**Model SEM**



**Model Fit Summary**

**CMIN**

| Model | NPAR | CMIN | DF | P | CMIN/DF |
| --- | --- | --- | --- | --- | --- |
| Default model | 40 | 155.075 | 96 | .000 | 1.615 |
| Saturated model | 136 | .000 | 0 |  |  |
| Independence model | 16 | 1306.464 | 120 | .000 | 10.887 |

**RMR, GFI**

| Model | RMR | GFI | AGFI | PGFI |
| --- | --- | --- | --- | --- |
| Default model | .038 | .910 | .872 | .642 |
| Saturated model | .000 | 1.000 |  |  |
| Independence model | .245 | .361 | .275 | .318 |

**Baseline Comparisons**

| Model | NFIDelta1 | RFIrho1 | IFIDelta2 | TLIrho2 | CFI |
| --- | --- | --- | --- | --- | --- |
| Default model | .881 | .852 | .951 | .938 | .950 |
| Saturated model | 1.000 |  | 1.000 |  | 1.000 |
| Independence model | .000 | .000 | .000 | .000 | .000 |

**Parsimony-Adjusted Measures**

| Model | PRATIO | PNFI | PCFI |
| --- | --- | --- | --- |
| Default model | .800 | .705 | .760 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 1.000 | .000 | .000 |

**NCP**

| Model | NCP | LO 90 | HI 90 |
| --- | --- | --- | --- |
| Default model | 59.075 | 28.931 | 97.132 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 1186.464 | 1073.994 | 1306.361 |

**FMIN**

| Model | FMIN | F0 | LO 90 | HI 90 |
| --- | --- | --- | --- | --- |
| Default model | .881 | .336 | .164 | .552 |
| Saturated model | .000 | .000 | .000 | .000 |
| Independence model | 7.423 | 6.741 | 6.102 | 7.423 |

**RMSEA**

| Model | RMSEA | LO 90 | HI 90 | PCLOSE |
| --- | --- | --- | --- | --- |
| Default model | .059 | .041 | .076 | .185 |
| Independence model | .237 | .226 | .249 | .000 |

**AIC**

| Model | AIC | BCC | BIC | CAIC |
| --- | --- | --- | --- | --- |
| Default model | 235.075 | 243.628 | 362.121 | 402.121 |
| Saturated model | 272.000 | 301.082 | 703.956 | 839.956 |
| Independence model | 1338.464 | 1341.885 | 1389.282 | 1405.282 |

**ECVI**

| Model | ECVI | LO 90 | HI 90 | MECVI |
| --- | --- | --- | --- | --- |
| Default model | 1.336 | 1.164 | 1.552 | 1.384 |
| Saturated model | 1.545 | 1.545 | 1.545 | 1.711 |
| Independence model | 7.605 | 6.966 | 8.286 | 7.624 |

**HOELTER**

| Model | HOELTER.05 | HOELTER.01 |
| --- | --- | --- |
| Default model | 137 | 149 |
| Independence model | 20 | 22 |

**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 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sat | <--- | Reliability | -.066 | .085 | -.785 | .433 |  |
| Sat | <--- | Empathy | .309 | .128 | 2.421 | .015 |  |
| Sat | <--- | Inersia | .572 | .078 | 7.312 | \*\*\* |  |
| Loyality | <--- | Sat | .335 | .153 | 2.196 | .028 |  |
| Loyality | <--- | Inersia | .812 | .136 | 5.976 | \*\*\* |  |
| VAR00020 | <--- | Inersia | 1.000 |  |  |  |  |
| VAR00021 | <--- | Inersia | 1.122 | .094 | 11.959 | \*\*\* |  |
| VAR00022 | <--- | Inersia | .989 | .089 | 11.148 | \*\*\* |  |
| VAR00009 | <--- | Reliability | .930 | .125 | 7.422 | \*\*\* |  |
| VAR00010 | <--- | Reliability | 1.000 |  |  |  |  |
| VAR00014 | <--- | Reliability | .912 | .126 | 7.268 | \*\*\* |  |
| VAR00008 | <--- | Empathy | 1.000 | .140 | 7.140 | \*\*\* |  |
| VAR00011 | <--- | Empathy | 1.000 |  |  |  |  |
| VAR00012 | <--- | Empathy | 1.278 | .173 | 7.410 | \*\*\* |  |
| VAR00026 | <--- | Loyality | 1.000 |  |  |  |  |
| VAR00025 | <--- | Loyality | .659 | .075 | 8.764 | \*\*\* |  |
| VAR00024 | <--- | Loyality | .922 | .102 | 9.057 | \*\*\* |  |
| VAR00023 | <--- | Loyality | 1.027 | .099 | 10.382 | \*\*\* |  |
| VAR00019 | <--- | Sat | 1.000 |  |  |  |  |
| VAR00017 | <--- | Sat | .937 | .111 | 8.414 | \*\*\* |  |
| VAR00018 | <--- | Sat | .857 | .111 | 7.714 | \*\*\* |  |

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

|  |  |  | Estimate |
| --- | --- | --- | --- |
| Sat | <--- | Reliability | -.074 |
| Sat | <--- | Empathy | .231 |
| Sat | <--- | Inersia | .713 |
| Loyality | <--- | Sat | .238 |
| Loyality | <--- | Inersia | .717 |
| VAR00020 | <--- | Inersia | .789 |
| VAR00021 | <--- | Inersia | .849 |
| VAR00022 | <--- | Inersia | .798 |
| VAR00009 | <--- | Reliability | .718 |
| VAR00010 | <--- | Reliability | .763 |
| VAR00014 | <--- | Reliability | .681 |
| VAR00008 | <--- | Empathy | .678 |
| VAR00011 | <--- | Empathy | .700 |
| VAR00012 | <--- | Empathy | .780 |
| VAR00026 | <--- | Loyality | .733 |
| VAR00025 | <--- | Loyality | .691 |
| VAR00024 | <--- | Loyality | .714 |
| VAR00023 | <--- | Loyality | .819 |
| VAR00019 | <--- | Sat | .757 |
| VAR00017 | <--- | Sat | .720 |
| VAR00018 | <--- | Sat | .651 |

**Covariances: (Group number 1 - Default model)**

|  |  |  | Estimate | S.E. | C.R. | P | Label |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Inersia | <--> | Reliability | .102 | .042 | 2.420 | .016 |  |
| Inersia | <--> | Empathy | .050 | .028 | 1.786 | .074 |  |
| Reliability | <--> | Empathy | .115 | .030 | 3.824 | \*\*\* |  |

**Correlations: (Group number 1 - Default model)**

|  |  |  | Estimate |
| --- | --- | --- | --- |
| Inersia | <--> | Reliability | .231 |
| Inersia | <--> | Empathy | .168 |
| Reliability | <--> | Empathy | .435 |

**Variances: (Group number 1 - Default model)**

|  |  |  | Estimate | S.E. | C.R. | P | Label |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Inersia |  |  | .491 | .081 | 6.021 | \*\*\* |  |
| Reliability |  |  | .394 | .079 | 5.018 | \*\*\* |  |
| Empathy |  |  | .177 | .039 | 4.586 | \*\*\* |  |
| e31 |  |  | .132 | .034 | 3.891 | \*\*\* |  |
| e32 |  |  | .113 | .037 | 3.097 | .002 |  |
| e1 |  |  | .297 | .040 | 7.447 | \*\*\* |  |
| e2 |  |  | .239 | .038 | 6.315 | \*\*\* |  |
| e3 |  |  | .275 | .037 | 7.328 | \*\*\* |  |
| e10 |  |  | .320 | .051 | 6.269 | \*\*\* |  |
| e11 |  |  | .282 | .053 | 5.350 | \*\*\* |  |
| e13 |  |  | .380 | .055 | 6.905 | \*\*\* |  |
| e17 |  |  | .208 | .030 | 6.971 | \*\*\* |  |
| e18 |  |  | .184 | .028 | 6.620 | \*\*\* |  |
| e19 |  |  | .186 | .037 | 5.013 | \*\*\* |  |
| e22 |  |  | .541 | .068 | 7.946 | \*\*\* |  |
| e23 |  |  | .299 | .036 | 8.263 | \*\*\* |  |
| e24 |  |  | .516 | .064 | 8.107 | \*\*\* |  |
| e25 |  |  | .326 | .048 | 6.810 | \*\*\* |  |
| e26 |  |  | .236 | .037 | 6.415 | \*\*\* |  |
| e27 |  |  | .259 | .037 | 7.015 | \*\*\* |  |
| e28 |  |  | .315 | .041 | 7.787 | \*\*\* |  |

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

|  |  |  | Estimate |
| --- | --- | --- | --- |
| Sat |  |  | .583 |
| Loyality |  |  | .820 |
| VAR00018 |  |  | .424 |
| VAR00017 |  |  | .518 |
| VAR00019 |  |  | .573 |
| VAR00023 |  |  | .671 |
| VAR00024 |  |  | .509 |
| VAR00025 |  |  | .477 |
| VAR00026 |  |  | .538 |
| VAR00012 |  |  | .609 |
| VAR00011 |  |  | .489 |
| VAR00008 |  |  | .459 |
| VAR00014 |  |  | .463 |
| VAR00010 |  |  | .583 |
| VAR00009 |  |  | .515 |
| VAR00022 |  |  | .636 |
| VAR00021 |  |  | .721 |
| VAR00020 |  |  | .623 |

**Matrices (Group number 1 - Default model)**

**Residual Covariances (Group number 1 - Default model)**

|  | VAR00018 | VAR00017 | VAR00019 | VAR00023 | VAR00024 | VAR00025 | VAR00026 | VAR00012 | VAR00011 | VAR00008 | VAR00014 | VAR00010 | VAR00009 | VAR00022 | VAR00021 | VAR00020 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| VAR00018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00017 | .041 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00019 | -.014 | -.018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00023 | .026 | -.012 | .043 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00024 | -.022 | -.060 | .012 | -.007 | .000 |  |  |  |  |  |  |  |  |  |  |  |
| VAR00025 | -.025 | -.039 | .053 | -.044 | .031 | .000 |  |  |  |  |  |  |  |  |  |  |
| VAR00026 | -.023 | -.009 | .007 | .016 | .031 | .007 | .000 |  |  |  |  |  |  |  |  |  |
| VAR00012 | -.014 | .062 | -.005 | .012 | -.028 | .076 | -.008 | .000 |  |  |  |  |  |  |  |  |
| VAR00011 | -.016 | .016 | -.014 | .001 | -.058 | .043 | .008 | -.005 | .000 |  |  |  |  |  |  |  |
| VAR00008 | -.020 | .012 | -.032 | -.048 | -.099 | .009 | -.075 | -.008 | .017 | .000 |  |  |  |  |  |  |
| VAR00014 | .022 | -.027 | -.030 | -.001 | .040 | .010 | -.145 | .061 | -.003 | .012 | .000 |  |  |  |  |  |
| VAR00010 | .059 | -.013 | -.028 | .080 | .164 | .054 | -.002 | -.001 | -.032 | -.058 | .002 | .000 |  |  |  |  |
| VAR00009 | .002 | -.008 | .004 | .014 | .099 | .059 | -.073 | .048 | -.036 | .009 | -.013 | .007 | .000 |  |  |  |
| VAR00022 | -.001 | .029 | .054 | .015 | -.049 | .043 | .022 | -.002 | .001 | -.058 | .013 | .039 | .020 | .000 |  |  |
| VAR00021 | -.062 | -.047 | -.002 | .009 | .026 | .022 | -.027 | .006 | .011 | -.008 | -.011 | .026 | -.037 | -.021 | .000 |  |
| VAR00020 | -.005 | -.014 | .043 | .003 | -.045 | -.025 | -.074 | .053 | .015 | -.016 | -.053 | -.057 | -.060 | -.005 | .032 | .000 |

**Standardized Residual Covariances (Group number 1 - Default model)**

|  | VAR00018 | VAR00017 | VAR00019 | VAR00023 | VAR00024 | VAR00025 | VAR00026 | VAR00012 | VAR00011 | VAR00008 | VAR00014 | VAR00010 | VAR00009 | VAR00022 | VAR00021 | VAR00020 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| VAR00018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00017 | .914 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00019 | -.308 | -.378 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00023 | .431 | -.198 | .703 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00024 | -.360 | -.987 | .188 | -.081 | .000 |  |  |  |  |  |  |  |  |  |  |  |
| VAR00025 | -.557 | -.882 | 1.154 | -.673 | .479 | .000 |  |  |  |  |  |  |  |  |  |  |
| VAR00026 | -.355 | -.139 | .112 | .167 | .329 | .099 | .000 |  |  |  |  |  |  |  |  |  |
| VAR00012 | -.351 | 1.618 | -.134 | .229 | -.530 | 1.913 | -.148 | .000 |  |  |  |  |  |  |  |  |
| VAR00011 | -.471 | .484 | -.411 | .012 | -1.250 | 1.244 | .161 | -.145 | .000 |  |  |  |  |  |  |  |
| VAR00008 | -.585 | .333 | -.901 | -1.034 | -2.048 | .258 | -1.473 | -.213 | .555 | .000 |  |  |  |  |  |  |
| VAR00014 | .472 | -.586 | -.642 | -.010 | .607 | .199 | -2.100 | 1.353 | -.086 | .303 | .000 |  |  |  |  |  |
| VAR00010 | 1.276 | -.288 | -.614 | 1.290 | 2.556 | 1.138 | -.024 | -.026 | -.835 | -1.462 | .038 | .000 |  |  |  |  |
| VAR00009 | .051 | -.174 | .097 | .235 | 1.566 | 1.272 | -1.099 | 1.107 | -.951 | .231 | -.223 | .119 | .000 |  |  |  |
| VAR00022 | -.018 | .548 | 1.010 | .193 | -.645 | .773 | .277 | -.054 | .020 | -1.423 | .228 | .721 | .380 | .000 |  |  |
| VAR00021 | -1.114 | -.840 | -.027 | .112 | .325 | .368 | -.310 | .126 | .265 | -.187 | -.185 | .443 | -.652 | -.293 | .000 |  |
| VAR00020 | -.094 | -.258 | .793 | .043 | -.590 | -.439 | -.905 | 1.147 | .374 | -.395 | -.927 | -1.030 | -1.091 | -.071 | .426 | .000 |

**Modification Indices (Group number 1 - Default model)**

**Covariances: (Group number 1 - Default model)**

|  |  |  | M.I. | Par Change |
| --- | --- | --- | --- | --- |
| e27 | <--> | Empathy | 5.002 | .043 |
| e27 | <--> | e28 | 5.080 | .057 |
| e24 | <--> | Empathy | 9.093 | -.078 |
| e24 | <--> | Reliability | 12.879 | .138 |
| e23 | <--> | Empathy | 4.059 | .039 |
| e23 | <--> | e25 | 4.873 | -.062 |
| e22 | <--> | Reliability | 4.816 | -.087 |
| e13 | <--> | e22 | 5.394 | -.095 |
| e11 | <--> | e32 | 6.259 | .065 |
| e11 | <--> | e24 | 5.689 | .088 |
| e3 | <--> | e31 | 5.156 | .050 |
| e3 | <--> | e24 | 4.301 | -.069 |
| e2 | <--> | e31 | 5.056 | -.048 |
| e1 | <--> | Reliability | 7.657 | -.083 |
| e1 | <--> | e32 | 4.235 | -.049 |
| e1 | <--> | e11 | 4.704 | -.063 |

**Variances: (Group number 1 - Default model)**

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

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

|  |  |  | M.I. | Par Change |
| --- | --- | --- | --- | --- |
| VAR00017 | <--- | VAR00012 | 4.557 | .132 |
| VAR00024 | <--- | Reliability | 5.362 | .241 |
| VAR00024 | <--- | VAR00010 | 8.077 | .199 |
| VAR00024 | <--- | VAR00009 | 4.875 | .157 |
| VAR00025 | <--- | Empathy | 5.479 | .274 |
| VAR00025 | <--- | VAR00012 | 5.720 | .151 |
| VAR00026 | <--- | Reliability | 5.134 | -.243 |
| VAR00026 | <--- | VAR00014 | 8.367 | -.205 |
| VAR00008 | <--- | VAR00024 | 4.358 | -.078 |
| VAR00014 | <--- | VAR00026 | 4.609 | -.102 |
| VAR00010 | <--- | VAR00024 | 6.446 | .119 |
| VAR00010 | <--- | VAR00008 | 4.493 | -.164 |
| VAR00020 | <--- | VAR00010 | 6.303 | -.138 |

**Notes for Model (Default model)**

**Computation of degrees of freedom (Default model)**

|  |  |
| --- | --- |
| Number of distinct sample moments: | 136 |
| Number of distinct parameters to be estimated: | 40 |
| Degrees of freedom (136 - 40): | 96 |

**Result (Default model)**

Minimum was achieved

Chi-square = 155.075

Degrees of freedom = 96

Probability level = .000

**Frequencies**

|  |
| --- |
| **Statistics** |
|  | Usia | Pendapatan | JK | Pendidikan | Kunjungan |
| N | Valid | 177 | 177 | 177 | 177 | 177 |
| Missing | 0 | 0 | 0 | 0 | 0 |
| Mean | 4.3503 | 2.1525 | 1.7684 | 3.2147 | 2.4746 |
| Median | 4.0000 | 2.0000 | 2.0000 | 3.0000 | 2.0000 |
| Minimum | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Maximum | 7.00 | 6.00 | 2.00 | 6.00 | 5.00 |
| Sum | 770.00 | 381.00 | 313.00 | 569.00 | 438.00 |

**Frequency Table**

|  |
| --- |
| **Usia** |
|  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | <25 | 2 | 1.1 | 1.1 | 1.1 |
| 20-25 | 33 | 18.6 | 18.6 | 19.8 |
| 26-30 | 33 | 18.6 | 18.6 | 38.4 |
| 31-35 | 25 | 14.1 | 14.1 | 52.5 |
| 36-40 | 22 | 12.4 | 12.4 | 65.0 |
| 41-50 | 41 | 23.2 | 23.2 | 88.1 |
| >50 | 21 | 11.9 | 11.9 | 100.0 |
| Total | 177 | 100.0 | 100.0 |  |

|  |
| --- |
| **Pendapatan** |
|  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | < Rp. 1.000.000,- | 73 | 41.2 | 41.2 | 41.2 |
| Rp. 1.000.000,- Rp. 2.000.000,- | 53 | 29.9 | 29.9 | 71.2 |
| > Rp.2.000.000 - Rp. 3.000.000,- | 22 | 12.4 | 12.4 | 83.6 |
| > Rp. 3.000.000 – Rp. 4.000.000,- | 16 | 9.0 | 9.0 | 92.7 |
| > Rp. 4.000.000 – Rp. 5.000.000,- | 6 | 3.4 | 3.4 | 96.0 |
| > Rp. 5.000.000,- | 7 | 4.0 | 4.0 | 100.0 |
| Total | 177 | 100.0 | 100.0 |  |

|  |
| --- |
| **JK** |
|  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-Laki | 41 | 23.2 | 23.2 | 23.2 |
| Perempuan | 136 | 76.8 | 76.8 | 100.0 |
| Total | 177 | 100.0 | 100.0 |  |

|  |
| --- |
| **Pendidikan** |
|  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | SD | 12 | 6.8 | 6.8 | 6.8 |
| SMP | 30 | 16.9 | 16.9 | 23.7 |
| SMA | 86 | 48.6 | 48.6 | 72.3 |
| D3 | 12 | 6.8 | 6.8 | 79.1 |
| S1 | 31 | 17.5 | 17.5 | 96.6 |
| S2 | 6 | 3.4 | 3.4 | 100.0 |
| Total | 177 | 100.0 | 100.0 |  |

|  |
| --- |
| **Kunjungan** |
|  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1.00 | 55 | 31.1 | 31.1 | 31.1 |
| 2.00 | 46 | 26.0 | 26.0 | 57.1 |
| 3.00 | 31 | 17.5 | 17.5 | 74.6 |
| 4.00 | 27 | 15.3 | 15.3 | 89.8 |
| 5.00 | 18 | 10.2 | 10.2 | 100.0 |
| Total | 177 | 100.0 | 100.0 |  |

**CFA (CONFIRMATORY FACTOR ANALYSIS)**

**Result (Default model)**

Minimum was achieved

Chi-square = 150.827

Degrees of freedom = 94

Probability level = .000

**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 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| VAR00020 | <--- | Inersia | 1.000 |  |  |  |  |
| VAR00021 | <--- | Inersia | 1.116 | .092 | 12.156 | \*\*\* |  |
| VAR00022 | <--- | Inersia | .972 | .087 | 11.168 | \*\*\* |  |
| VAR00009 | <--- | Reliability | .915 | .122 | 7.503 | \*\*\* |  |
| VAR00010 | <--- | Reliability | 1.000 |  |  |  |  |
| VAR00014 | <--- | Reliability | .883 | .121 | 7.268 | \*\*\* |  |
| VAR00008 | <--- | Empathy | 1.006 | .140 | 7.167 | \*\*\* |  |
| VAR00011 | <--- | Empathy | 1.000 |  |  |  |  |
| VAR00012 | <--- | Empathy | 1.273 | .171 | 7.424 | \*\*\* |  |
| VAR00026 | <--- | Loyality | 1.000 |  |  |  |  |
| VAR00025 | <--- | Loyality | .664 | .077 | 8.646 | \*\*\* |  |
| VAR00024 | <--- | Loyality | .948 | .104 | 9.101 | \*\*\* |  |
| VAR00023 | <--- | Loyality | 1.041 | .102 | 10.252 | \*\*\* |  |
| VAR00019 | <--- | Sat | 1.000 |  |  |  |  |
| VAR00017 | <--- | Sat | .934 | .111 | 8.443 | \*\*\* |  |
| VAR00018 | <--- | Sat | .850 | .110 | 7.697 | \*\*\* |  |

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

|  |  |  | Estimate |
| --- | --- | --- | --- |
| VAR00020 | <--- | Inersia | .797 |
| VAR00021 | <--- | Inersia | .853 |
| VAR00022 | <--- | Inersia | .792 |
| VAR00009 | <--- | Reliability | .717 |
| VAR00010 | <--- | Reliability | .775 |
| VAR00014 | <--- | Reliability | .669 |
| VAR00008 | <--- | Empathy | .682 |
| VAR00011 | <--- | Empathy | .700 |
| VAR00012 | <--- | Empathy | .777 |
| VAR00026 | <--- | Loyality | .724 |
| VAR00025 | <--- | Loyality | .688 |
| VAR00024 | <--- | Loyality | .724 |
| VAR00023 | <--- | Loyality | .820 |
| VAR00019 | <--- | Sat | .758 |
| VAR00017 | <--- | Sat | .718 |
| VAR00018 | <--- | Sat | .647 |

**Covariances: (Group number 1 - Default model)**

|  |  |  | Estimate | S.E. | C.R. | P | Label |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Reliability | <--> | Loyality | .146 | .050 | 2.911 | .004 |  |
| Reliability | <--> | Empathy | .115 | .030 | 3.807 | \*\*\* |  |
| Reliability | <--> | Sat | .063 | .036 | 1.752 | .080 |  |
| Empathy | <--> | Sat | .076 | .025 | 3.017 | .003 |  |
| Inersia | <--> | Loyality | .490 | .075 | 6.534 | \*\*\* |  |
| Inersia | <--> | Reliability | .093 | .043 | 2.155 | .031 |  |
| Inersia | <--> | Empathy | .052 | .028 | 1.843 | .065 |  |
| Inersia | <--> | Sat | .292 | .049 | 5.939 | \*\*\* |  |
| Empathy | <--> | Loyality | .056 | .032 | 1.773 | .076 |  |
| Loyality | <--> | Sat | .340 | .058 | 5.864 | \*\*\* |  |

**Correlations: (Group number 1 - Default model)**

|  |  |  | Estimate |
| --- | --- | --- | --- |
| Reliability | <--> | Loyality | .292 |
| Reliability | <--> | Empathy | .429 |
| Reliability | <--> | Sat | .176 |
| Empathy | <--> | Sat | .323 |
| Inersia | <--> | Loyality | .885 |
| Inersia | <--> | Reliability | .206 |
| Inersia | <--> | Empathy | .176 |
| Inersia | <--> | Sat | .732 |
| Empathy | <--> | Loyality | .171 |
| Loyality | <--> | Sat | .770 |

**Variances: (Group number 1 - Default model)**

|  |  |  | Estimate | S.E. | C.R. | P | Label |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Inersia |  |  | .500 | .082 | 6.104 | \*\*\* |  |
| Reliability |  |  | .406 | .079 | 5.121 | \*\*\* |  |
| Empathy |  |  | .177 | .039 | 4.592 | \*\*\* |  |
| Loyality |  |  | .614 | .115 | 5.320 | \*\*\* |  |
| Sat |  |  | .317 | .060 | 5.324 | \*\*\* |  |
| e1 |  |  | .288 | .039 | 7.324 | \*\*\* |  |
| e2 |  |  | .233 | .038 | 6.194 | \*\*\* |  |
| e3 |  |  | .282 | .038 | 7.397 | \*\*\* |  |
| e10 |  |  | .321 | .051 | 6.325 | \*\*\* |  |
| e11 |  |  | .270 | .052 | 5.147 | \*\*\* |  |
| e13 |  |  | .391 | .055 | 7.115 | \*\*\* |  |
| e17 |  |  | .206 | .030 | 6.919 | \*\*\* |  |
| e18 |  |  | .184 | .028 | 6.628 | \*\*\* |  |
| e19 |  |  | .188 | .037 | 5.103 | \*\*\* |  |
| e22 |  |  | .557 | .069 | 8.049 | \*\*\* |  |
| e23 |  |  | .301 | .036 | 8.301 | \*\*\* |  |
| e24 |  |  | .500 | .062 | 8.046 | \*\*\* |  |
| e25 |  |  | .325 | .048 | 6.840 | \*\*\* |  |
| e26 |  |  | .235 | .037 | 6.417 | \*\*\* |  |
| e27 |  |  | .260 | .037 | 7.057 | \*\*\* |  |
| e28 |  |  | .318 | .041 | 7.841 | \*\*\* |  |

**Matrices (Group number 1 - Default model)**

**Residual Covariances (Group number 1 - Default model)**

|  | VAR00018 | VAR00017 | VAR00019 | VAR00023 | VAR00024 | VAR00025 | VAR00026 | VAR00012 | VAR00011 | VAR00008 | VAR00014 | VAR00010 | VAR00009 | VAR00022 | VAR00021 | VAR00020 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| VAR00018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00017 | .043 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00019 | -.013 | -.018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00023 | .025 | -.014 | .040 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00024 | -.026 | -.066 | .004 | -.017 | .000 |  |  |  |  |  |  |  |  |  |  |  |
| VAR00025 | -.024 | -.040 | .052 | -.043 | .027 | .000 |  |  |  |  |  |  |  |  |  |  |
| VAR00026 | -.019 | -.007 | .009 | .023 | .030 | .014 | .000 |  |  |  |  |  |  |  |  |  |
| VAR00012 | -.014 | .062 | -.006 | .023 | -.019 | .083 | .003 | .000 |  |  |  |  |  |  |  |  |
| VAR00011 | -.016 | .015 | -.015 | .009 | -.052 | .048 | .017 | -.004 | .000 |  |  |  |  |  |  |  |
| VAR00008 | -.021 | .010 | -.033 | -.040 | -.092 | .015 | -.066 | -.008 | .016 | .000 |  |  |  |  |  |  |
| VAR00014 | .027 | -.022 | -.025 | -.036 | .006 | -.013 | -.178 | .065 | .000 | .015 | .000 |  |  |  |  |  |
| VAR00010 | .063 | -.009 | -.024 | .037 | .122 | .026 | -.042 | -.001 | -.032 | -.059 | .003 | .000 |  |  |  |  |
| VAR00009 | .007 | -.003 | .009 | -.024 | .063 | .035 | -.109 | .050 | -.034 | .010 | -.007 | .002 | .000 |  |  |  |
| VAR00022 | .003 | .032 | .056 | .021 | -.049 | .049 | .035 | -.004 | -.001 | -.060 | .025 | .050 | .031 | .000 |  |  |
| VAR00021 | -.061 | -.047 | -.002 | .010 | .020 | .024 | -.018 | .003 | .008 | -.011 | .002 | .036 | -.026 | -.020 | .000 |  |
| VAR00020 | -.005 | -.015 | .041 | .002 | -.053 | -.024 | -.069 | .050 | .012 | -.019 | -.042 | -.048 | -.050 | -.006 | .024 | .000 |

**Standardized Residual Covariances (Group number 1 - Default model)**

|  | VAR00018 | VAR00017 | VAR00019 | VAR00023 | VAR00024 | VAR00025 | VAR00026 | VAR00012 | VAR00011 | VAR00008 | VAR00014 | VAR00010 | VAR00009 | VAR00022 | VAR00021 | VAR00020 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| VAR00018 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00017 | .963 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00019 | -.280 | -.377 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00023 | .422 | -.233 | .646 | .000 |  |  |  |  |  |  |  |  |  |  |  |  |
| VAR00024 | -.431 | -1.086 | .063 | -.188 | .000 |  |  |  |  |  |  |  |  |  |  |  |
| VAR00025 | -.544 | -.890 | 1.128 | -.653 | .411 | .000 |  |  |  |  |  |  |  |  |  |  |
| VAR00026 | -.302 | -.104 | .131 | .249 | .314 | .199 | .000 |  |  |  |  |  |  |  |  |  |
| VAR00012 | -.356 | 1.600 | -.160 | .445 | -.361 | 2.103 | .062 | .000 |  |  |  |  |  |  |  |  |
| VAR00011 | -.484 | .459 | -.444 | .199 | -1.105 | 1.409 | .345 | -.121 | .000 |  |  |  |  |  |  |  |
| VAR00008 | -.608 | .297 | -.945 | -.861 | -1.914 | .410 | -1.303 | -.224 | .518 | .000 |  |  |  |  |  |  |
| VAR00014 | .584 | -.468 | -.522 | -.562 | .095 | -.261 | -2.562 | 1.456 | -.007 | .366 | .000 |  |  |  |  |  |
| VAR00010 | 1.365 | -.198 | -.524 | .585 | 1.900 | .552 | -.619 | -.021 | -.843 | -1.487 | .054 | .000 |  |  |  |  |
| VAR00009 | .151 | -.070 | .202 | -.386 | .987 | .751 | -1.622 | 1.163 | -.915 | .252 | -.117 | .027 | .000 |  |  |  |
| VAR00022 | .064 | .614 | 1.061 | .285 | -.648 | .883 | .445 | -.098 | -.025 | -1.473 | .448 | .914 | .586 | .000 |  |  |
| VAR00021 | -1.087 | -.835 | -.042 | .126 | .246 | .410 | -.211 | .061 | .201 | -.257 | .030 | .627 | -.455 | -.271 | .000 |  |
| VAR00020 | -.093 | -.281 | .750 | .022 | -.694 | -.430 | -.844 | 1.079 | .307 | -.467 | -.736 | -.870 | -.915 | -.086 | .320 | .000 |

**Model Fit Summary**

**CMIN**

| Model | NPAR | CMIN | DF | P | CMIN/DF |
| --- | --- | --- | --- | --- | --- |
| Default model | 42 | 150.827 | 94 | .000 | 1.605 |
| Saturated model | 136 | .000 | 0 |  |  |
| Independence model | 16 | 1306.464 | 120 | .000 | 10.887 |

**RMR, GFI**

| Model | RMR | GFI | AGFI | PGFI |
| --- | --- | --- | --- | --- |
| Default model | .038 | .913 | .875 | .631 |
| Saturated model | .000 | 1.000 |  |  |
| Independence model | .245 | .361 | .275 | .318 |

**Baseline Comparisons**

| Model | NFIDelta1 | RFIrho1 | IFIDelta2 | TLIrho2 | CFI |
| --- | --- | --- | --- | --- | --- |
| Default model | .885 | .853 | .953 | .939 | .952 |
| Saturated model | 1.000 |  | 1.000 |  | 1.000 |
| Independence model | .000 | .000 | .000 | .000 | .000 |

**Parsimony-Adjusted Measures**

| Model | PRATIO | PNFI | PCFI |
| --- | --- | --- | --- |
| Default model | .783 | .693 | .746 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 1.000 | .000 | .000 |

**NCP**

| Model | NCP | LO 90 | HI 90 |
| --- | --- | --- | --- |
| Default model | 56.827 | 27.206 | 94.367 |
| Saturated model | .000 | .000 | .000 |
| Independence model | 1186.464 | 1073.994 | 1306.361 |

**FMIN**

| Model | FMIN | F0 | LO 90 | HI 90 |
| --- | --- | --- | --- | --- |
| Default model | .857 | .323 | .155 | .536 |
| Saturated model | .000 | .000 | .000 | .000 |
| Independence model | 7.423 | 6.741 | 6.102 | 7.423 |

**RMSEA**

| Model | RMSEA | LO 90 | HI 90 | PCLOSE |
| --- | --- | --- | --- | --- |
| Default model | .059 | .041 | .076 | .201 |
| Independence model | .237 | .226 | .249 | .000 |

**AIC**

| Model | AIC | BCC | BIC | CAIC |
| --- | --- | --- | --- | --- |
| Default model | 234.827 | 243.809 | 368.226 | 410.226 |
| Saturated model | 272.000 | 301.082 | 703.956 | 839.956 |
| Independence model | 1338.464 | 1341.885 | 1389.282 | 1405.282 |

**ECVI**

| Model | ECVI | LO 90 | HI 90 | MECVI |
| --- | --- | --- | --- | --- |
| Default model | 1.334 | 1.166 | 1.548 | 1.385 |
| Saturated model | 1.545 | 1.545 | 1.545 | 1.711 |
| Independence model | 7.605 | 6.966 | 8.286 | 7.624 |

**HOELTER**

| Model | HOELTER.05 | HOELTER.01 |
| --- | --- | --- |
| Default model | 138 | 151 |
| Independence model | 20 | 22 |

|  |  |  |
| --- | --- | --- |
|  | **CR** | **AVE** |
| **Loyality** | 0.829 | 0.549 |
| **Reliability** | 0.765 | 0.521 |
| **Empathy** | 0.764 | 0.520 |
| **Sat** | 0.751 | 0.503 |
| **Inersia** | 0.855 | 0.663 |