BAB V
KESIMPULAN DAN SARAN

5.1 Kesimpulan

Berdasarkan hasil analisis yang telah dilakukan maka ditarik kesimpulan sebagai berikut (1) Getok Tular Positif berpengaruh signifikan pada kepuasan, (2) Getok Tular Positif berpengaruh signifikan pada Niat Berobat Ulang (3) Pemulihan layanan tidak berpengaruh signifikan pada Kepuasan Pasien, (4) Pemulihan Layanan berpengaruh signifikan pada Niat Berobat Ulang, (5) Kepuasan Pasien memediasi hubungan antara Getok Tular Positif dan Pemulihan Layanan pada Niat Berobat Ulang.

1.2 Keterbatasan dan Saran untuk peneliti di masa depan

Penelitian hanya dilakukan di satu Klinik saja, sehingga generalisasinya kurang baik. Oleh karena itu dalam upaya meningkatkan kekuatan generalisasinya di masa depan perlu dilakukan penambahan dengan Klinik yang berbeda dan lokasi yang berbeda pula.

5.3. Implikasi Manajerial

Hasil penelitian menyatakan bahwa getok tular positif, pemulihan pelayanan dan kepuasan berpengaruh terhadap niat berobat ulang, Atas dasar temuan ini, maka penting bagi Klinik Djeng Jumaroh untuk lebih berfokus pada kepuasan pasien, yaitu dengan memberikan pelayanan yang cepat, dan memberikan jaminan keamanan dan kenyamanan bagi pasien. Klinik perlu memperhatikan komunikasi getok tular positif pada pasien dengan didukung oleh fasilitas-fasilitas klinik yang lengkap, lingkungan klinik yang bersih dan nyaman.

Klinik juga perlu pemulihan pelayanan terhadap pasien dengan mendengarkan apa yang menjadi keluhan pasien, dan lebih mengerti dengan kondisi pasien..

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L A M P I R A N

Lampiran 1. Kuesioner Penelitian

LAMPIRAN 1

KUESIONER PENELITIAN

Yth. Responden

Saya sedang melakukan penelitian skripsi dengan judul: Pengaruh Komunikasi Getok Tular Positif dan Pemulihan Pelayanan pada Niat Berobat Ulang dengan Mediasi Kepuasan Pasien. Saya mohon kesediaan anda untuk mengisi kuesioner dengan jujur. Segala informasi tentang responden akan dirahasiakan. Terima kasih atas perhatian dan kerja samanya

Salam

ttd

Novsia Anggita Shintia Perdani
Nim 13150331L

INFORMASI RESPONDEN

Berikan tanda ✓ sesuai dengan kondisi anda

1. Nama :
   ……..
   (boleh tidak diisi)
2. Jenis kelamin :
   - ☐ Pria
   - ☐ Wanita
3. Usia saat ini (pilih salah satu di bawah ini)
   - ☐ kurang dari 20 tahun
   - ☐ 20 - 30 tahun
   - ☐ 31 - 40 tahun
   - ☐ 41 - 50 tahun
   - ☐ lebih dari 50 tahun
4. Apakah anda pernah kecewa dengan klinik ini sebelumnya?
   - ☐ Ya
   - ☐ Tidak

Petunjuk Pengisian

Berikan tanda centang (√) pada tanggapan paling sesuai dengan anda.

STS= sangat tidak setuju, TS= tidak setuju, CS= cukup setuju, S= setuju, SS= sangat setuju

Kode	Pernyataan	Tanggapan				
		STS	TS	CS	S	SS
GT1	Saya sering membicarakan tentang perawatan di klinik herbal djeng jumaroh dengan orang lain					
GT2	Saya mempromosikan klinik herbal djeng jumaroh kepada orang lain					
GT3	Saya menyarankan kepada orang lain untuk melakukan perawatan di klinik herbal djeng jumaroh					
GT4	Saya menawarkan perawatan di klinik herbal djeng jumaroh kepada orang lain					
PP1	Pengelola menyatakan bahwa karyawan selalu diberi pelatihan untuk meningkatkan kualitas pelayanan di klinik herbal djeng jumaroh					
PP2	Klinik herbal djeng jumaroh bersedia menerima keluhan pelanggan yang kecewa					
PP3	Klinik herbal djeng jumaroh bersedia menjelaskan besarnya biaya perawatan					
PP4	Karyawan berinisiatif mencari pemecahan masalah bila ada pasien kecewa					
PP5	Klinik herbal djeng jumaroh bersedia berkomunikasi dengan pelanggan.					
PP6	Klinik herbal djeng jumaroh memberi penghargaan kepada karyawan yang berjasa dalam memecahkan masalah perusahaan					
KP1	Hasil perawatan di klinik djeng jumaroh sesuai harapan					
KP2	Saya berniat datang lagi ke klinik herbal djeng jumaroh					
KP3	Saya bersedia kalau diminta menyarankan kepada orang lain untuk melakukan perawatan di klinik herbal djeng jumaroh					

Kode	Pernyataan	Tanggapan				
		STS	TS	CS	S	SS
NBU1	Saya berharap dapat melakukan perawatan lagi di klinik herbal djeng jumaroh					
NBU2	Saya berencana melakukan perawatan lagi di klinik herbal djeng jumaroh					
NBU3	Saya ingin melakukan perawatan lagi di klinik herbal djeng jumaroh					

Lampiran 2. Uji Validitas Kuesioner

Factor Analysis

[DataSet1] F:\DATA SEM.sav

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.523
Bartlett's Test of Sphericity	Approx. Chi-Square	1534.342
	df	120
	Sig.	.000

Communalities

	Initial	Extraction
GT1	1.000	.727
GT2	1.000	.650
GT3	1.000	.822
GT4	1.000	.363
PP1	1.000	.680
PP2	1.000	.619
PP3	1.000	.595
PP4	1.000	.582
PP5	1.000	.740
PP6	1.000	.384
KP1	1.000	.666
KP2	1.000	.801
KP3	1.000	.283
NBU1	1.000	.763
NBU2	1.000	.905
NBU3	1.000	.632

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	3.996	24.974	24.974	3.996	24.974
2	2.834	17.715	42.688	2.834	17.715
3	1.754	10.965	53.653	1.754	10.965
4	1.628	10.175	63.829	1.628	10.175
5	1.188	7.428	71.256		
6	1.095	6.841	78.098		
7	.788	4.925	83.023		
8	.684	4.277	87.300		
9	.500	3.127	90.427		
10	.457	2.858	93.286		
11	.356	2.226	95.512		
12	.253	1.579	97.090		
13	.206	1.286	98.376		
14	.105	.659	99.035		
15	.084	.522	99.557		
16	.071	.443	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings	Rotation Sums of Squared Loadings		
	Cumulative %	Total	% of Variance	Cumulative %
1	24.974	3.671	22.947	22.947
2	42.688	2.514	15.716	38.662
3	53.653	2.092	13.074	51.736
4	63.829	1.935	12.092	63.829
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Extraction Method: Principal Component Analysis.[a]

a. 4 components extracted.

Rotated Component Matrixa

	Component			
	1	2	3	4
GT1		.846		
GT2		.830		
GT3		.790		
GT4	.418			
PP1	.751			
PP2	.777			
PP3	.757			
PP4	.754			
PP5	.842			
PP6	.462			
KP1				.861
KP2				.880
KP3				.474
NBU1			.682	
NBU2			.928	
NBU3			.738	

Notes

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Comments		
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	165
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=GT1 GT2 GT3 GT4 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,02

Component Transformation Matrix

Component	1	2	3	4
1	.914	.304	-.224	.147
2	-.204	.741	.461	.443
3	.332	-.194	.836	-.391
4	.109	-.566	.196	.793

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

```
RELIABILITY
/VARIABLES=GT1 GT2 GT3 GT4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

[DataSet1] F:\DATA SEM.sav

Case Processing Summary

		N	%
Cases	Valid	165	100.0
	Excluded[a]	0	.0
	Total	165	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.795	4

Scale: ALL VARIABLES

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
GT1	14.02	1.682	.456	.715
GT2	14.09	1.254	.617	.621
GT3	14.04	1.358	.792	.536
GT4	14.04	1.651	.324	.795

RELIABILITY

/VARIABLES=PP1 PP2 PP3 PP4 PP5 PP6 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.

Reliability

Notes

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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=PP1 PP2 PP3 PP4 PP5 PP6 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,01

[DataSet1] F:\DATA SEM.sav

Scale: ALL VARIABLES

Reliability Statistics

Cronbach's Alpha	N of Items
.831	6

Case Processing Summary

		N	%
Cases	Valid	165	100.0
	Excluded[a]	0	.0
	Total	165	100.0

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PP1	22.93	4.172	.660	.793
PP2	23.01	4.110	.643	.795
PP3	22.98	4.121	.668	.791
PP4	23.05	3.759	.623	.803
PP5	23.05	4.040	.759	.774
PP6	22.94	4.850	.310	.857

RELIABILITY /VARIABLES=KP1 KP2 KP3

/SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.

Reliability

Notes

Output Created		08-AUG-2019 08:12:58
Comments		
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	165
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=KP1 KP2 KP3 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,01

Reliability Statistics

Cronbach's Alpha	N of Items
.767	3

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

Case Processing Summary

		N	%
Cases	Valid	165	100.0
	Excluded[a]	0	.0
	Total	165	100.0

[DataSet1] F:\DATA SEM.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	165	100.0
	Excluded[a]	0	.0
	Total	165	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.715	3

Lampiran 3. Tabulasi Data Penelitian

No RP	GT1	GT2	GT3	PP1	PP2	PP3	PP4	PP5	PP6	KP1	KP2	KP3	NB1	NB2	NB3
RP1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP2	5	5	5	4	4	4	3	4	5	3	4	5	5	5	5
RP3	5	5	5	4	3	4	5	4	4	5	5	5	5	5	5
RP4	4	3	4	5	5	5	5	4	4	5	5	5	5	5	5
RP5	5	5	5	5	5	5	5	4	4	3	4	5	5	5	5
RP6	4	5	4	5	5	5	5	5	5	4	4	4	3	4	5
RP7	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP8	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP9	5	5	5	5	5	5	5	4	4	5	5	5	4	4	4
RP10	5	5	5	5	5	5	4	4	4	3	4	5	3	4	5
RP11	5	5	5	5	5	4	4	4	4	5	5	5	5	5	4
RP12	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5
RP13	5	5	4	4	4	4	4	4	4	3	4	5	5	5	5
RP14	5	4	4	4	4	4	4	4	4	4	3	5	5	5	5
RP15	4	4	4	5	5	5	5	5	5	3	4	5	4	5	5
RP16	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP17	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP18	5	5	5	4	4	4	3	4	5	5	5	5	5	4	4
RP19	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4
RP20	5	5	5	5	5	5	5	5	5	5	4	4	3	4	5
RP21	4	4	5	5	5	5	5	5	5	3	4	5	4	4	4
RP22	5	5	5	4	4	5	5	5	5	4	4	4	5	5	5
RP23	5	5	5	4	4	4	3	4	5	5	5	5	5	5	5
RP24	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5
RP25	4	3	4	4	4	3	4	4	5	5	5	4	3	4	5

RP26	4	4	4	5	4	4	4	4	3	5	4	3	5	5	5
RP27	4	4	4	4	4	4	3	4	5	5	5	5	5	5	5
RP28	4	4	4	3	4	5	3	4	5	5	5	5	5	5	5
RP29	4	3	4	5	5	5	5	5	5	4	4	4	3	4	5
RP30	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP31	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP32	5	5	5	5	4	4	4	5	5	4	4	4	5	5	5
RP33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP34	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4
RP35	5	5	5	5	5	4	5	4	4	4	5	5	4	4	4
RP36	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5
RP37	4	5	5	5	4	4	5	5	5	5	5	5	5	5	5
RP38	5	4	5	5	4	4	4	5	5	5	4	5	5	5	5
RP39	5	5	5	4	5	5	4	4	5	5	5	5	5	4	4
RP40	5	4	4	5	5	4	5	5	4	4	4	5	4	4	4
RP41	5	5	4	4	4	4	5	4	5	5	4	5	5	5	4
RP42	4	4	4	4	5	5	4	4	4	5	5	5	4	4	5
RP43	4	5	4	5	4	5	5	4	4	5	5	4	4	4	5
RP44	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP45	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
RP46	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
RP47	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP48	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5
RP49	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5
RP50	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

RP51	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP52	5	5	5	4	4	4	3	4	5	3	4	5	5	5	5
RP53	5	5	5	4	3	4	5	4	4	5	5	5	5	5	5
RP54	4	3	4	5	5	5	5	4	4	5	5	5	5	5	5
RP55	5	5	5	5	5	5	5	4	4	3	4	5	5	5	5
RP56	4	5	4	5	5	5	5	5	5	4	4	4	3	4	5
RP57	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP58	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP59	5	5	5	5	5	5	5	4	4	5	5	5	4	4	4
RP60	5	5	5	5	5	5	4	4	4	3	4	5	3	4	5
RP61	5	5	5	5	5	4	4	4	4	5	5	5	5	5	4
RP62	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5
RP63	5	5	4	4	4	4	4	4	4	3	4	5	5	5	5
RP64	5	4	4	4	4	4	4	4	4	4	3	5	5	5	5
RP65	4	4	4	5	5	5	5	5	5	3	4	5	4	5	5
RP66	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP67	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP68	5	5	5	4	4	4	3	4	5	5	5	5	5	4	4
RP69	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4
RP70	5	5	5	5	5	5	5	5	5	5	4	4	3	4	5
RP71	4	4	5	5	5	5	5	5	5	3	4	5	4	4	4
RP72	5	5	5	4	4	5	5	5	5	4	4	4	5	5	5
RP73	5	5	5	4	4	4	3	4	5	5	5	5	5	5	5
RP74	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5
RP75	4	3	4	4	4	3	4	4	5	5	5	4	3	4	5

RP76	4	4	4	5	4	4	4	4	3	5	4	3	5	5	5
RP77	4	4	4	4	4	4	3	4	5	5	5	5	5	5	5
RP78	4	4	4	3	4	5	3	4	5	5	5	5	5	5	5
RP79	4	3	4	5	5	5	5	5	5	4	4	4	3	4	5
RP80	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP81	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP82	5	5	5	5	4	4	4	5	5	4	4	4	5	5	5
RP83	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP84	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4
RP85	5	5	5	5	5	4	5	4	4	4	5	5	4	4	4
RP86	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5
RP87	4	5	5	5	4	4	5	5	5	5	5	5	5	5	5
RP88	5	4	5	5	4	4	4	5	5	5	4	5	5	5	5
RP89	5	5	5	4	5	5	4	4	5	5	5	5	5	4	4
RP90	5	4	4	5	5	4	5	5	4	4	4	5	4	4	4
RP91	5	5	4	4	4	4	5	4	5	5	4	5	5	5	4
RP92	4	4	4	4	5	5	4	4	4	5	5	5	4	4	5
RP93	4	5	4	5	4	5	5	4	4	5	5	4	4	4	5
RP94	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP95	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
RP96	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
RP97	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP98	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5
RP99	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5
RP100	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

RP101	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP102	5	5	5	4	4	4	3	4	5	3	4	5	5	5	5
RP103	5	5	5	4	3	4	5	4	4	5	5	5	5	5	5
RP104	4	3	4	5	5	5	5	4	4	5	5	5	5	5	5
RP105	5	5	5	5	5	5	5	4	4	3	4	5	5	5	5
RP106	4	5	4	5	5	5	5	5	5	4	4	4	3	4	5
RP107	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP108	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP109	5	5	5	5	5	5	5	4	4	5	5	5	4	4	4
RP110	5	5	5	5	5	5	4	4	4	3	4	5	3	4	5
RP111	5	5	5	5	5	4	4	4	4	5	5	5	5	5	4
RP112	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5
RP113	5	5	4	4	4	4	4	4	4	3	4	5	5	5	5
RP114	5	4	4	4	4	4	4	4	4	4	3	5	5	5	5
RP115	4	4	4	5	5	5	5	5	5	3	4	5	4	5	5
RP116	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP117	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP118	5	5	5	4	4	4	3	4	5	5	5	5	5	4	4
RP119	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4
RP120	5	5	5	5	5	5	5	5	5	5	4	4	3	4	5
RP121	4	4	5	5	5	5	5	5	5	3	4	5	4	4	4
RP122	5	5	5	4	4	5	5	5	5	4	4	4	5	5	5
RP123	5	5	5	4	4	4	3	4	5	5	5	5	5	5	5
RP124	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5
RP125	4	3	4	4	4	3	4	4	5	5	5	4	3	4	5

RP126	4	4	4	5	4	4	4	4	3	5	4	3	5	5	5
RP127	4	4	4	4	4	4	3	4	5	5	5	5	5	5	5
RP128	4	4	4	3	4	5	3	4	5	5	5	5	5	5	5
RP129	4	3	4	5	5	5	5	5	5	4	4	4	3	4	5
RP130	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP131	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP132	5	5	5	5	4	4	4	5	5	4	4	4	5	5	5
RP133	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP134	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4
RP135	5	5	5	5	5	4	5	4	4	4	5	5	4	4	4
RP136	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5
RP137	4	5	5	5	4	4	5	5	5	5	5	5	5	5	5
RP138	5	4	5	5	4	4	4	5	5	5	4	5	5	5	5
RP139	5	5	5	4	5	5	4	4	5	5	5	5	5	4	4
RP140	5	4	4	5	5	4	5	5	4	4	4	5	4	4	4
RP141	5	5	4	4	4	4	5	4	5	5	4	5	5	5	4
RP142	4	4	4	4	5	5	4	4	4	5	5	5	4	4	5
RP143	4	5	4	5	4	5	5	4	4	5	5	4	4	4	5
RP144	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP145	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
RP146	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
RP147	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP148	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5
RP149	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5
RP150	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

RP151	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5
RP152	5	5	5	4	4	4	3	4	5	5	5	5	5	5	5
RP153	5	5	5	4	3	4	5	4	4	4	4	5	5	5	5
RP154	4	3	4	5	5	5	5	4	4	4	4	5	5	5	5
RP155	5	5	5	5	5	5	5	4	4	5	5	4	5	5	5
RP156	4	5	4	5	5	5	5	5	5	4	4	3	3	4	5
RP157	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5
RP158	5	5	5	5	5	5	5	5	5	4	4	5	4	4	4
RP159	5	5	5	5	5	5	5	4	4	5	5	4	4	4	4
RP160	5	5	5	5	5	5	4	4	4	5	4	5	3	4	5
RP161	5	5	5	5	5	4	4	4	4	4	3	4	5	5	4
RP162	5	4	4	4	4	4	4	4	4	5	4	5	5	5	5
RP163	5	5	4	4	4	4	4	4	4	5	5	4	5	5	5
RP164	5	4	4	4	4	4	4	4	4	4	4	5	5	5	5
RP165	4	4	4	5	5	5	5	5	5	4	5	5	4	5	5
RP166	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP167	5	5	5	4	4	4	3	4	5	3	4	5	5	5	5
RP168	5	5	5	4	3	4	5	4	4	5	5	5	5	5	5
RP169	4	3	4	5	5	5	5	4	4	5	5	5	5	5	5
RP170	5	5	5	5	5	5	5	4	4	3	4	5	5	5	5
RP171	4	5	4	5	5	5	5	5	5	4	4	4	3	4	5
RP172	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP173	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP174	5	5	5	5	5	5	5	4	4	5	5	5	4	4	4
RP175	5	5	5	5	5	5	4	4	4	3	4	5	3	4	5

RP176	5	5	5	5	5	4	4	4	4	5	5	5	5	5	4
RP177	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5
RP178	5	5	4	4	4	4	4	4	4	3	4	5	5	5	5
RP179	5	4	4	4	4	4	4	4	4	4	3	5	5	5	5
RP180	4	4	4	5	5	5	5	5	5	3	4	5	4	5	5
RP181	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
RP182	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP183	5	5	5	4	4	4	3	4	5	5	5	5	5	4	4
RP184	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4
RP185	5	5	5	5	5	5	5	5	5	5	4	4	3	4	5
RP186	4	4	5	5	5	5	5	5	5	3	4	5	4	4	4
RP187	5	5	5	4	4	5	5	5	5	4	4	4	5	5	5
RP188	5	5	5	4	4	4	3	4	5	5	5	5	5	5	5
RP189	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5
RP190	4	3	4	4	4	3	4	4	5	5	5	4	3	4	5
RP191	4	4	4	5	4	4	4	4	3	5	4	3	5	5	5
RP192	4	4	4	4	4	4	3	4	5	5	5	5	5	5	5
RP193	4	4	4	3	4	5	3	4	5	5	5	5	5	5	5
RP194	4	3	4	5	5	5	5	5	5	4	4	4	3	4	5
RP195	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4
RP196	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP197	5	5	5	5	4	4	4	5	5	4	4	4	5	5	5
RP198	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
RP199	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4
RP200	5	5	5	5	5	4	5	4	4	4	5	5	4	4	4

LAMPIRAN 2

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

Observation number	Mahalanobis d-squared	p1	p2
25	35,939	,002	,258
75	35,939	,002	,036
125	35,939	,002	,003
161	33,599	,004	,004
41	33,182	,004	,001
91	33,182	,004	,000
141	33,182	,004	,000
160	32,480	,006	,000
26	31,887	,007	,000
76	31,887	,007	,000
126	31,887	,007	,000
43	28,691	,018	,000
93	28,691	,018	,000
143	28,691	,018	,000
40	26,212	,036	,001
90	26,212	,036	,000
140	26,212	,036	,000
28	24,039	,064	,020
78	24,039	,064	,010
128	24,039	,064	,005
156	22,906	,086	,046
10	21,823	,113	,230
60	21,823	,113	,165
110	21,823	,113	,114
153	21,734	,115	,092
154	20,554	,152	,449
3	19,629	,187	,803
53	19,629	,187	,741
103	19,629	,187	,671
42	19,332	,199	,740
92	19,332	,199	,671
142	19,332	,199	,597
37	19,096	,209	,647
87	19,096	,209	,573
137	19,096	,209	,497
22	19,026	,213	,461
72	19,026	,213	,387

Observation number	Mahalanobis d-squared	p1	p2
122	19,026	,213	,317
19	18,859	,220	,337
69	18,859	,220	,272
119	18,859	,220	,215
38	18,427	,241	,370
88	18,427	,241	,304
138	18,427	,241	,245
14	18,425	,241	,193
64	18,425	,241	,148
114	18,425	,241	,111
4	18,296	,247	,115
54	18,296	,247	,085
104	18,296	,247	,061
21	18,047	,260	,091
71	18,047	,260	,066
121	18,047	,260	,047
11	17,986	,263	,040
61	17,986	,263	,028
111	17,986	,263	,019
39	17,764	,275	,029
89	17,764	,275	,019
139	17,764	,275	,013
18	17,512	,289	,023
68	17,512	,289	,016
118	17,512	,289	,010
34	17,304	,301	,016
84	17,304	,301	,011
134	17,304	,301	,007
165	17,246	,304	,006
20	17,065	,315	,008
70	17,065	,315	,005
120	17,065	,315	,003
159	16,128	,374	,104
6	15,941	,386	,138
56	15,941	,386	,106
106	15,941	,386	,080
15	15,780	,397	,101
65	15,780	,397	,076
115	15,780	,397	,056
163	15,759	,398	,044
29	15,654	,405	,047
79	15,654	,405	,034

Observation number	Mahalanobis d-squared	p1	p2
129	15,654	,405	,023
13	15,512	,415	,030
63	15,512	,415	,021
113	15,512	,415	,014
35	15,358	,426	,019
85	15,358	,426	,013
135	15,358	,426	,009
2	14,759	,469	,077
52	14,759	,469	,057
102	14,759	,469	,041
5	14,517	,487	,076
55	14,517	,487	,056
105	14,517	,487	,041
155	14,516	,487	,029
32	13,177	,589	,717
82	13,177	,589	,662
132	13,177	,589	,603
47	12,797	,618	,810
97	12,797	,618	,764
147	12,797	,618	,712
27	12,318	,655	,918

Notes for Model (Group number 1 - Default model)

The following variances are negative. (Group number 1 - Default model)

	e3	e4
	-,150	-,457

The following covariance matrix is not positive definite (Group number 1 - Default model)

	e12	e11	e10	e9	e8	e7
e12	,085					
e11	,047	,198				
e10	-,029	,079	,152			
e9	,011	-,009	,000	,191		
e8	,000	,012	,000	,000	,110	
e7	-,082	,000	,000	-,101	,070	,192

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
KP	<---	GTL	,209	,078	2,664	,008	
KP	<---	PP	,018	,062	,285	,776	
NBU	<---	GTL	,423	,158	2,685	,007	
NBU	<---	PP	-,557	,193	-2,889	,004	
NBU	<---	KP	1,196	,378	3,165	,002	
GT1	<---	GTL	1,000				
GT2	<---	GTL	1,403	,170	8,256	***	
GT3	<---	GTL	3,075	,904	3,400	***	
KP3	<---	KP	1,000				
KP2	<---	KP	2,533	,643	3,939	***	
KP1	<---	KP	2,770	,739	3,749	***	
PP6	<---	PP	1,000				
PP5	<---	PP	1,431	,213	6,706	***	
PP4	<---	PP	1,920	,444	4,324	***	
PP3	<---	PP	1,324	,281	4,708	***	
PP2	<---	PP	1,173	,297	3,947	***	
PP1	<---	PP	1,574	,365	4,317	***	
NBU1	<---	NBU	1,000				
NBU2	<---	NBU	,278	,089	3,139	,002	
NBU3	<---	NBU	,055	,030	1,838	,066	

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

			Estimate
KP	<---	GTL	,227
KP	<---	PP	,026
NBU	<---	GTL	,087
NBU	<---	PP	-,153
NBU	<---	KP	,227
GT1	<---	GTL	,432
GT2	<---	GTL	,465
GT3	<---	GTL	1,305
KP3	<---	KP	,380

			Estimate
KP2	<---	KP	,859
KP1	<---	KP	,734
PP6	<---	PP	,513
PP5	<---	PP	,749
PP4	<---	PP	,754
PP3	<---	PP	,664
PP2	<---	PP	,568
PP1	<---	PP	,816
NBU1	<---	NBU	1,422
NBU2	<---	NBU	,561
NBU3	<---	NBU	,119

Covariances: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
GTL	<-->	PP	,018	,008	2,359	,018	
e11	<-->	e12	,047	,022	2,102	,036	
e5	<-->	e6	,095	,014	6,780	***	
e10	<-->	e12	-,029	,014	-2,066	,039	
e10	<-->	e11	,079	,021	3,751	***	
e9	<-->	e11	-,009	,024	-,382	,702	
e8	<-->	e11	,012	,012	,983	,326	
e9	<-->	e12	,011	,022	,494	,621	
e7	<-->	e12	-,082	,015	-5,490	***	
e7	<-->	e9	-,101	,020	-5,094	***	
e7	<-->	e8	,070	,021	3,412	***	
e13	<-->	e15	-,092	,022	-4,197	***	
e1	<-->	e2	,097	,023	4,272	***	

Correlations: (Group number 1 - Default model)

			Estimate
GTL	<-->	PP	,348
e11	<-->	e12	,361
e5	<-->	e6	,565
e10	<-->	e12	-,254
e10	<-->	e11	,455
e9	<-->	e11	-,047
e8	<-->	e11	,081
e9	<-->	e12	,086
e7	<-->	e12	-,640
e7	<-->	e9	-,526
e7	<-->	e8	,483
e13	<-->	e15	-,454
e1	<-->	e2	,449

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
GTL	,038	,015	2,490	,013	
PP	,068	,025	2,700	,007	
z1	,031	,014	2,152	,031	
Z2	,836	,282	2,964	,003	
e1	,168	,020	8,321	***	
e2	,275	,035	7,893	***	
e3	-,150	,090	-1,666	,096	
e13	,193	,023	8,491	***	
e14	,074	,028	2,657	,008	
e15	,214	,042	5,075	***	
e7	,192	,027	7,045	***	
e8	,110	,017	6,325	***	
e9	,191	,033	5,752	***	
e10	,152	,021	7,289	***	
e11	,198	,031	6,479	***	
e12	,085	,021	3,970	***	
e4	-,457	,272	-1,682	,093	

	Estimate	S.E.	C.R.	P	Label
e5	,152	,026	5,814	***	
e6	,187	,021	9,116	***	

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

	Estimate
KP	,056
NBU	,075
NBU3	,014
NBU2	,315
NBU1	2,021
PP1	,666
PP2	,323
PP3	,440
PP4	,569
PP5	,561
PP6	,263
KP1	,539
KP2	,737
KP3	,144
GT3	1,704
GT2	,216
GT1	,187

LAMPIRAN : SURAT PENELITIAN