	86.7	86.7	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	130	86.7	86.7	86.7
	5.00	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	10	6.7	6.7	6.7
	3.00	10	6.7	6.7	13.3
	4.00	120	80.0	80.0	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	90	60.0	60.0	60.0
	5.00	60	40.0	40.0	100.0
	Total	150	100.0	100.0	

y3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	140	93.3	93.3	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

y3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	120	80.0	80.0	80.0
	5.00	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

y3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	6.7	6.7	6.7
	3.00	10	6.7	6.7	13.3
	4.00	120	80.0	80.0	93.3
	5.00	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x1.1.1	150	4.00	5.00	4.2000	.40134
x1.1.3	150	4.00	5.00	4.2667	.44370
x1.1.4	150	4.00	5.00	4.3333	.47298
x1.1.5	150	4.00	5.00	4.3333	.47298
x1.1.6	150	4.00	5.00	4.4667	.50056
x1.1.9	150	2.00	5.00	3.9333	.77431
x1.1.10	150	2.00	5.00	4.0667	.68215
x1.2.1	150	3.00	5.00	4.0000	.36637
x1.2.2	150	3.00	5.00	3.8667	.50056
x1.2.3	150	3.00	5.00	3.9333	.57541
x1.2.4	150	3.00	5.00	4.1333	.50056
x1.2.6	150	3.00	5.00	4.0000	.51813
x1.2.7	150	4.00	5.00	4.1333	.34107
x1.3.2	150	3.00	5.00	3.8000	.65539
x1.3.3	150	3.00	5.00	3.9333	.57541
x1.3.6	150	2.00	5.00	4.0000	.63457
x1.3.7	150	2.00	5.00	4.0667	.68215
x1.3.9	150	2.00	5.00	3.8667	.72043
x1.3.10	150	3.00	5.00	3.9333	.44370
x1.4.2	150	4.00	5.00	4.2000	.40134
x1.4.3	150	4.00	5.00	4.1333	.34107
x1.4.4	150	3.00	5.00	3.9333	.68215
x1.4.6	150	2.00	5.00	3.8667	.72043
x1.4.7	150	3.00	5.00	3.9333	.44370
x1.4.8	150	3.00	5.00	4.0000	.51813
x1.4.9	150	3.00	5.00	4.0667	.44370
x1.4.10	150	3.00	4.00	3.8667	.34107
x1.5.3	150	1.00	4.00	3.6667	.87214
x1.5.4	150	1.00	4.00	3.6667	.79145
x1.5.5	150	2.00	4.00	3.7333	.68215
x1.5.6	150	1.00	5.00	3.9333	1.06605
x1.5.7	150	2.00	5.00	3.8000	.75084
x1.5.8	150	3.00	5.00	4.0000	.51813
x1.5.9	150	4.00	5.00	4.2000	.40134
X1	150	3.18	4.35	4.0087	.28473
Valid N (listwise)	150				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x2.1	150	4.00	5.00	4.1333	.34107
x1.3	150	3.00	5.00	4.0000	.63457
x2.4	150	3.00	5.00	3.9333	.44370
x2.5	150	2.00	5.00	3.9333	.68215
x2.7	150	4.00	5.00	4.1333	.34107
x2.8	150	2.00	5.00	4.0000	.89742
x2.9	150	3.00	5.00	3.8667	.50056
X2	150	3.29	4.57	3.9993	.27662
Valid N (listwise)	150				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
z.1	150	3.00	5.00	4.0667	.44370
z.2	150	3.00	5.00	4.3333	.59828
z.5	150	4.00	5.00	4.2667	.44370
z.6	150	2.00	5.00	3.9333	.57541
Z	150	3.75	4.75	4.1500	.31463
Valid N (listwise)	150				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
y1.1	150	4.00	5.00	4.1333	.34107
y1.2	150	4.00	5.00	4.1333	.34107
y2.1	150	1.00	5.00	3.8000	.83546
y2.2	150	4.00	5.00	4.4000	.49154
y3.1	150	4.00	5.00	4.0667	.25028
y3.2	150	4.00	5.00	4.2000	.40134
y3.3	150	2.00	5.00	3.8667	.62031
Y	150	3.29	4.57	4.0860	.28511
Valid N (listwise)	150				

Correlations

		x1.1.1	x1.1.3	x1.1.4	x1.1.5	x1.1.6	x1.1.9
x1.1.1	Pearson Correlation	1	.075	.354**	.707**	.200*	.043
	Sig. (2-tailed)		.359	.000	.000	.014	.600
	N	150	150	150	150	150	150
x1.1.3	Pearson Correlation	.075	1	.533**	.213**	.342**	-.143
	Sig. (2-tailed)	.359		.000	.009	.000	.080
	N	150	150	150	150	150	150
x1.1.4	Pearson Correlation	.354**	.533**	1	.400**	.472**	-.122
	Sig. (2-tailed)	.000	.000		.000	.000	.136
	N	150	150	150	150	150	150
x1.1.5	Pearson Correlation	.707**	.213**	.400**	1	.189*	-.122
	Sig. (2-tailed)	.000	.009	.000		.021	.136
	N	150	150	150	150	150	150
x1.1.6	Pearson Correlation	.200*	.342**	.472**	.189*	1	-.266**
	Sig. (2-tailed)	.014	.000	.000	.021		.001
	N	150	150	150	150	150	150
x1.1.9	Pearson Correlation	.043	-.143	-.122	-.122	-.266**	1
	Sig. (2-tailed)	.600	.080	.136	.136	.001	
	N	150	150	150	150	150	150
x1.1.10	Pearson Correlation	-.049	-.059	.139	.139	-.288**	.517**
	Sig. (2-tailed)	.551	.472	.091	.091	.000	.000
	N	150	150	150	150	150	150
x1.2.1	Pearson Correlation	-.456**	.000	.000	.000	.000	.000
	Sig. (2-tailed)	.000	1.000	1.000	1.000	1.000	1.000
	N	150	150	150	150	150	150
x1.2.2	Pearson Correlation	-.535**	-.141	-.661**	-.661**	-.554**	.323**
	Sig. (2-tailed)	.000	.085	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.3	Pearson Correlation	-.232**	.070	-.411**	-.164*	-.124	.442**
	Sig. (2-tailed)	.004	.394	.000	.044	.130	.000
	N	150	150	150	150	150	150
x1.2.4	Pearson Correlation	-.468**	-.161*	-.472**	-.189*	-.250**	.196*
	Sig. (2-tailed)	.000	.049	.000	.021	.002	.016
	N	150	150	150	150	150	150
x1.2.6	Pearson Correlation	.000	-.292**	-.274**	.000	.000	.167*
	Sig. (2-tailed)	1.000	.000	.001	1.000	1.000	.041
	N	150	150	150	150	150	150
x1.2.7	Pearson Correlation	-.196*	-.237**	-.277**	.139	.026	.034
	Sig. (2-tailed)	.016	.004	.001	.091	.750	.681
	N	150	150	150	150	150	150

Correlations

		x1.1.10	x1.2.1	x1.2.2	x1.2.3	x1.2.4	x1.2.6
x1.1.1	Pearson Correlation	-.049	-.456**	-.535**	-.232**	-.468**	.000
	Sig. (2-tailed)	.551	.000	.000	.004	.000	1.000
	N	150	150	150	150	150	150
x1.1.3	Pearson Correlation	-.059	.000	-.141	.070	-.161*	-.292**
	Sig. (2-tailed)	.472	1.000	.085	.394	.049	.000
	N	150	150	150	150	150	150
x1.1.4	Pearson Correlation	.139	.000	-.661**	-.411**	-.472**	-.274**
	Sig. (2-tailed)	.091	1.000	.000	.000	.000	.001
	N	150	150	150	150	150	150
x1.1.5	Pearson Correlation	.139	.000	-.661**	-.164*	-.189*	.000
	Sig. (2-tailed)	.091	1.000	.000	.044	.021	1.000
	N	150	150	150	150	150	150
x1.1.6	Pearson Correlation	-.288**	.000	-.554**	-.124	-.250**	.000
	Sig. (2-tailed)	.000	1.000	.000	.130	.002	1.000
	N	150	150	150	150	150	150
x1.1.9	Pearson Correlation	.517**	.000	.323**	.442**	.196*	.167*
	Sig. (2-tailed)	.000	1.000	.000	.000	.016	.041
	N	150	150	150	150	150	150
x1.1.10	Pearson Correlation	1	.000	.026	-.160	.367**	-.190*
	Sig. (2-tailed)		1.000	.750	.051	.000	.020
	N	150	150	150	150	150	150
x1.2.1	Pearson Correlation	.000	1	.000	.318**	.366**	.354**
	Sig. (2-tailed)	1.000		1.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.2	Pearson Correlation	.026	.000	1	.435**	.607**	.000
	Sig. (2-tailed)	.750	1.000		.000	.000	1.000
	N	150	150	150	150	150	150
x1.2.3	Pearson Correlation	-.160	.318**	.435**	1	.264**	.225**
	Sig. (2-tailed)	.051	.000	.000		.001	.006
	N	150	150	150	150	150	150
x1.2.4	Pearson Correlation	.367**	.366**	.607**	.264**	1	.259**
	Sig. (2-tailed)	.000	.000	.000	.001		.001
	N	150	150	150	150	150	150
x1.2.6	Pearson Correlation	-.190*	.354**	.000	.225**	.259**	1
	Sig. (2-tailed)	.020	.000	1.000	.006	.001	
	N	150	150	150	150	150	150
x1.2.7	Pearson Correlation	.538**	.000	.105	.046	.681**	.000
	Sig. (2-tailed)	.000	1.000	.202	.580	.000	1.000
	N	150	150	150	150	150	150

Correlations

		x1.2.7	x1.3.2	x1.3.3	x1.3.6	x1.3.7	x1.3.9
x1.1.1	Pearson Correlation	-.196*	-.102	-.232**	-.527**	-.539**	-.139
	Sig. (2-tailed)	.016	.214	.004	.000	.000	.089
	N	150	150	150	150	150	150
x1.1.3	Pearson Correlation	-.237**	-.277**	-.456**	-.477**	-.281**	-.308**
	Sig. (2-tailed)	.004	.001	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.4	Pearson Correlation	-.277**	-.433**	-.164*	-.224**	-.277**	-.263**
	Sig. (2-tailed)	.001	.000	.044	.006	.001	.001
	N	150	150	150	150	150	150
x1.1.5	Pearson Correlation	.139	-.217**	-.411**	-.447**	-.277**	-.460**
	Sig. (2-tailed)	.091	.008	.000	.000	.001	.000
	N	150	150	150	150	150	150
x1.1.6	Pearson Correlation	.026	-.532**	-.590**	-.423**	-.288**	-.199*
	Sig. (2-tailed)	.750	.000	.000	.000	.000	.015
	N	150	150	150	150	150	150
x1.1.9	Pearson Correlation	.034	.370**	.141	.273**	.390**	.586**
	Sig. (2-tailed)	.681	.000	.086	.001	.000	.000
	N	150	150	150	150	150	150
x1.1.10	Pearson Correlation	.538**	-.120	.182*	.155	.135	-.118
	Sig. (2-tailed)	.000	.143	.025	.058	.101	.149
	N	150	150	150	150	150	150
x1.2.1	Pearson Correlation	.000	.000	.000	.577**	.537**	.254**
	Sig. (2-tailed)	1.000	1.000	1.000	.000	.000	.002
	N	150	150	150	150	150	150
x1.2.2	Pearson Correlation	.105	.532**	.435**	.423**	.419**	.509**
	Sig. (2-tailed)	.202	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.3	Pearson Correlation	.046	.498**	-.014	.184*	.524**	.626**
	Sig. (2-tailed)	.580	.000	.870	.024	.000	.000
	N	150	150	150	150	150	150
x1.2.4	Pearson Correlation	.681**	.082	.264**	.423**	.563**	.236**
	Sig. (2-tailed)	.000	.319	.001	.000	.000	.004
	N	150	150	150	150	150	150
x1.2.6	Pearson Correlation	.000	.198*	.225**	.408**	.570**	.360**
	Sig. (2-tailed)	1.000	.015	.006	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.7	Pearson Correlation	1	-.180*	.046	.000	.250**	-.200*
	Sig. (2-tailed)		.027	.580	1.000	.002	.014
	N	150	150	150	150	150	150

Correlations

		x1.3.10	x1.4.2	x1.4.3	x1.4.4	x1.4.6	x1.4.7
x1.1.1	Pearson Correlation	-.302**	-.250**	-.196*	.049	-.371**	.075
	Sig. (2-tailed)	.000	.002	.016	.551	.000	.359
	N	150	150	150	150	150	150
x1.1.3	Pearson Correlation	-.250**	-.302**	-.237**	.281**	-.308**	-.250**
	Sig. (2-tailed)	.002	.000	.004	.000	.000	.002
	N	150	150	150	150	150	150
x1.1.4	Pearson Correlation	-.213**	.000	-.277**	-.139	-.460**	-.213**
	Sig. (2-tailed)	.009	1.000	.001	.091	.000	.009
	N	150	150	150	150	150	150
x1.1.5	Pearson Correlation	-.213**	-.354**	-.277**	.277**	-.460**	.107
	Sig. (2-tailed)	.009	.000	.001	.001	.000	.194
	N	150	150	150	150	150	150
x1.1.6	Pearson Correlation	-.161*	-.468**	.026	-.498**	-.385**	-.463**
	Sig. (2-tailed)	.049	.000	.750	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.9	Pearson Correlation	-.013	.043	.034	.246**	.225**	.768**
	Sig. (2-tailed)	.874	.600	.681	.002	.006	.000
	N	150	150	150	150	150	150
x1.1.10	Pearson Correlation	.237**	.196*	.250**	.442**	.155	.458**
	Sig. (2-tailed)	.004	.016	.002	.000	.059	.000
	N	150	150	150	150	150	150
x1.2.1	Pearson Correlation	.413**	.000	.000	.000	.254**	.413**
	Sig. (2-tailed)	.000	1.000	1.000	1.000	.002	.000
	N	150	150	150	150	150	150
x1.2.2	Pearson Correlation	.262**	.134	.105	.367**	.695**	.262**
	Sig. (2-tailed)	.001	.103	.202	.000	.000	.001
	N	150	150	150	150	150	150
x1.2.3	Pearson Correlation	.245**	-.232**	.046	.331**	.302**	.508**
	Sig. (2-tailed)	.002	.004	.580	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.4	Pearson Correlation	.645**	-.134	.288**	.419**	.794**	.342**
	Sig. (2-tailed)	.000	.103	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.6	Pearson Correlation	.292**	.000	.000	-.190*	.360**	.292**
	Sig. (2-tailed)	.000	1.000	1.000	.020	.000	.000
	N	150	150	150	150	150	150
x1.2.7	Pearson Correlation	.503**	-.196*	.423**	.327**	.346**	.059
	Sig. (2-tailed)	.000	.016	.000	.000	.000	.472
	N	150	150	150	150	150	150

Correlations

		x1.4.8	x1.4.9	x1.4.10	x1.5.3	x1.5.4	x1.5.5
x1.1.1	Pearson Correlation	-.323**	-.075	-.294**	-.383**	-.423**	-.294**
	Sig. (2-tailed)	.000	.359	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.3	Pearson Correlation	-.292**	-.091	-.207*	-.636**	-.510**	-.650**
	Sig. (2-tailed)	.000	.269	.011	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.4	Pearson Correlation	-.274**	-.426**	-.139	-.542**	-.418**	-.555**
	Sig. (2-tailed)	.001	.000	.091	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.5	Pearson Correlation	-.274**	-.107	-.139	-.542**	-.418**	-.555**
	Sig. (2-tailed)	.001	.194	.091	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.6	Pearson Correlation	-.259**	-.443**	-.419**	-.410**	-.452**	-.419**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.9	Pearson Correlation	.000	.208*	-.034	.464**	.292**	.474**
	Sig. (2-tailed)	1.000	.011	.681	.000	.000	.000
	N	150	150	150	150	150	150
x1.1.10	Pearson Correlation	.190*	.207*	.038	.038	.041	.038
	Sig. (2-tailed)	.020	.011	.640	.648	.615	.640
	N	150	150	150	150	150	150
x1.2.1	Pearson Correlation	.354**	-.413**	.537**	.210**	.463**	.000
	Sig. (2-tailed)	.000	.000	.000	.010	.000	1.000
	N	150	150	150	150	150	150
x1.2.2	Pearson Correlation	.259**	.645**	.288**	.666**	.565**	.681**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.3	Pearson Correlation	.225**	.018	.296**	.357**	.393**	.296**
	Sig. (2-tailed)	.006	.831	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.4	Pearson Correlation	.518**	.564**	.498**	.564**	.621**	.498**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.6	Pearson Correlation	.500**	.000	.380**	.446**	.491**	.380**
	Sig. (2-tailed)	.000	1.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.2.7	Pearson Correlation	.380**	.384**	.154	.150	.166*	.154
	Sig. (2-tailed)	.000	.000	.060	.066	.043	.060
	N	150	150	150	150	150	150

Correlations

		x1.5.6	x1.5.7	x1.5.8	x1.5.9	X1
x1.1.1	Pearson Correlation	-.282**	-.089	.000	.167*	-.291**
	Sig. (2-tailed)	.000	.278	1.000	.042	.000
	N	150	150	150	150	150
x1.1.3	Pearson Correlation	-.672**	-.443**	-.584**	-.302**	-.433**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150
x1.1.4	Pearson Correlation	-.488**	-.756**	-.548**	-.354**	-.455**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150
x1.1.5	Pearson Correlation	-.355**	-.378**	-.274**	.354**	-.311**
	Sig. (2-tailed)	.000	.000	.001	.000	.000
	N	150	150	150	150	150
x1.1.6	Pearson Correlation	-.444**	-.464**	-.259**	-.134	-.485**
	Sig. (2-tailed)	.000	.000	.001	.103	.000
	N	150	150	150	150	150
x1.1.9	Pearson Correlation	.482**	.439**	.669**	.259**	.584**
	Sig. (2-tailed)	.000	.000	.000	.001	.000
	N	150	150	150	150	150
x1.1.10	Pearson Correlation	.283**	-.105	.000	.441**	.305**
	Sig. (2-tailed)	.000	.202	1.000	.000	.000
	N	150	150	150	150	150
x1.2.1	Pearson Correlation	.172*	-.244**	.000	.000	.302**
	Sig. (2-tailed)	.035	.003	1.000	1.000	.000
	N	150	150	150	150	150
x1.2.2	Pearson Correlation	.612**	.643**	.518**	.134	.644**
	Sig. (2-tailed)	.000	.000	.000	.103	.000
	N	150	150	150	150	150
x1.2.3	Pearson Correlation	.321**	.590**	.450**	.349**	.532**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150
x1.2.4	Pearson Correlation	.646**	.250**	.259**	.535**	.698**
	Sig. (2-tailed)	.000	.002	.001	.000	.000
	N	150	150	150	150	150
x1.2.6	Pearson Correlation	.243**	.173*	.250**	.000	.428**
	Sig. (2-tailed)	.003	.035	.002	1.000	.000
	N	150	150	150	150	150
x1.2.7	Pearson Correlation	.394**	.105	.000	.784**	.334**
	Sig. (2-tailed)	.000	.202	1.000	.000	.000
	N	150	150	150	150	150

Correlations

		x1.1.1	x1.1.3	x1.1.4	x1.1.5	x1.1.6	x1.1.9
x1.3.2	Pearson Correlation	-.102	-.277**	-.433**	-.217**	-.532**	.370**
	Sig. (2-tailed)	.214	.001	.000	.008	.000	.000
	N	150	150	150	150	150	150
x1.3.3	Pearson Correlation	-.232**	-.456**	-.164*	-.411**	-.590**	.141
	Sig. (2-tailed)	.004	.000	.044	.000	.000	.086
	N	150	150	150	150	150	150
x1.3.6	Pearson Correlation	-.527**	-.477**	-.224**	-.447**	-.423**	.273**
	Sig. (2-tailed)	.000	.000	.006	.000	.000	.001
	N	150	150	150	150	150	150
x1.3.7	Pearson Correlation	-.539**	-.281**	-.277**	-.277**	-.288**	.390**
	Sig. (2-tailed)	.000	.000	.001	.001	.000	.000
	N	150	150	150	150	150	150
x1.3.9	Pearson Correlation	-.139	-.308**	-.263**	-.460**	-.199*	.586**
	Sig. (2-tailed)	.089	.000	.001	.000	.015	.000
	N	150	150	150	150	150	150
x1.3.10	Pearson Correlation	-.302**	-.250**	-.213**	-.213**	-.161*	-.013
	Sig. (2-tailed)	.000	.002	.009	.009	.049	.874
	N	150	150	150	150	150	150
x1.4.2	Pearson Correlation	-.250**	-.302**	.000	-.354**	-.468**	.043
	Sig. (2-tailed)	.002	.000	1.000	.000	.000	.600
	N	150	150	150	150	150	150
x1.4.3	Pearson Correlation	-.196*	-.237**	-.277**	-.277**	.026	.034
	Sig. (2-tailed)	.016	.004	.001	.001	.750	.681
	N	150	150	150	150	150	150
x1.4.4	Pearson Correlation	.049	.281**	-.139	.277**	-.498**	.246**
	Sig. (2-tailed)	.551	.000	.091	.001	.000	.002
	N	150	150	150	150	150	150
x1.4.6	Pearson Correlation	-.371**	-.308**	-.460**	-.460**	-.385**	.225**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.006
	N	150	150	150	150	150	150
x1.4.7	Pearson Correlation	.075	-.250**	-.213**	.107	-.463**	.768**
	Sig. (2-tailed)	.359	.002	.009	.194	.000	.000
	N	150	150	150	150	150	150
x1.4.8	Pearson Correlation	-.323**	-.292**	-.274**	-.274**	-.259**	.000
	Sig. (2-tailed)	.000	.000	.001	.001	.001	1.000
	N	150	150	150	150	150	150
x1.4.9	Pearson Correlation	-.075	-.091	-.426**	-.107	-.443**	.208*
	Sig. (2-tailed)	.359	.269	.000	.194	.000	.011
	N	150	150	150	150	150	150

Correlations

		x1.1.10	x1.2.1	x1.2.2	x1.2.3	x1.2.4	x1.2.6
x1.3.2	Pearson Correlation	-.120	.000	.532**	.498**	.082	.198*
	Sig. (2-tailed)	.143	1.000	.000	.000	.319	.015
	N	150	150	150	150	150	150
x1.3.3	Pearson Correlation	.182*	.000	.435**	-.014	.264**	.225**
	Sig. (2-tailed)	.025	1.000	.000	.870	.001	.006
	N	150	150	150	150	150	150
x1.3.6	Pearson Correlation	.155	.577**	.423**	.184*	.423**	.408**
	Sig. (2-tailed)	.058	.000	.000	.024	.000	.000
	N	150	150	150	150	150	150
x1.3.7	Pearson Correlation	.135	.537**	.419**	.524**	.563**	.570**
	Sig. (2-tailed)	.101	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.9	Pearson Correlation	-.118	.254**	.509**	.626**	.236**	.360**
	Sig. (2-tailed)	.149	.002	.000	.000	.004	.000
	N	150	150	150	150	150	150
x1.3.10	Pearson Correlation	.237**	.413**	.262**	.245**	.645**	.292**
	Sig. (2-tailed)	.004	.000	.001	.002	.000	.000
	N	150	150	150	150	150	150
x1.4.2	Pearson Correlation	.196*	.000	.134	-.232**	-.134	.000
	Sig. (2-tailed)	.016	1.000	.103	.004	.103	1.000
	N	150	150	150	150	150	150
x1.4.3	Pearson Correlation	.250**	.000	.105	.046	.288**	.000
	Sig. (2-tailed)	.002	1.000	.202	.580	.000	1.000
	N	150	150	150	150	150	150
x1.4.4	Pearson Correlation	.442**	.000	.367**	.331**	.419**	-.190*
	Sig. (2-tailed)	.000	1.000	.000	.000	.000	.020
	N	150	150	150	150	150	150
x1.4.6	Pearson Correlation	.155	.254**	.695**	.302**	.794**	.360**
	Sig. (2-tailed)	.059	.002	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.7	Pearson Correlation	.458**	.413**	.262**	.508**	.342**	.292**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.8	Pearson Correlation	.190*	.354**	.259**	.225**	.518**	.500**
	Sig. (2-tailed)	.020	.000	.001	.006	.000	.000
	N	150	150	150	150	150	150
x1.4.9	Pearson Correlation	.207*	-.413**	.645**	.018	.564**	.000
	Sig. (2-tailed)	.011	.000	.000	.831	.000	1.000
	N	150	150	150	150	150	150

Correlations

		x1.2.7	x1.3.2	x1.3.3	x1.3.6	x1.3.7	x1.3.9
x1.3.2	Pearson Correlation	-.180*	1	.498**	.484**	.480**	.512**
	Sig. (2-tailed)	.027		.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.3	Pearson Correlation	.046	.498**	1	.735**	.524**	.464**
	Sig. (2-tailed)	.580	.000		.000	.000	.000
	N	150	150	150	150	150	150
x1.3.6	Pearson Correlation	.000	.484**	.735**	1	.775**	.587**
	Sig. (2-tailed)	1.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
x1.3.7	Pearson Correlation	.250**	.480**	.524**	.775**	1	.564**
	Sig. (2-tailed)	.002	.000	.000	.000		.000
	N	150	150	150	150	150	150
x1.3.9	Pearson Correlation	-.200*	.512**	.464**	.587**	.564**	1
	Sig. (2-tailed)	.014	.000	.000	.000	.000	
	N	150	150	150	150	150	150
x1.3.10	Pearson Correlation	.503**	-.046	.508**	.477**	.458**	.392**
	Sig. (2-tailed)	.000	.575	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.2	Pearson Correlation	-.196*	.153	.639**	.527**	.196*	.093
	Sig. (2-tailed)	.016	.061	.000	.000	.016	.258
	N	150	150	150	150	150	150
x1.4.3	Pearson Correlation	.423**	-.480**	.046	.000	-.038	.073
	Sig. (2-tailed)	.000	.000	.580	1.000	.640	.376
	N	150	150	150	150	150	150
x1.4.4	Pearson Correlation	.327**	.420**	.160	.000	.154	-.018
	Sig. (2-tailed)	.000	.000	.051	1.000	.060	.825
	N	150	150	150	150	150	150
x1.4.6	Pearson Correlation	.346**	.227**	.626**	.587**	.564**	.612**
	Sig. (2-tailed)	.000	.005	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.7	Pearson Correlation	.059	.415**	.245**	.477**	.458**	.602**
	Sig. (2-tailed)	.472	.000	.002	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.8	Pearson Correlation	.380**	.198*	.675**	.612**	.570**	.360**
	Sig. (2-tailed)	.000	.015	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.9	Pearson Correlation	.384**	.277**	.280**	.000	.207*	.028
	Sig. (2-tailed)	.000	.001	.001	1.000	.011	.734
	N	150	150	150	150	150	150

Correlations

		x1.3.10	x1.4.2	x1.4.3	x1.4.4	x1.4.6	x1.4.7
x1.3.2	Pearson Correlation	-.046	.153	-.480**	.420**	.227**	.415**
	Sig. (2-tailed)	.575	.061	.000	.000	.005	.000
	N	150	150	150	150	150	150
x1.3.3	Pearson Correlation	.508**	.639**	.046	.160	.626**	.245**
	Sig. (2-tailed)	.000	.000	.580	.051	.000	.002
	N	150	150	150	150	150	150
x1.3.6	Pearson Correlation	.477**	.527**	.000	.000	.587**	.477**
	Sig. (2-tailed)	.000	.000	1.000	1.000	.000	.000
	N	150	150	150	150	150	150
x1.3.7	Pearson Correlation	.458**	.196*	-.038	.154	.564**	.458**
	Sig. (2-tailed)	.000	.016	.640	.060	.000	.000
	N	150	150	150	150	150	150
x1.3.9	Pearson Correlation	.392**	.093	.073	-.018	.612**	.602**
	Sig. (2-tailed)	.000	.258	.376	.825	.000	.000
	N	150	150	150	150	150	150
x1.3.10	Pearson Correlation	1	.075	.503**	.207*	.812**	.318**
	Sig. (2-tailed)		.359	.000	.011	.000	.000
	N	150	150	150	150	150	150
x1.4.2	Pearson Correlation	.075	1	.294**	-.196*	.093	.075
	Sig. (2-tailed)	.359		.000	.016	.258	.359
	N	150	150	150	150	150	150
x1.4.3	Pearson Correlation	.503**	.294**	1	-.250**	.346**	.059
	Sig. (2-tailed)	.000	.000		.002	.000	.472
	N	150	150	150	150	150	150
x1.4.4	Pearson Correlation	.207*	-.196*	-.250**	1	.255**	.429**
	Sig. (2-tailed)	.011	.016	.002		.002	.000
	N	150	150	150	150	150	150
x1.4.6	Pearson Correlation	.812**	.093	.346**	.255**	1	.392**
	Sig. (2-tailed)	.000	.258	.000	.002		.000
	N	150	150	150	150	150	150
x1.4.7	Pearson Correlation	.318**	.075	.059	.429**	.392**	1
	Sig. (2-tailed)	.000	.359	.472	.000	.000	
	N	150	150	150	150	150	150
x1.4.8	Pearson Correlation	.876**	.323**	.380**	.190*	.719**	.292**
	Sig. (2-tailed)	.000	.000	.000	.020	.000	.000
	N	150	150	150	150	150	150
x1.4.9	Pearson Correlation	.023	-.075	-.059	.458**	.448**	.023
	Sig. (2-tailed)	.783	.359	.472	.000	.000	.783
	N	150	150	150	150	150	150

Correlations

		x1.4.8	x1.4.9	x1.4.10	x1.5.3	x1.5.4	x1.5.5
x1.3.2	Pearson Correlation	.198*	.277**	.180*	.470**	.388**	.480**
	Sig. (2-tailed)	.015	.001	.027	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.3	Pearson Correlation	.675**	.280**	.638**	.624**	.688**	.638**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.6	Pearson Correlation	.612**	.000	.620**	.728**	.802**	.620**
	Sig. (2-tailed)	.000	1.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.7	Pearson Correlation	.570**	.207*	.615**	.714**	.787**	.615**
	Sig. (2-tailed)	.000	.011	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.9	Pearson Correlation	.360**	.028	.473**	.783**	.745**	.747**
	Sig. (2-tailed)	.000	.734	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.3.10	Pearson Correlation	.876**	.023	.828**	.462**	.701**	.384**
	Sig. (2-tailed)	.000	.783	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.2	Pearson Correlation	.323**	-.075	.196*	.192*	.211**	.196*
	Sig. (2-tailed)	.000	.359	.016	.019	.009	.016
	N	150	150	150	150	150	150
x1.4.3	Pearson Correlation	.380**	-.059	.154	.150	.166*	.154
	Sig. (2-tailed)	.000	.472	.060	.066	.043	.060
	N	150	150	150	150	150	150
x1.4.4	Pearson Correlation	.190*	.458**	.250**	-.038	.083	-.038
	Sig. (2-tailed)	.020	.000	.002	.648	.313	.640
	N	150	150	150	150	150	150
x1.4.6	Pearson Correlation	.719**	.448**	.747**	.783**	.863**	.747**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.7	Pearson Correlation	.292**	.023	.384**	.462**	.510**	.384**
	Sig. (2-tailed)	.000	.783	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.8	Pearson Correlation	1	.000	.760**	.446**	.655**	.380**
	Sig. (2-tailed)		1.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.4.9	Pearson Correlation	.000	1	.059	.405**	.255**	.503**
	Sig. (2-tailed)	1.000		.472	.000	.002	.000
	N	150	150	150	150	150	150

Correlations

		x1.5.6	x1.5.7	x1.5.8	x1.5.9	X1
x1.3.2	Pearson Correlation	.461**	.600**	.593**	.153	.538**
	Sig. (2-tailed)	.000	.000	.000	.061	.000
	N	150	150	150	150	150
x1.3.3	Pearson Correlation	.649**	.280**	.225**	.058	.655**
	Sig. (2-tailed)	.000	.001	.006	.480	.000
	N	150	150	150	150	150
x1.3.6	Pearson Correlation	.694**	.141	.408**	.000	.721**
	Sig. (2-tailed)	.000	.086	.000	1.000	.000
	N	150	150	150	150	150
x1.3.7	Pearson Correlation	.652**	.288**	.380**	.196*	.792**
	Sig. (2-tailed)	.000	.000	.000	.016	.000
	N	150	150	150	150	150
x1.3.9	Pearson Correlation	.687**	.571**	.719**	.093	.761**
	Sig. (2-tailed)	.000	.000	.000	.258	.000
	N	150	150	150	150	150
x1.3.10	Pearson Correlation	.558**	.161*	.000	.452**	.642**
	Sig. (2-tailed)	.000	.049	1.000	.000	.000
	N	150	150	150	150	150
x1.4.2	Pearson Correlation	.188*	-.089	.000	-.250**	.161*
	Sig. (2-tailed)	.021	.278	1.000	.002	.049
	N	150	150	150	150	150
x1.4.3	Pearson Correlation	.209*	.105	.000	.294**	.168*
	Sig. (2-tailed)	.010	.202	1.000	.000	.040
	N	150	150	150	150	150
x1.4.4	Pearson Correlation	.178*	.236**	.000	.539**	.362**
	Sig. (2-tailed)	.029	.004	1.000	.000	.000
	N	150	150	150	150	150
x1.4.6	Pearson Correlation	.775**	.447**	.360**	.325**	.840**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150
x1.4.7	Pearson Correlation	.558**	.363**	.584**	.452**	.706**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150
x1.4.8	Pearson Correlation	.486**	.173*	.000	.323**	.641**
	Sig. (2-tailed)	.000	.035	1.000	.000	.000
	N	150	150	150	150	150
x1.4.9	Pearson Correlation	.435**	.443**	.292**	.302**	.404**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	150	150	150	150	150

Correlations

		x1.1.1	x1.1.3	x1.1.4	x1.1.5	x1.1.6	x1.1.9
x1.4.10	Pearson Correlation	-.294**	-.207*	-.139	-.139	-.419**	-.034
	Sig. (2-tailed)	.000	.011	.091	.091	.000	.681
	N	150	150	150	150	150	150
x1.5.3	Pearson Correlation	-.383**	-.636**	-.542**	-.542**	-.410**	.464**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.4	Pearson Correlation	-.423**	-.510**	-.418**	-.418**	-.452**	.292**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.5	Pearson Correlation	-.294**	-.650**	-.555**	-.555**	-.419**	.474**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.6	Pearson Correlation	-.282**	-.672**	-.488**	-.355**	-.444**	.482**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.7	Pearson Correlation	-.089	-.443**	-.756**	-.378**	-.464**	.439**
	Sig. (2-tailed)	.278	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.8	Pearson Correlation	.000	-.584**	-.548**	-.274**	-.259**	.669**
	Sig. (2-tailed)	1.000	.000	.000	.001	.001	.000
	N	150	150	150	150	150	150
x1.5.9	Pearson Correlation	.167*	-.302**	-.354**	.354**	-.134	.259**
	Sig. (2-tailed)	.042	.000	.000	.000	.103	.001
	N	150	150	150	150	150	150
X1	Pearson Correlation	-.291**	-.433**	-.455**	-.311**	-.485**	.584**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x1.1.10	x1.2.1	x1.2.2	x1.2.3	x1.2.4	x1.2.6
x1.4.10	Pearson Correlation	.038	.537**	.288**	.296**	.498**	.380**
	Sig. (2-tailed)	.640	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.3	Pearson Correlation	.038	.210**	.666**	.357**	.564**	.446**
	Sig. (2-tailed)	.648	.010	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.4	Pearson Correlation	.041	.463**	.565**	.393**	.621**	.491**
	Sig. (2-tailed)	.615	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.5	Pearson Correlation	.038	.000	.681**	.296**	.498**	.380**
	Sig. (2-tailed)	.640	1.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.6	Pearson Correlation	.283**	.172*	.612**	.321**	.646**	.243**
	Sig. (2-tailed)	.000	.035	.000	.000	.000	.003
	N	150	150	150	150	150	150
x1.5.7	Pearson Correlation	-.105	-.244**	.643**	.590**	.250**	.173*
	Sig. (2-tailed)	.202	.003	.000	.000	.002	.035
	N	150	150	150	150	150	150
x1.5.8	Pearson Correlation	.000	.000	.518**	.450**	.259**	.250**
	Sig. (2-tailed)	1.000	1.000	.000	.000	.001	.002
	N	150	150	150	150	150	150
x1.5.9	Pearson Correlation	.441**	.000	.134	.349**	.535**	.000
	Sig. (2-tailed)	.000	1.000	.103	.000	.000	1.000
	N	150	150	150	150	150	150
X1	Pearson Correlation	.305**	.302**	.644**	.532**	.698**	.428**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x1.2.7	x1.3.2	x1.3.3	x1.3.6	x1.3.7	x1.3.9
x1.4.10	Pearson Correlation	.154	.180*	.638**	.620**	.615**	.473**
	Sig. (2-tailed)	.060	.027	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.3	Pearson Correlation	.150	.470**	.624**	.728**	.714**	.783**
	Sig. (2-tailed)	.066	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.4	Pearson Correlation	.166*	.388**	.688**	.802**	.787**	.745**
	Sig. (2-tailed)	.043	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.5	Pearson Correlation	.154	.480**	.638**	.620**	.615**	.747**
	Sig. (2-tailed)	.060	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.6	Pearson Correlation	.394**	.461**	.649**	.694**	.652**	.687**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.7	Pearson Correlation	.105	.600**	.280**	.141	.288**	.571**
	Sig. (2-tailed)	.202	.000	.001	.086	.000	.000
	N	150	150	150	150	150	150
x1.5.8	Pearson Correlation	.000	.593**	.225**	.408**	.380**	.719**
	Sig. (2-tailed)	1.000	.000	.006	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.9	Pearson Correlation	.784**	.153	.058	.000	.196*	.093
	Sig. (2-tailed)	.000	.061	.480	1.000	.016	.258
	N	150	150	150	150	150	150
X1	Pearson Correlation	.334**	.538**	.655**	.721**	.792**	.761**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x1.3.10	x1.4.2	x1.4.3	x1.4.4	x1.4.6	x1.4.7
x1.4.10	Pearson Correlation	.828**	.196*	.154	.250**	.747**	.384**
	Sig. (2-tailed)	.000	.016	.060	.002	.000	.000
	N	150	150	150	150	150	150
x1.5.3	Pearson Correlation	.462**	.192*	.150	-.038	.783**	.462**
	Sig. (2-tailed)	.000	.019	.066	.648	.000	.000
	N	150	150	150	150	150	150
x1.5.4	Pearson Correlation	.701**	.211**	.166*	.083	.863**	.510**
	Sig. (2-tailed)	.000	.009	.043	.313	.000	.000
	N	150	150	150	150	150	150
x1.5.5	Pearson Correlation	.384**	.196*	.154	-.038	.747**	.384**
	Sig. (2-tailed)	.000	.016	.060	.640	.000	.000
	N	150	150	150	150	150	150
x1.5.6	Pearson Correlation	.558**	.188*	.209*	.178*	.775**	.558**
	Sig. (2-tailed)	.000	.021	.010	.029	.000	.000
	N	150	150	150	150	150	150
x1.5.7	Pearson Correlation	.161*	-.089	.105	.236**	.447**	.363**
	Sig. (2-tailed)	.049	.278	.202	.004	.000	.000
	N	150	150	150	150	150	150
x1.5.8	Pearson Correlation	.000	.000	.000	.000	.360**	.584**
	Sig. (2-tailed)	1.000	1.000	1.000	1.000	.000	.000
	N	150	150	150	150	150	150
x1.5.9	Pearson Correlation	.452**	-.250**	.294**	.539**	.325**	.452**
	Sig. (2-tailed)	.000	.002	.000	.000	.000	.000
	N	150	150	150	150	150	150
X1	Pearson Correlation	.642**	.161*	.168*	.362**	.840**	.706**
	Sig. (2-tailed)	.000	.049	.040	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x1.4.8	x1.4.9	x1.4.10	x1.5.3	x1.5.4	x1.5.5
x1.4.10	Pearson Correlation	.760**	.059	1	.526**	.829**	.423**
	Sig. (2-tailed)	.000	.472		.000	.000	.000
	N	150	150	150	150	150	150
x1.5.3	Pearson Correlation	.446**	.405**	.526**	1	.907**	.978**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
x1.5.4	Pearson Correlation	.655**	.255**	.829**	.907**	1	.829**
	Sig. (2-tailed)	.000	.002	.000	.000		.000
	N	150	150	150	150	150	150
x1.5.5	Pearson Correlation	.380**	.503**	.423**	.978**	.829**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150
x1.5.6	Pearson Correlation	.486**	.435**	.529**	.914**	.848**	.898**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.7	Pearson Correlation	.173*	.443**	.157	.615**	.452**	.681**
	Sig. (2-tailed)	.035	.000	.055	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.8	Pearson Correlation	.000	.292**	.000	.743**	.491**	.760**
	Sig. (2-tailed)	1.000	.000	1.000	.000	.000	.000
	N	150	150	150	150	150	150
x1.5.9	Pearson Correlation	.323**	.302**	.196*	.192*	.211**	.196*
	Sig. (2-tailed)	.000	.000	.016	.019	.009	.016
	N	150	150	150	150	150	150
X1	Pearson Correlation	.641**	.404**	.662**	.866**	.886**	.821**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x1.5.6	x1.5.7	x1.5.8	x1.5.9	X1
x1.4.10	Pearson Correlation	.529**	.157	.000	.196*	.662**
	Sig. (2-tailed)	.000	.055	1.000	.016	.000
	N	150	150	150	150	150
x1.5.3	Pearson Correlation	.914**	.615**	.743**	.192*	.866**
	Sig. (2-tailed)	.000	.000	.000	.019	.000
	N	150	150	150	150	150
x1.5.4	Pearson Correlation	.848**	.452**	.491**	.211**	.886**
	Sig. (2-tailed)	.000	.000	.000	.009	.000
	N	150	150	150	150	150
x1.5.5	Pearson Correlation	.898**	.681**	.760**	.196*	.821**
	Sig. (2-tailed)	.000	.000	.000	.016	.000
	N	150	150	150	150	150
x1.5.6	Pearson Correlation	1	.570**	.729**	.502**	.908**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	150	150	150	150	150
x1.5.7	Pearson Correlation	.570**	1	.690**	.356**	.576**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	150	150	150	150	150
x1.5.8	Pearson Correlation	.729**	.690**	1	.323**	.637**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	150	150	150	150	150
x1.5.9	Pearson Correlation	.502**	.356**	.323**	1	.484**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	150	150	150	150	150
X1	Pearson Correlation	.908**	.576**	.637**	.484**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

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

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

Correlations

		x2.1	x1.3	x2.4	x2.5	x2.7	x2.8
x2.1	Pearson Correlation	1	-.620**	-.384**	-.250**	.423**	-.877**
	Sig. (2-tailed)		.000	.000	.002	.000	.000
	N	150	150	150	150	150	150
x1.3	Pearson Correlation	-.620**	1	.000	.465**	-.310**	.825**
	Sig. (2-tailed)	.000		1.000	.000	.000	.000
	N	150	150	150	150	150	150
x2.4	Pearson Correlation	-.384**	.000	1	.429**	.059	.169*
	Sig. (2-tailed)	.000	1.000		.000	.472	.039
	N	150	150	150	150	150	150
x2.5	Pearson Correlation	-.250**	.465**	.429**	1	-.538**	.329**
	Sig. (2-tailed)	.002	.000	.000		.000	.000
	N	150	150	150	150	150	150
x2.7	Pearson Correlation	.423**	-.310**	.059	-.538**	1	-.439**
	Sig. (2-tailed)	.000	.000	.472	.000		.000
	N	150	150	150	150	150	150
x2.8	Pearson Correlation	-.877**	.825**	.169*	.329**	-.439**	1
	Sig. (2-tailed)	.000	.000	.039	.000	.000	
	N	150	150	150	150	150	150
x2.9	Pearson Correlation	-.681**	.634**	-.040	.367**	-.681**	.747**
	Sig. (2-tailed)	.000	.000	.624	.000	.000	.000
	N	150	150	150	150	150	150
X2	Pearson Correlation	-.710**	.876**	.388**	.708**	-.405**	.849**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		x2.9	X2
x2.1	Pearson Correlation	-.681**	-.710**
	Sig. (2-tailed)	.000	.000
	N	150	150
x1.3	Pearson Correlation	.634**	.876**
	Sig. (2-tailed)	.000	.000
	N	150	150
x2.4	Pearson Correlation	-.040	.388**
	Sig. (2-tailed)	.624	.000
	N	150	150
x2.5	Pearson Correlation	.367**	.708**
	Sig. (2-tailed)	.000	.000
	N	150	150
x2.7	Pearson Correlation	-.681**	-.405**
	Sig. (2-tailed)	.000	.000
	N	150	150
x2.8	Pearson Correlation	.747**	.849**
	Sig. (2-tailed)	.000	.000
	N	150	150
x2.9	Pearson Correlation	1	.692**
	Sig. (2-tailed)		.000
	N	150	150
X2	Pearson Correlation	.692**	1
	Sig. (2-tailed)	.000	
	N	150	150

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

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

Correlations

		z.1	z.2	z.5	z.6	Z
z.1	Pearson Correlation	1	.421**	.250**	.018	.649**
	Sig. (2-tailed)		.000	.002	.831	.000
	N	150	150	150	150	150
z.2	Pearson Correlation	.421**	1	.421**	-.130	.713**
	Sig. (2-tailed)	.000		.000	.113	.000
	N	150	150	150	150	150
z.5	Pearson Correlation	.250**	.421**	1	.070	.673**
	Sig. (2-tailed)	.002	.000		.394	.000
	N	150	150	150	150	150
z.6	Pearson Correlation	.018	-.130	.070	1	.426**
	Sig. (2-tailed)	.831	.113	.394		.000
	N	150	150	150	150	150
Z	Pearson Correlation	.649**	.713**	.673**	.426**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

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

Correlations

		y1.1	y1.2	y2.1	y2.2	y3.1	y3.2
y1.1	Pearson Correlation	1	-.154	.330**	.080	.681**	.294**
	Sig. (2-tailed)		.060	.000	.330	.000	.000
	N	150	150	150	150	150	150
y1.2	Pearson Correlation	-.154	1	.094	.480**	-.105	.294**
	Sig. (2-tailed)	.060		.251	.000	.202	.000
	N	150	150	150	150	150	150
y2.1	Pearson Correlation	.330**	.094	1	.033	.064	.120
	Sig. (2-tailed)	.000	.251		.691	.435	.143
	N	150	150	150	150	150	150
y2.2	Pearson Correlation	.080	.480**	.033	1	.327**	.272**
	Sig. (2-tailed)	.330	.000	.691		.000	.001
	N	150	150	150	150	150	150
y3.1	Pearson Correlation	.681**	-.105	.064	.327**	1	.535**
	Sig. (2-tailed)	.000	.202	.435	.000		.000
	N	150	150	150	150	150	150
y3.2	Pearson Correlation	.294**	.294**	.120	.272**	.535**	1
	Sig. (2-tailed)	.000	.000	.143	.001	.000	
	N	150	150	150	150	150	150
y3.3	Pearson Correlation	.085	.402**	.725**	.176*	.058	.108
	Sig. (2-tailed)	.303	.000	.000	.031	.484	.189
	N	150	150	150	150	150	150

Correlations

		y3.3	Y
y1.1	Pearson Correlation	.085	.475**
	Sig. (2-tailed)	.303	.000
	N	150	150
y1.2	Pearson Correlation	.402**	.475**
	Sig. (2-tailed)	.000	.000
	N	150	150
y2.1	Pearson Correlation	.725**	.755**
	Sig. (2-tailed)	.000	.000
	N	150	150
y2.2	Pearson Correlation	.176*	.505**
	Sig. (2-tailed)	.031	.000
	N	150	150
y3.1	Pearson Correlation	.058	.455**
	Sig. (2-tailed)	.484	.000
	N	150	150
y3.2	Pearson Correlation	.108	.517**
	Sig. (2-tailed)	.189	.000
	N	150	150
y3.3	Pearson Correlation	1	.767**
	Sig. (2-tailed)		.000
	N	150	150

		y1.1	y1.2	y2.1	y2.2	y3.1	y3.2
Y	Pearson Correlation	.475**	.475**	.755**	.505**	.455**	.517**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		y3.3	Y
Y	Pearson Correlation	.767**	1
	Sig. (2-tailed)	.000	
	N	150	150

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.901	34

Reliability

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.436	7

Reliability

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.422	4

Reliability

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded[a]	0	.0
	Total	150	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.647	7

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R- squared			0.661	0.859
Adj. R- squared			0.656	0.856
Comp a site reliab.	0.907	0.459	0.613	0.760
Cronbach's alpha	0.878	-0.140	0.459	0.681
Avg. var. extrac.	0.367	0.454	0.308	0.327
[illegible]	6.248	5.185	10.835	7.071
Q - s qua red			0.662	0.860
Min	-3.192	-2.681	-2.776	-2.653
Max	0.879	1.080	1.466	1.659
Median	0.212	0.129	-0.227	-0.240
Ma de	-3.192	0.129	-0.227	-0.363
Skewness	-2.133	-1.660	-1.049	-0.584
Exp, ku<osis	4.253	1.860	1.658	1.406
Unimodal- RS	[illegible]	[illegible]	[illegible]	[illegible]
Unimodal- KMV	[illegible]	[illegible]	[illegible]	[illegible]
Normal-JB	No	No	No	No
Normal- RJB	No	No	No	No
Histogram	View	View	View	View

I\lotes. UnImodal-RS —— Rohatgi-Szk eiy test o! unImodallty, UnImodal-KMV —— KIaassen-Mob veld-van Es test o! unImodallty, I\lormal-GB —— JarqueBera test o! normality, I\lormal-RGB —— robust JarqueBera test o! normality, click on "View" cell to see corresponding histogram.

```
********************************
* General SEM analysis results *
********************************

General project information
---------------------------------------------

Version of WarpPLS used: 7.0
License holder: Trial license (3 months)
Type of license: Trial license (3 months)
License start date: 16-May-2022
License end date: 14-Aug-2022
Project path (directory): D:\New folder\TA\PPT 2019\wardah\revisi\
Project file: wardah pls.prj
Last changed: 25-Aug-2020 11:49:21
Last saved: 25-Aug-2020 11:52:48
Raw data path (directory): D:\New folder\TA\PPT 2019\wardah\revisi\
Raw data file: data wardah.xlsx


Model fit and quality indices
-----------------------------------------------

Average path coefficient (APC)=0.431, P<0.001
Average R-squared (ARS)=0.760, P<0.001
Average adjusted R-squared (AARS)=0.756, P<0.001
Average block VIF (AVIF)=4.700, acceptable if <= 5, ideally <= 3.3
Average full collinearity VIF (AFVIF)=7.335, acceptable if <= 5, ideally <= 3.3
Tenenhaus GoF (GoF)=0.526, small >= 0.1, medium >= 0.25, large >= 0.36
Sympson's paradox ratio (SPR)=0.800, acceptable if >= 0.7, ideally = 1
R-squared contribution ratio (RSCR)=0.923, 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 Mode A
Default inner model analysis algorithm: Linear
Multiple inner model analysis algorithms used? No
Resampling method used in the analysis: Stable2
Number of data resamples used: 100
Number of cases (rows) in model data: 150
Number of latent variables in model: 4
Number of indicators used in model: 52
Number of iterations to obtain estimates: 12
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
---

	pelayan	inovasi	puas	percaya
puas	0.708	0.116		
percaya	0.042	-0.233	1.056	

P values
---

	pelayan	inovasi	puas	percaya
puas	<0.001	0.061		
percaya	0.289	<0.001	<0.001	

****
* Standard errors for path coefficients *
****

	pelayan	inovasi	puas	percaya
puas	0.069	0.074		
percaya	0.075	0.074	0.065	

****
* Effect sizes for path coefficients *
****

	pelayan	inovasi	puas	percaya
puas	0.574	0.087		

percaya 0.029 0.138 0.968

```
****************************************
* Combined loadings and cross-loadings *
****************************************
```

	pelayan	inovasi	puas	percaya	Type (a	SE	P value
x1.1.1	-0.440	1.137	-0.955	0.872	Reflect	0.072	<0.001
x1.1.3	-0.561	-0.884	0.068	-0.275	Reflect	0.071	<0.001
x1.1.4	-0.510	-0.397	-0.485	1.170	Reflect	0.071	<0.001
x1.1.5	-0.419	0.027	0.227	0.351	Reflect	0.072	<0.001
x1.1.6	-0.527	0.302	-0.087	0.436	Reflect	0.071	<0.001
x1.1.9	0.465	1.030	0.542	-0.360	Reflect	0.072	<0.001
x1.1.10	0.274	-0.318	2.639	-1.446	Reflect	0.073	<0.001
x1.2.1	0.377	-1.309	0.009	0.346	Reflect	0.072	<0.001
x1.2.2	0.642	0.176	0.070	-0.760	Reflect	0.070	<0.001
x1.2.3	0.409	0.036	-0.358	-0.531	Reflect	0.072	<0.001
x1.2.4	0.706	-0.427	1.298	-0.963	Reflect	0.069	<0.001
x1.2.6	0.445	0.085	-1.132	0.980	Reflect	0.072	<0.001
x1.2.7	0.328	-0.243	2.474	-1.664	Reflect	0.073	<0.001
x1.3.2	0.491	0.458	-0.891	0.260	Reflect	0.071	<0.001
x1.3.3	0.715	-0.267	-0.717	0.592	Reflect	0.069	<0.001
x1.3.6	0.829	-0.529	-0.336	0.615	Reflect	0.068	<0.001
x1.3.7	0.815	-0.407	-0.233	0.377	Reflect	0.068	<0.001
x1.3.9	0.703	0.746	-1.596	0.887	Reflect	0.069	<0.001
x1.3.10	0.664	-0.940	0.361	-0.404	Reflect	0.070	<0.001
x1.4.2	0.283	-0.624	0.250	-0.025	Reflect	0.073	<0.001
x1.4.3	0.214	-0.288	1.537	-1.469	Reflect	0.074	0.002
x1.4.4	0.224	-0.569	1.092	-1.184	Reflect	0.074	0.001
x1.4.6	0.850	-0.183	-0.254	-0.090	Reflect	0.067	<0.001
x1.4.7	0.618	0.213	0.329	-0.221	Reflect	0.070	<0.001
x1.4.8	0.683	-1.091	0.324	-0.407	Reflect	0.069	<0.001
x1.4.9	0.355	0.724	0.324	-0.443	Reflect	0.073	<0.001
x1.4.10	0.695	-1.061	-1.004	0.683	Reflect	0.069	<0.001
x1.5.3	0.912	0.733	-0.844	0.602	Reflect	0.067	<0.001
x1.5.4	0.937	-0.093	-0.990	0.724	Reflect	0.066	<0.001
x1.5.5	0.852	1.031	-0.865	0.541	Reflect	0.067	<0.001
x1.5.6	0.926	0.650	0.026	0.074	Reflect	0.066	<0.001
x1.5.7	0.516	1.106	-0.522	-0.507	Reflect	0.071	<0.001
x1.5.8	0.597	1.631	-0.481	0.228	Reflect	0.070	<0.001
x1.5.9	0.382	0.281	1.726	-1.386	Reflect	0.072	<0.001
x2.1	-0.266	-0.929	0.865	-0.541	Reflect	0.066	<0.001
x2.3	-0.735	0.819	1.097	-0.881	Reflect	0.068	<0.001
x2.4	0.346	0.278	-0.620	0.489	Reflect	0.073	<0.001
x2.5	-1.193	0.260	0.204	-0.516	Reflect	0.073	<0.001
x2.7	0.434	-0.291	0.645	0.240	Reflect	0.073	<0.001
x2.8	-0.373	0.962	0.334	-0.295	Reflect	0.066	<0.001
x2.9	0.231	0.702	-1.032	0.170	Reflect	0.069	<0.001

z.1	-0.017	-0.481	0.471	-1.018	Reflect	0.072	<0.001
z.2	-1.352	0.814	0.293	-1.158	Reflect	0.073	<0.001
z.5	-1.613	0.928	0.528	-0.339	Reflect	0.071	<0.001
z.6	0.906	-0.325	0.803	0.733	Reflect	0.068	<0.001
y1.1	-0.036	0.143	-1.085	0.349	Reflect	0.073	<0.001
y1.2	-0.383	-0.256	1.208	0.617	Reflect	0.070	<0.001
y2.1	1.033	0.091	-0.693	0.684	Reflect	0.069	<0.001
y2.2	-1.155	-0.129	1.794	0.601	Reflect	0.070	<0.001
y3.1	-0.875	0.787	-1.511	0.359	Reflect	0.073	<0.001
y3.2	-0.469	0.408	-1.306	0.469	Reflect	0.072	<0.001
y3.3	0.805	-0.162	-0.730	0.779	Reflect	0.068	<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 *
****************************************************
```

	pelayan	inovasi	puas	percaya
x1.1.1	-0.621	0.527	-0.443	0.404
x1.1.3	-0.492	-0.888	0.068	-0.276
x1.1.4	-0.651	-0.274	-0.334	0.806
x1.1.5	-0.670	0.028	0.233	0.361
x1.1.6	-0.693	0.259	-0.075	0.374
x1.1.9	0.492	0.747	0.393	-0.261
x1.1.10	0.371	-0.103	0.856	-0.469
x1.2.1	0.505	-0.699	0.005	0.185
x1.2.2	0.663	0.141	0.056	-0.609
x1.2.3	0.731	0.029	-0.292	-0.433
x1.2.4	0.577	-0.235	0.716	-0.531
x1.2.6	0.595	0.053	-0.700	0.606
x1.2.7	0.478	-0.081	0.823	-0.553
x1.3.2	0.641	0.377	-0.732	0.213
x1.3.3	0.617	-0.181	-0.485	0.400
x1.3.6	0.544	-0.366	-0.232	0.426
x1.3.7	0.562	-0.321	-0.184	0.298
x1.3.9	0.617	0.356	-0.761	0.423
x1.3.10	0.694	-0.515	0.197	-0.221
x1.4.2	0.558	-0.668	0.268	-0.027
x1.4.3	0.617	-0.133	0.712	-0.681
x1.4.4	0.870	-0.310	0.596	-0.646
x1.4.6	0.650	-0.139	-0.193	-0.069
x1.4.7	0.570	0.391	0.605	-0.406
x1.4.8	0.706	-0.532	0.158	-0.199
x1.4.9	0.558	0.772	0.346	-0.473
x1.4.10	0.694	-0.416	-0.394	0.268
x1.5.3	0.566	0.533	-0.613	0.437
x1.5.4	0.605	-0.052	-0.548	0.401

x1.5.5	0.564	0.699	-0.587	0.367
x1.5.6	0.547	0.915	0.036	0.104
x1.5.7	0.614	0.813	-0.383	-0.372
x1.5.8	0.499	0.895	-0.264	0.125
x1.5.9	0.550	0.125	0.766	-0.615
x2.1	-0.180	-0.615	0.587	-0.367
x2.3	-0.371	0.679	0.553	-0.444
x2.4	0.397	0.571	-0.711	0.560
x2.5	-0.588	0.700	0.101	-0.254
x2.7	0.269	-0.650	0.400	0.149
x2.8	-0.272	0.637	0.243	-0.215
x2.9	0.143	0.740	-0.638	0.105
z.1	-0.008	-0.228	0.691	-0.482
z.2	-0.500	0.301	0.692	-0.428
z.5	-0.670	0.385	0.646	-0.141
z.6	0.714	-0.256	0.518	0.577
y1.1	-0.021	0.082	-0.622	0.762
y1.2	-0.295	-0.197	0.930	0.687
y2.1	0.757	0.066	-0.507	0.426
y2.2	-0.539	-0.060	0.838	0.694
y3.1	-0.318	0.286	-0.549	0.921
y3.2	-0.200	0.174	-0.558	0.816
y3.3	0.562	-0.113	-0.510	0.578

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

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****************************************
* Pattern loadings and cross-loadings *
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	pelayan	inovasi	puas	percaya
x1.1.1	-1.297	1.137	-0.955	0.872
x1.1.3	0.361	-0.884	0.068	-0.275
x1.1.4	-0.589	-0.397	-0.485	1.170
x1.1.5	-0.878	0.027	0.227	0.351
x1.1.6	-1.033	0.302	-0.087	0.436
x1.1.9	-0.644	1.030	0.542	-0.360
x1.1.10	-0.596	-0.318	2.639	-1.446
x1.2.1	1.296	-1.309	0.009	0.346
x1.2.2	0.970	0.176	0.070	-0.760
x1.2.3	1.045	0.036	-0.358	-0.531
x1.2.4	0.702	-0.427	1.298	-0.963
x1.2.6	0.607	0.085	-1.132	0.980
x1.2.7	-0.314	-0.243	2.474	-1.664
x1.3.2	0.641	0.458	-0.891	0.260
x1.3.3	1.118	-0.267	-0.717	0.592
x1.3.6	1.147	-0.529	-0.336	0.615
x1.3.7	1.114	-0.407	-0.233	0.377

x1.3.9	0.716	0.746	-1.596	0.887
x1.3.10	1.469	-0.940	0.361	-0.404
x1.4.2	0.649	-0.624	0.250	-0.025
x1.4.3	0.226	-0.288	1.537	-1.469
x1.4.4	0.665	-0.569	1.092	-1.184
x1.4.6	1.275	-0.183	-0.254	-0.090
x1.4.7	0.306	0.213	0.329	-0.221
x1.4.8	1.657	-1.091	0.324	-0.407
x1.4.9	-0.232	0.724	0.324	-0.443
x1.4.10	1.971	-1.061	-1.004	0.683
x1.5.3	0.532	0.733	-0.844	0.602
x1.5.4	1.321	-0.093	-0.990	0.724
x1.5.5	0.266	1.031	-0.865	0.541
x1.5.6	0.276	0.650	0.026	0.074
x1.5.7	0.316	1.106	-0.522	-0.507
x1.5.8	-0.614	1.631	-0.481	0.228
x1.5.9	-0.314	0.281	1.726	-1.386
x2.1	-0.266	-1.031	0.865	-0.541
x2.3	-0.735	1.187	1.097	-0.881
x2.4	0.346	0.132	-0.620	0.489
x2.5	-1.193	1.545	0.204	-0.516
x2.7	0.434	-1.393	0.645	0.240
x2.8	-0.373	1.241	0.334	-0.295
x2.9	0.231	1.212	-1.032	0.170
z.1	-0.017	-0.481	1.785	-1.018
z.2	-1.352	0.814	1.865	-1.158
z.5	-1.613	0.928	1.492	-0.339
z.6	0.906	-0.325	-0.384	0.733
y1.1	-0.036	0.143	-1.085	1.357
y1.2	-0.383	-0.256	1.208	-0.131
y2.1	1.033	0.091	-0.693	0.555
y2.2	-1.155	-0.129	1.794	-0.139
y3.1	-0.875	0.787	-1.511	1.976
y3.2	-0.469	0.408	-1.306	1.839
y3.3	0.805	-0.162	-0.730	0.916

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

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***************************************************
* Normalized pattern loadings and cross-loadings *
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```

	pelayan	inovasi	puas	percaya
x1.1.1	-0.602	0.527	-0.443	0.404
x1.1.3	0.363	-0.888	0.068	-0.276
x1.1.4	-0.406	-0.274	-0.334	0.806
x1.1.5	-0.903	0.028	0.233	0.361
x1.1.6	-0.887	0.259	-0.075	0.374
x1.1.9	-0.468	0.747	0.393	-0.261

x1.1.10	-0.193	-0.103	0.856	-0.469
x1.2.1	0.691	-0.699	0.005	0.185
x1.2.2	0.778	0.141	0.056	-0.609
x1.2.3	0.852	0.029	-0.292	-0.433
x1.2.4	0.387	-0.235	0.716	-0.531
x1.2.6	0.375	0.053	-0.700	0.606
x1.2.7	-0.104	-0.081	0.823	-0.553
x1.3.2	0.527	0.377	-0.732	0.213
x1.3.3	0.756	-0.181	-0.485	0.400
x1.3.6	0.794	-0.366	-0.232	0.426
x1.3.7	0.880	-0.321	-0.184	0.298
x1.3.9	0.341	0.356	-0.761	0.423
x1.3.10	0.805	-0.515	0.197	-0.221
x1.4.2	0.694	-0.668	0.268	-0.027
x1.4.3	0.105	-0.133	0.712	-0.681
x1.4.4	0.363	-0.310	0.596	-0.646
x1.4.6	0.969	-0.139	-0.193	-0.069
x1.4.7	0.563	0.391	0.605	-0.406
x1.4.8	0.808	-0.532	0.158	-0.199
x1.4.9	-0.247	0.772	0.346	-0.473
x1.4.10	0.774	-0.416	-0.394	0.268
x1.5.3	0.386	0.533	-0.613	0.437
x1.5.4	0.732	-0.052	-0.548	0.401
x1.5.5	0.180	0.699	-0.587	0.367
x1.5.6	0.388	0.915	0.036	0.104
x1.5.7	0.232	0.813	-0.383	-0.372
x1.5.8	-0.337	0.895	-0.264	0.125
x1.5.9	-0.139	0.125	0.766	-0.615
x2.1	-0.180	-0.699	0.587	-0.367
x2.3	-0.371	0.599	0.553	-0.444
x2.4	0.397	0.151	-0.711	0.560
x2.5	-0.588	0.761	0.101	-0.254
x2.7	0.269	-0.864	0.400	0.149
x2.8	-0.272	0.906	0.243	-0.215
x2.9	0.143	0.749	-0.638	0.105
z.1	-0.008	-0.228	0.846	-0.482
z.2	-0.500	0.301	0.690	-0.428
z.5	-0.670	0.385	0.619	-0.141
z.6	0.714	-0.256	-0.303	0.577
y1.1	-0.021	0.082	-0.622	0.778
y1.2	-0.295	-0.197	0.930	-0.101
y2.1	0.757	0.066	-0.507	0.407
y2.2	-0.539	-0.060	0.838	-0.065
y3.1	-0.318	0.286	-0.549	0.718
y3.2	-0.200	0.174	-0.558	0.786
y3.3	0.562	-0.113	-0.510	0.641

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

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****************************************
* Structure loadings and cross-loadings *
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```

	pelayan	inovasi	puas	percaya
x1.1.1	-0.440	-0.246	-0.411	-0.281
x1.1.3	-0.561	-0.675	-0.552	-0.476
x1.1.4	-0.510	-0.554	-0.219	0.004
x1.1.5	-0.419	-0.419	-0.200	-0.020
x1.1.6	-0.527	-0.382	-0.316	-0.236
x1.1.9	0.465	0.609	0.467	0.296
x1.1.10	0.274	0.242	0.536	0.356
x1.2.1	0.377	0.117	0.432	0.464
x1.2.2	0.642	0.633	0.325	0.144
x1.2.3	0.409	0.373	0.051	-0.063
x1.2.4	0.706	0.588	0.637	0.497
x1.2.6	0.445	0.308	0.347	0.382
x1.2.7	0.328	0.310	0.434	0.279
x1.3.2	0.491	0.477	0.267	0.216
x1.3.3	0.715	0.542	0.523	0.513
x1.3.6	0.829	0.640	0.802	0.764
x1.3.7	0.815	0.608	0.736	0.727
x1.3.9	0.703	0.750	0.377	0.316
x1.3.10	0.664	0.443	0.420	0.321
x1.4.2	0.283	0.137	0.301	0.260
x1.4.3	0.214	0.225	0.100	-0.119
x1.4.4	0.224	0.090	0.090	0.003
x1.4.6	0.850	0.725	0.535	0.422
x1.4.7	0.618	0.594	0.530	0.401
x1.4.8	0.683	0.396	0.449	0.332
x1.4.9	0.355	0.413	0.251	0.214
x1.4.10	0.695	0.377	0.401	0.465
x1.5.3	0.912	0.933	0.705	0.631
x1.5.4	0.937	0.790	0.679	0.660
x1.5.5	0.852	0.929	0.629	0.546
x1.5.6	0.926	0.966	0.785	0.676
x1.5.7	0.516	0.651	0.114	-0.058
x1.5.8	0.597	0.850	0.480	0.350
x1.5.9	0.382	0.444	0.331	0.177
x2.1	-0.852	-0.929	-0.629	-0.546
x2.3	0.607	0.819	0.571	0.299
x2.4	0.311	0.278	0.154	0.198
x2.5	-0.003	0.260	-0.119	-0.237
x2.7	-0.110	-0.291	0.180	0.267
x2.8	0.793	0.962	0.681	0.515
x2.9	0.586	0.702	0.219	0.125
z.1	0.297	0.129	0.471	0.372
z.2	0.081	0.268	0.293	0.123
z.5	0.191	0.373	0.528	0.461

z.6	0.812	0.691	0.803	0.791
y1.1	0.162	0.051	0.244	0.349
y1.2	0.273	0.221	0.551	0.617
y2.1	0.931	0.820	0.758	0.684
y2.2	0.097	0.135	0.601	0.601
y3.1	-0.016	0.035	0.146	0.359
y3.2	0.123	0.137	0.276	0.469
y3.3	0.686	0.531	0.679	0.779

Note: Loadings and cross-loadings are unrotated.

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****************************************************
* Normalized structure loadings and cross-loadings *
****************************************************
```

	pelayan	inovasi	puas	percaya
x1.1.1	-0.621	-0.348	-0.580	-0.396
x1.1.3	-0.492	-0.592	-0.484	-0.417
x1.1.4	-0.651	-0.706	-0.279	0.005
x1.1.5	-0.670	-0.669	-0.320	-0.031
x1.1.6	-0.693	-0.502	-0.415	-0.310
x1.1.9	0.492	0.644	0.495	0.313
x1.1.10	0.371	0.327	0.724	0.481
x1.2.1	0.505	0.157	0.578	0.621
x1.2.2	0.663	0.653	0.335	0.148
x1.2.3	0.731	0.667	0.092	-0.113
x1.2.4	0.577	0.481	0.521	0.406
x1.2.6	0.595	0.412	0.464	0.511
x1.2.7	0.478	0.452	0.633	0.408
x1.3.2	0.641	0.623	0.348	0.282
x1.3.3	0.617	0.468	0.452	0.443
x1.3.6	0.544	0.420	0.526	0.501
x1.3.7	0.562	0.419	0.508	0.501
x1.3.9	0.617	0.658	0.331	0.277
x1.3.10	0.694	0.463	0.439	0.335
x1.4.2	0.558	0.270	0.594	0.513
x1.4.3	0.617	0.648	0.289	-0.342
x1.4.4	0.870	0.348	0.348	0.012
x1.4.6	0.650	0.554	0.409	0.323
x1.4.7	0.570	0.547	0.489	0.370
x1.4.8	0.706	0.410	0.465	0.343
x1.4.9	0.558	0.648	0.394	0.336
x1.4.10	0.694	0.377	0.400	0.464
x1.5.3	0.566	0.579	0.438	0.391
x1.5.4	0.605	0.510	0.438	0.426
x1.5.5	0.564	0.615	0.416	0.361
x1.5.6	0.547	0.571	0.464	0.399
x1.5.7	0.614	0.774	0.136	-0.069
x1.5.8	0.499	0.711	0.401	0.292

x1.5.9	0.550	0.638	0.475	0.254
x2.1	-0.564	-0.615	-0.416	-0.361
x2.3	0.503	0.679	0.474	0.248
x2.4	0.639	0.571	0.316	0.407
x2.5	-0.007	0.700	-0.320	-0.639
x2.7	-0.245	-0.650	0.402	0.597
x2.8	0.525	0.637	0.451	0.341
x2.9	0.618	0.740	0.231	0.132
z.1	0.435	0.189	0.691	0.546
z.2	0.192	0.633	0.692	0.289
z.5	0.234	0.457	0.646	0.564
z.6	0.523	0.445	0.518	0.510
y1.1	0.353	0.111	0.532	0.762
y1.2	0.304	0.246	0.613	0.687
y2.1	0.579	0.510	0.472	0.426
y2.2	0.112	0.156	0.694	0.694
y3.1	-0.040	0.089	0.376	0.921
y3.2	0.213	0.239	0.481	0.816
y3.3	0.508	0.394	0.503	0.578

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

****
* Indicator weights *
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	pelayan	inovasi	puas	percaya	Type	(a SE	P value	VIF	WLS	ES
x1.1.1	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	0.000
x1.1.3	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	0.000
x1.1.4	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	0.000
x1.1.5	-0.254	0.000	0.000	0.000	Reflect	0.073	<0.001	Inf	1	0.107
x1.1.6	0.018	0.000	0.000	0.000	Reflect	0.075	0.406	Inf	-1	0.009
x1.1.9	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	0.000
x1.1.10	0.156	0.000	0.000	0.000	Reflect	0.074	0.018	Inf	1	0.043
x1.2.1	0.094	0.000	0.000	0.000	Reflect	0.075	0.106	Inf	1	0.035
x1.2.2	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	0.000
x1.2.3	-0.015	0.000	0.000	0.000	Reflect	0.075	0.424	Inf	-1	0.006
x1.2.4	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0	

0.000									
x1.2.6	0.142	0.000	0.000	0.000	Reflect	0.074	0.029	Inf	1
0.063									
x1.2.7	0.243	0.000	0.000	0.000	Reflect	0.074	<0.001	Inf	1
0.079									
x1.3.2	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.3.3	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.3.6	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.3.7	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.3.9	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.3.10	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.4.2	0.162	0.000	0.000	0.000	Reflect	0.074	0.015	Inf	1
0.046									
x1.4.3	−0.110	0.000	0.000	0.000	Reflect	0.075	0.072	Inf	-1
0.023									
x1.4.4	0.035	0.000	0.000	0.000	Reflect	0.075	0.321	Inf	1
0.008									
x1.4.6	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.4.7	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.4.8	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.4.9	0.068	0.000	0.000	0.000	Reflect	0.075	0.183	Inf	1
0.024									
x1.4.10	0.496	0.000	0.000	0.000	Reflect	0.071	<0.001	Inf	1
0.345									
x1.5.3	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.5.4	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.5.5	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.5.6	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x1.5.7	0.004	0.000	0.000	0.000	Reflect	0.075	0.478	16.800	1
0.002									
x1.5.8	0.480	0.000	0.000	0.000	Reflect	0.072	<0.001	Inf	1
0.286									
x1.5.9	0.000	0.000	0.000	0.000	Reflect	0.000	1.000	Inf	0
0.000									
x2.1	0.000	−0.378	0.000	0.000	Reflect	0.072	<0.001	10.361	1
0.351									
x2.3	0.000	0.287	0.000	0.000	Reflect	0.073	<0.001	8.635	1

0.235										
x2.4	0.000	0.111	0.000	0.000	Reflect	0.075	0.070	5.801	1	
0.031										
x2.5	0.000	-0.109	0.000	0.000	Reflect	0.075	0.072	7.111	-1	
0.028										
x2.7	0.000	0.140	0.000	0.000	Reflect	0.074	0.031	5.383	-1	
0.041										
x2.8	0.000	0.388	0.000	0.000	Reflect	0.072	<0.001	10.808	1	
0.373										
x2.9	0.000	0.113	0.000	0.000	Reflect	0.075	0.065	3.829	1	
0.080										
z.1	0.000	0.000	0.323	0.000	Reflect	0.073	<0.001	1.231	1	
0.152										
z.2	0.000	0.000	0.115	0.000	Reflect	0.075	0.063	1.449	1	
0.034										
z.5	0.000	0.000	0.343	0.000	Reflect	0.073	<0.001	1.247	1	
0.181										
z.6	0.000	0.000	0.789	0.000	Reflect	0.068	<0.001	1.042	1	
0.633										
y1.1	0.000	0.000	0.000	0.133	Reflect	0.074	0.038	2.756	1	
0.047										
y1.2	0.000	0.000	0.000	0.286	Reflect	0.073	<0.001	2.442	1	
0.177										
y2.1	0.000	0.000	0.000	0.343	Reflect	0.073	<0.001	3.396	1	
0.234										
y2.2	0.000	0.000	0.000	0.321	Reflect	0.073	<0.001	1.742	1	
0.193										
y3.1	0.000	0.000	0.000	0.077	Reflect	0.075	0.152	4.009	1	
0.028										
y3.2	0.000	0.000	0.000	0.140	Reflect	0.074	0.031	1.935	1	
0.066										
y3.3	0.000	0.000	0.000	0.329	Reflect	0.073	<0.001	3.419	1	
0.256										

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
------------------------------------------

pelayan inovasi puas     percaya
                 0.661   0.859
```

Adjusted R-squared coefficients
---

pelayan	inovasi	puas	percaya
		0.656	0.856

Composite reliability coefficients
---

pelayan	inovasi	puas	percaya
0.907	0.459	0.613	0.760

Cronbach's alpha coefficients
---

pelayan	inovasi	puas	percaya
0.878	-0.140	0.459	0.681

Average variances extracted
---

pelayan	inovasi	puas	percaya
0.367	0.454	0.308	0.327

Full collinearity VIFs
---

pelayan	inovasi	puas	percaya
6.248	5.185	10.835	7.071

Q-squared coefficients
---

pelayan	inovasi	puas	percaya
		0.662	0.860

Minimum and maximum values
---

pelayan	inovasi	puas	percaya
-3.192	-2.681	-2.776	-2.653
0.879	1.080	1.466	1.659

Medians (top) and modes (bottom)
---

pelayan	inovasi	puas	percaya
0.212	0.129	-0.227	-0.240
-3.192	0.129	-0.227	-0.363

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

pelayan	inovasi	puas	percaya
-2.133	-1.660	-1.049	-0.584
4.253	1.860	1.658	1.406

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

pelayan	inovasi	puas	percaya
Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes

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

pelayan	inovasi	puas	percaya
No	No	No	No
No	No	No	No

****
* Correlations among latent variables and errors *
****

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

	pelayan	inovasi	puas	percaya
pelayan	0.606	0.889	0.811	0.691
inovasi	0.889	0.674	0.745	0.591
puas	0.811	0.745	0.555	0.916
percaya	0.691	0.591	0.916	0.572

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

P values for correlations
---

	pelayan	inovasi	puas	percaya
pelayan	1.000	<0.001	<0.001	<0.001
inovasi	<0.001	1.000	<0.001	<0.001
puas	<0.001	<0.001	1.000	<0.001
percaya	<0.001	<0.001	<0.001	1.000

Correlations among l.v. error terms with VIFs

	(e)puas	(e)perc
(e)puas	1.000	0.000
(e)perc	0.000	1.000

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)puas	(e)perc
(e)puas	1.000	1.000
(e)perc	1.000	1.000

****
* Block variance inflation factors *
****

	pelayan	inovasi	puas	percaya
puas	4.760	4.760		
percaya	6.236	4.800	2.946	

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
---

	pelayan	inovasi	puas	percaya
percaya	0.748	0.123		

Number of paths with 2 segments pelayan
---

	inovasi	puas	percaya

percaya 1 1

P values of indirect effects for paths with 2 segments

---

	pelayan	inovasi	puas	percaya
percaya	<0.001	0.011		

Standard errors of indirect effects for paths with 2 segments

---

	pelayan	inovasi	puas	percaya
percaya	0.049	0.053		

Effect sizes of indirect effects for paths with 2 segments

---

	pelayan	inovasi	puas	percaya
percaya	0.517	0.072		

Sums of indirect effects

---

	pelayan	inovasi	puas	percaya
percaya	0.748	0.123		

Number of paths for indirect effects

---

	pelayan	inovasi	puas	percaya
percaya	1	1		

P values for sums of indirect effects

```
--------------------------------------------------
         pelayan inovasi puas    percaya


percaya <0.001  0.011

Standard errors for sums of indirect effects
--------------------------------------------------
         pelayan inovasi puas    percaya


percaya 0.049   0.053

Effect sizes for sums of indirect effects
--------------------------------------------------
         pelayan inovasi puas    percaya


percaya 0.517   0.072


Total effects
--------------------------------------------------
         pelayan inovasi puas    percaya


puas    0.708   0.116
percaya 0.789   -0.111  1.056

Number of paths for total effects
--------------------------------------------------
         pelayan inovasi puas    percaya


puas    1       1
percaya 2       2       1

P values for total effects
--------------------------------------------------
         pelayan inovasi puas    percaya
```

```
puas     <0.001  0.061
percaya <0.001  0.069   <0.001


Standard errors for total effects
-----------------------------------------------------
         pelayan inovasi puas    percaya


puas     0.069   0.074
percaya 0.068   0.075   0.065


Effect sizes for total effects
-----------------------------------------------------
         pelayan inovasi puas    percaya


puas     0.574   0.087
percaya 0.545   0.066   0.968



*************************************
* Causality assessment coefficients *
*************************************

Path-correlation signs
-----------------------------------

         pelayan inovasi puas    percaya


puas     1       1
percaya 1       -1      1


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

R-squared contributions
---------------------------------------

         pelayan inovasi puas    percaya


puas     0.574   0.087
percaya 0.029   -0.138  0.968


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
---

	pelayan	inovasi	puas	percaya
puas	0.873	0.156		
percaya	0.060	0.395	1.153	

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
---

	pelayan	inovasi	puas	percaya
puas	0.103	0.629		
percaya	0.649	0.824	0.140	

Note: absolute path-correlation differences.

P values for path-correlation differences
---

	pelayan	inovasi	puas	percaya
puas	0.099	<0.001		
percaya	<0.001	<0.001	0.039	

Note: P values for absolute path-correlation differences.

Warp2 bivariate causal direction ratios
---

	pelayan	inovasi	puas	percaya
puas	1.099	1.050		
percaya	1.179	1.086	1.012	

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
---

	pelayan	inovasi	puas	percaya
puas	0.081	0.038		
percaya	0.129	0.056	0.011	

Note: absolute Warp2 bivariate causal direction differences.

P values for Warp2 bivariate causal direction differences
---

	pelayan	inovasi	puas	percaya
puas	0.158	0.321		
percaya	0.053	0.243	0.446	

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

Warp3 bivariate causal direction ratios
---

	pelayan	inovasi	puas	percaya
puas	1.062	1.029		
percaya	1.178	1.083	0.992	

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
---

	pelayan	inovasi	puas	percaya
puas	0.052	0.022		
percaya	0.131	0.056	0.007	

Note: absolute Warp3 bivariate causal direction differences.

P values for Warp3 bivariate causal direction differences

---

	pelayan	inovasi	puas	percaya
puas	0.258	0.392		

percaya 0.050 0.245 0.464

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