

KUESIONER

IDENTITAS DIRI KONSUMEN

1. Jenis kelamin Anda ...
 - a. Laki-laki
 - b. Perempuan
2. Usia Anda sekarang ...
 - a. < 20 tahun
 - b. antara 20-29 tahun
 - c. antara 30-39 tahun
 - d. > 40 tahun
3. Pekerjaan Anda sekarang ...
 - a. Pegawai negeri
 - b. Pegawai Swasta
 - c. Wiraswasta
 - d. Pelajar/Mahasiswa
 - e. Lainnya...
4. Pengeluaran rata-rata Anda dalam sebulan ...
 - a. < Rp.200.000
 - b. Rp.200.000-300.000
 - c. Rp.300.000-400.000
 - d. > Rp.400.000

KEBIASAAN BERBELANJA KONSUMEN DI HERO

5. Pengeluaran rata-rata Anda dalam sekali berbelanja di Hero ...
 - a. < Rp.20.000
 - b. Rp.20.000-50.000
 - c. Rp.50.000-100.000
 - d. > Rp.100.000
6. Dalam sebulan berapa kali Anda berbelanja di Hero ...
 - a. sebulan 1 kali
 - b. sebulan 2 kali
 - c. sebulan 3 kali
 - d. sebulan 4 kali
 - e. Lainnya...
7. Alasan Anda berbelanja di Hero ...
 - a. Dekat dengan tempat tinggal
 - b. Dekat dengan tempat kerja
 - c. Barang lengkap
 - d. Tempat bersih dan nyaman
 - e. Menyatu dengan pusat perbelanjaan/mall
 - f. Lainnya...
8. Anda biasa ke supermarket Hero dengan ...
 - a. teman
 - b. keluarga
 - c. sendiri
 - d. pacar
 - e. lainnya...

KEPUASAN KONSUMEN

Untuk pertanyaan di bawah ini, isilah dengan angka 1 s.d. 5 sesuai dengan pengalaman Anda selama berbelanja di supermarket Hero.

1	2	3	4	5
Tidak Puas	Kurang Puas	Biasa	Puas	Sangat Puas

1. Tempat Penitipan Barang

- a. Tempat penitipan barang ()
- b. Keramahan petugas ()
- c. Kecekatan petugas dalam melayani penitipan ()
- d. Keamanan barang yang dititipkan ()
- e. Kemampuan berkomunikasi petugas ()

2. *Pintu masuk*

- a. Jumlah pintu masuk ()
- b. Model pintu masuk ()

3. *Fasilitas keranjang dan kereta dorong*

- a. Jumlah keranjang dan kereta dorong ()
- b. Model keranjang dan kereta dorong ()
- c. Ketersediaan petugas dalam membantu konsumen menggunakan kereta dorong ()
- d. Penataan keranjang dan kereta dorong ()

4. *Penataan barang*

- a. Kelengkapan barang ()
- b. Pengelompokan barang sesuai jenisnya ()
- c. Tata susun produk ()

5. *Pelayanan pramuniaga*

- a. Jumlah pramuniaga yang bertugas ()
- b. Keramahan pramuniaga dalam melayani konsumen ()
- c. Kecekatan pramuniaga dalam melayani konsumen ()
- d. Kemampuan pramuniaga dalam memahami produk ()
- e. Kemampuan berkomunikasi pramuniaga ()

6. *Pelayanan kasir*

- a. Jumlah kasir yang dioperasikan ()
- b. Keramahan kasir dalam melayani konsumen ()
- c. Kecekatan kasir dalam melayani konsumen ()
- d. Kemampuan kasir dalam memahami harga produk ()
- e. Pelayanan pembayaran dengan debit/credit card ()

7. *Layanan informasi dan kotak saran*

- a. Penempatan kotak saran dan informasi ()
- b. Penyampaian informasi oleh petugas ()

SARAN DAN KRITIK KONSUMEN

.....

.....

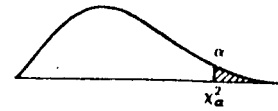


TABLE
PERCENTAGE POINTS OF χ^2 DISTRIBUTIONS

d.f.	α	.995	.990	.975	.950	.050	.025	.010	.005
1		392704×10^{-10}	157088×10^{-9}	982069×10^{-9}	393214×10^{-8}	3.84146	5.02389	6.63490	7.87944
2		.0100251	.0201007	.0506356	.102587	5.99147	7.37776	9.21034	10.5966
3		.0717212	.114832	.215795	.351846	7.81473	9.34840	11.3449	12.8381
4		.206990	.297110	.484419	.710721	9.48773	11.1433	13.2767	14.8602
5		.411740	.554300	.831211	1.145476	11.0705	12.8325	15.0863	16.7496
6		.675727	.872085	1.237347	1.63539	12.5916	14.4494	16.8119	18.5476
7		.989265	1.239043	1.68987	2.16735	14.0671	16.0128	18.4753	20.2777
8		1.344419	1.646482	2.17973	2.73264	15.5073	17.5346	20.0902	21.9550
9		1.734926	2.087912	2.70039	3.32511	16.9190	19.0228	21.6660	23.5893
10		2.15585	2.55821	3.24697	3.94030	18.3070	20.4831	23.2093	25.1882
11		2.60321	3.05347	3.81575	4.57481	19.6751	21.9200	24.7250	26.7569
12		3.07382	3.57056	4.40379	5.22603	21.0261	23.3367	26.2170	28.2995
13		3.56503	4.10691	5.00874	5.89186	22.3621	24.7356	27.6883	29.8194
14		4.07468	4.66043	5.62872	6.57063	23.6848	26.1190	29.1413	31.3193
15		4.60094	5.22935	6.26214	7.26094	24.9958	27.4884	30.5779	32.8013
16		5.14224	5.81221	6.90766	7.96164	26.2962	28.8454	31.9999	34.2672
17		5.69724	6.40776	7.56418	8.67176	27.5871	30.1910	33.4087	35.7185
18		6.26481	7.01491	8.23075	9.39046	28.8693	31.5264	34.8053	37.1564
19		6.84398	7.63273	8.90655	10.1170	30.1435	32.8523	36.1908	38.5822
20		7.43386	8.26040	9.59083	10.8508	31.4104	34.1696	37.5662	39.9968
21		8.03366	8.89720	10.28293	11.5913	32.6705	35.4789	38.9321	41.4010
22		8.64272	9.54249	10.9823	12.3380	33.9244	36.7807	40.2894	42.7956
23		9.26042	10.19567	11.6885	13.0905	35.1725	38.0757	41.6384	44.1813
24		9.88623	10.8564	12.4011	13.8484	36.4151	39.3641	42.9798	45.5585
25		10.5197	11.5240	13.1197	14.6114	37.6525	40.6465	44.3141	46.9278
26		11.1603	12.1981	13.8439	15.3791	38.8852	41.9232	45.6417	48.2899
27		11.8076	12.8786	14.5733	16.1513	40.1133	43.1944	46.9630	49.6449
28		12.4613	13.5648	15.3079	16.9279	41.3372	44.4607	48.2782	50.9933
29		13.1211	14.2565	16.0471	17.7083	42.5569	45.7222	49.5879	52.3356
30		13.7867	14.9535	16.7908	18.4926	43.7729	46.9792	50.8922	53.6720
40		20.7065	22.1643	24.4331	26.5093	55.7585	59.3417	63.6907	66.7659
50		27.9907	29.7067	32.3574	34.7642	67.5048	71.4202	76.1539	79.4900
60		35.5346	37.4848	40.4817	43.1879	79.0819	83.2976	88.3794	91.9517
70		43.2752	45.4418	48.7576	51.7393	90.5312	95.0231	100.425	104.215
80		51.1720	53.5400	57.1532	60.3915	101.879	106.629	112.329	116.321
90		59.1963	61.7541	65.6466	69.1260	113.145	118.136	124.116	128.299
100		67.3276	70.0648	74.2219	77.9295	124.342	129.561	135.807	140.169

From "Biometrika Tables for Statisticians," Vol. I, (3rd Edition) Cambridge University Press (1966); Edited by E. S. Pearson and H. O. Hartley.

Frequency

jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki laki	73	30.4	30.4	30.4
	perempuan	167	69.6	69.6	100.0
	Total	240	100.0	100.0	

kelompok usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 20 tahun	21	8.8	8.8	8.8
	20-29 tahun	118	49.2	49.2	57.9
	30-39 tahun	76	31.7	31.7	89.6
	> 40 tahun	25	10.4	10.4	100.0
	Total	240	100.0	100.0	

kelompok pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	pegawai negeri	3	1.3	1.3	1.3
	pegawai swasta	63	26.3	26.3	27.5
	wiraswasta	77	32.1	32.1	59.6
	pelajar/mahasiswa	56	23.3	23.3	82.9
	lainnya	41	17.1	17.1	100.0
	Total	240	100.0	100.0	

pengeluaran rata-rata sebulan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 200.000	26	10.8	10.8	10.8
	200.000-300.000	49	20.4	20.4	31.3
	300.000-400.000	49	20.4	20.4	51.7
	> 400.000	116	48.3	48.3	100.0
	Total	240	100.0	100.0	

Frequencies

A5 Pengeluaran rata-rata sekali belanja

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 < Rp 20.000	41	17.1	17.1	17.1
2 Rp 20.000-50.000	78	32.5	32.5	49.6
3 Rp 50.000-100.000	59	24.6	24.6	74.2
4 > Rp 100.000	62	25.8	25.8	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A6 Jam berbelanja

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 10.00-13.00	60	25.0	25.0	25.0
2 13.00-16.00	60	25.0	25.0	50.0
3 16.00-19.00	60	25.0	25.0	75.0
4 19.00-21.30	60	25.0	25.0	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A7 Intensitas berbelanja

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 sebulan 1 kali	59	24.6	24.6	24.6
2 sebulan 2 kali	70	29.2	29.2	53.8
3 sebulan 3 kali	27	11.3	11.3	65.0
4 sebulan 4 kali	34	14.2	14.2	79.2
5 lainnya	50	20.8	20.8	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A8 Alasan berbelanja

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 dekat tempat tinggal	13	5.4	5.4	5.4
	2 dekat tempat kerja	9	3.8	3.8	9.2
	3 barangnya lengkap	23	9.6	9.6	18.8
	4 tempatnya bersih dan nyaman	34	14.2	14.2	32.9
	5 menyatu dg pusat perbelanjaan/mall	149	62.1	62.1	95.0
	6 lainnya	12	5.0	5.0	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A9 Orang yang menemani

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Teman	66	27.5	27.5	27.5
	2 Keluarga	120	50.0	50.0	77.5
	3 Sendiri	17	7.1	7.1	84.6
	4 Pacar	37	15.4	15.4	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

Frequencies

A10 penitipan brg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	3	1.3	1.3	1.3
	2 kurang puas	24	10.0	10.0	11.3
	3 biasa	127	52.9	52.9	64.2
	4 puas	64	26.7	26.7	90.8
	5 sgt puas	22	9.2	9.2	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A11 keramahan petugas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	4	1.7	1.7	1.7
	2 kurang puas	26	10.8	10.8	12.5
	3 biasa	134	55.8	55.8	68.3
	4 puas	52	21.7	21.7	90.0
	5 sgt puas	24	10.0	10.0	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A12 kecekatan petugas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	4	1.7	1.7	1.7
	2 kurang puas	31	12.9	12.9	14.6
	3 biasa	135	56.3	56.3	70.8
	4 puas	46	19.2	19.2	90.0
	5 sgt puas	24	10.0	10.0	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A13 keamanan brg

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	3	1.3	1.3	1.3
2 kurang puas	31	12.9	12.9	14.2
3 biasa	132	55.0	55.0	69.2
4 puas	53	22.1	22.1	91.3
5 sgt puas	21	8.8	8.8	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A14 kemampuan komunikasi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	14	5.8	5.8	5.8
2 kurang puas	21	8.8	8.8	14.6
3 biasa	142	59.2	59.2	73.8
4 puas	52	21.7	21.7	95.4
5 sgt puas	11	4.6	4.6	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A15 jml pintu masuk

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	13	5.4	5.4	5.4
2 kurang puas	77	32.1	32.1	37.5
3 biasa	95	39.6	39.6	77.1
4 puas	52	21.7	21.7	98.8
5 sgt puas	3	1.3	1.3	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A16 model pintu masuk

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	10	4.2	4.2	4.2
	2 kurang puas	67	27.9	27.9	32.1
	3 biasa	115	47.9	47.9	80.0
	4 puas	42	17.5	17.5	97.5
	5 sgt puas	6	2.5	2.5	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A17 jml keranjang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	5	2.1	2.1	2.1
	2 kurang puas	27	11.3	11.3	13.3
	3 biasa	138	57.5	57.5	70.8
	4 puas	62	25.8	25.8	96.7
	5 sgt puas	8	3.3	3.3	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A18 model keranjang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	5	2.1	2.1	2.1
	2 kurang puas	25	10.4	10.4	12.5
	3 biasa	141	58.8	58.8	71.3
	4 puas	61	25.4	25.4	96.7
	5 sgt puas	8	3.3	3.3	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A19 kesediaan petugas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	5	2.1	2.1	2.1
	2 kurang puas	26	10.8	10.8	12.9
	3 biasa	141	58.8	58.8	71.7
	4 puas	60	25.0	25.0	96.7
	5 sgt puas	8	3.3	3.3	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A20 penataan keranjang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	6	2.5	2.5	2.5
	2 kurang puas	24	10.0	10.0	12.5
	3 biasa	142	59.2	59.2	71.7
	4 puas	59	24.6	24.6	96.3
	5 sgt puas	9	3.8	3.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A21 kelengkapan brg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tdk puas	5	2.1	2.1	2.1
	2 kurang puas	18	7.5	7.5	9.6
	3 biasa	70	29.2	29.2	38.8
	4 puas	130	54.2	54.2	92.9
	5 sgt puas	17	7.1	7.1	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A22 kelompok brg

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	5	2.1	2.1	2.1
2 kurang pua	4	1.7	1.7	3.8
3 biasa	86	35.8	35.8	39.6
4 puas	127	52.9	52.9	92.5
5 sangat puas	18	7.5	7.5	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A23 tata susun produk

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	2	.8	.8	.8
2 kurang puas	12	5.0	5.0	5.8
3 biasa	98	40.8	40.8	46.7
4 puas	114	47.5	47.5	94.2
5 sangat puas	14	5.8	5.8	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A24 jumlah pramuniaga

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 tidak puas	3	1.3	1.3	1.3
2 kurang puas	45	18.8	18.8	20.0
3 biasa	136	56.7	56.7	76.7
4 puas	46	19.2	19.2	95.8
5 sangat puas	10	4.2	4.2	100.0
Total	240	100.0	100.0	
Total	240	100.0		

A25 keramahan prg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	5	2.1	2.1	2.1
	2 kurang puas	40	16.7	16.7	18.8
	3 biasa	141	58.8	58.8	77.5
	4 puas	45	18.8	18.8	96.3
	5 sangat puas	9	3.8	3.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A26 kecekatan prg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	6	2.5	2.5	2.5
	2 kurang puas	39	16.3	16.3	18.8
	3 biasa	142	59.2	59.2	77.9
	4 puas	44	18.3	18.3	96.3
	5 sangat puas	9	3.8	3.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A27 kemampuan pramuniaga

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	3	1.3	1.3	1.3
	2 kurang puas	45	18.8	18.8	20.0
	3 biasa	136	56.7	56.7	76.7
	4 puas	46	19.2	19.2	95.8
	5 sangat puas	10	4.2	4.2	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A28 kemampuan komunikasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	5	2.1	2.1	2.1
	2 kurang puas	37	15.4	15.4	17.5
	3 biasa	139	57.9	57.9	75.4
	4 puas	50	20.8	20.8	96.3
	5 sangat puas	9	3.8	3.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A29 jumlah kasir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	3	1.3	1.3	1.3
	2 kurang puas	48	20.0	20.0	21.3
	3 biasa	130	54.2	54.2	75.4
	4 puas	46	19.2	19.2	94.6
	5 sangat puas	13	5.4	5.4	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A30 keramahan kasir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	3	1.3	1.3	1.3
	2 kurang puas	48	20.0	20.0	21.3
	3 biasa	133	55.4	55.4	76.7
	4 puas	45	18.8	18.8	95.4
	5 sangat puas	11	4.6	4.6	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A31 kecekatan kasir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	3	1.3	1.3	1.3
	2 kurang puas	48	20.0	20.0	21.3
	3 biasa	135	56.3	56.3	77.5
	4 puas	42	17.5	17.5	95.0
	5 sangat puas	12	5.0	5.0	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A32 kemampuan kasir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	4	1.7	1.7	1.7
	2 kurang puas	45	18.8	18.8	20.4
	3 biasa	128	53.3	53.3	73.8
	4 puas	49	20.4	20.4	94.2
	5 sangat puas	14	5.8	5.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A33 pembyran credit/debit card

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	3	1.3	1.3	1.3
	2 kurang puas	48	20.0	20.0	21.3
	3 biasa	126	52.5	52.5	73.8
	4 puas	46	19.2	19.2	92.9
	5 sangat puas	17	7.1	7.1	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A34 penempatan kotak saran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	8	3.3	3.3	3.3
	2 kurang puas	47	19.6	19.6	22.9
	3 biasa	160	66.7	66.7	89.6
	4 puas	23	9.6	9.6	99.2
	5 sangat puas	2	.8	.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

A35 penyampain informasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 tidak puas	7	2.9	2.9	2.9
	2 kurang puas	48	20.0	20.0	22.9
	3 biasa	159	66.3	66.3	89.2
	4 puas	24	10.0	10.0	99.2
	5 sangat puas	2	.8	.8	100.0
	Total	240	100.0	100.0	
Total		240	100.0		

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.757
Bartlett's Test of Sphericity	Approx. Chi-Square	9043.894
	df	325
	Sig.	.000

Communalities

	Initial	Extraction
A10 penitipan brg	1.000	.758
A11 keramahan petugas	1.000	.759
A12 kecekatan petugas	1.000	.766
A13 keamanan brg	1.000	.810
A14 kemampuan komunikasi	1.000	.498
A15 jml pintu masuk	1.000	.767
A16 model pintu masuk	1.000	.804
A17 jml keranjang	1.000	.965
A18 model keranjang	1.000	.974
A19 kesediaan petugas	1.000	.973
A20 penataan keranjang	1.000	.948
A21 kelengkapan brg	1.000	.651
A22 kelompok brg	1.000	.813
A23 tata susun produk	1.000	.800
A24 jumlah pramuniaga	1.000	.358
A25 keramahan prg	1.000	.949
A26 kecekatan prg	1.000	.963
A27 kemampuan pramuniaga	1.000	.445
A28 kemampuan komunikasi	1.000	.939
A29 jumlah kasir	1.000	.987
A30 keramahan kasir	1.000	.958
A31 kecekatan kasir	1.000	.950
A32 kemampuan kasir	1.000	.961
A33 pembyran credit/debit card	1.000	.948
A34 penempatan kotak saran	1.000	.951
A35 penyampain informasi	1.000	.945

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8.055	30.982	30.982	8.055	30.982	30.982
2	3.682	14.160	45.142	3.682	14.160	45.142
3	2.866	11.024	56.165	2.866	11.024	56.165
4	2.123	8.166	64.331	2.123	8.166	64.331
5	1.890	7.270	71.602	1.890	7.270	71.602
6	1.750	6.729	78.331	1.750	6.729	78.331
7	1.273	4.898	83.229	1.273	4.898	83.229
8	.898	3.455	86.684			
9	.724	2.783	89.466			
10	.633	2.435	91.902			
11	.535	2.058	93.960			
12	.449	1.727	95.687			
13	.361	1.390	97.077			
14	.240	.923	97.999			
15	9.950E-02	.383	98.382			
16	9.376E-02	.361	98.743			
17	6.646E-02	.256	98.998			
18	6.114E-02	.235	99.233			
19	4.678E-02	.180	99.413			
20	4.042E-02	.155	99.569			
21	3.239E-02	.125	99.693			
22	3.066E-02	.118	99.811			
23	2.126E-02	8.177E-02	99.893			
24	1.228E-02	4.725E-02	99.940			
25	1.033E-02	3.972E-02	99.980			
26	5.172E-03	1.989E-02	100.000			

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	4.857	18.680	18.680
2	3.931	15.118	33.798
3	3.424	13.170	46.968
4	3.378	12.993	59.962
5	2.292	8.817	68.778
6	2.035	7.829	76.607
7	1.722	6.622	83.229
8			
9			
10			
11			
12			
13			
14			
15			
16			
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19			
20			
21			
22			
23			
24			
25			
26			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component						
	1	2	3	4	5	6	7
A29 jumlah kasir	.731	-.555	-.356	-4.81E-02	-.113	-3.05E-02	-4.93E-02
A32 kemampuan kasir	.724	-.559	-.325	-6.31E-03	-.111	-4.74E-02	-6.98E-02
A33 pembyran credit/debit card	.722	-.562	-.305	6.117E-02	-.106	-4.29E-02	-2.87E-02
A30 keramahan kasir	.722	-.536	-.356	-6.99E-02	-.128	-1.85E-02	-3.84E-02
A31 kecekatan kasir	.701	-.542	-.377	-8.68E-02	-.114	-3.40E-02	-4.30E-02
A28 kemampuan komunikasi	.657	.111	.397	-.505	.184	-.217	3.631E-02
A25 keramahan prg	.652	.131	.338	-.555	.213	-.194	4.945E-02
A26 kecekatan prg	.648	.154	.324	-.582	.207	-.174	5.324E-02
A27 kemampuan pramuniaga	.579	.106	1.195E-02	-.171	.202	2.991E-03	-.167
A14 kemampuan komunikasi	.543	-.134	.350	.154	-5.06E-02	-1.47E-02	.189
A24 jumlah pramuniaga	.387	.246	-1.75E-02	-.310	1.694E-02	-.120	.191
A20 penataan keranjang	.594	.688	-.203	.132	-.212	-9.08E-02	-9.71E-02
A19 kesediaan petugas	.585	.672	-.234	.156	-.241	-.121	-.166
A18 model keranjang	.606	.669	-.226	.158	-.202	-.118	-.167
A17 jml keranjang	.599	.657	-.234	.182	-.228	-.113	-.146
A13 keamanan brg	.501	-.166	.580	.426	-7.64E-02	7.628E-02	3.387E-02
A12 kecekatan petugas	.445	-.103	.578	.444	-9.86E-02	.113	5.348E-02
A10 penitipan brg	.498	-.167	.526	.368	7.765E-03	-.265	3.057E-03
A11 keramahan petugas	.477	-.149	.481	.420	5.598E-02	-.313	-2.32E-02
A22 kelompok brg	.387	.120	-.306	.322	.620	6.263E-02	.252
A23 tata susun produk	.349	.173	-.315	.256	.606	.175	.293
A15 jml pintu masuk	.296	9.844E-02	4.573E-02	-.111	-.492	.419	.487
A21 kelengkapan brg	.389	.179	-.345	.216	.462	3.070E-02	.296
A34 penempatan kotak saran	.479	6.777E-02	.182	-8.01E-02	.158	.734	-.337
A35 penyampain informasi	.465	5.476E-02	.206	-7.44E-02	.167	.711	-.381
A16 model pintu masuk	.323	.186	5.186E-02	-.153	-.429	.350	.576

Extraction Method: Principal Component Analysis.

a. 7 components extracted.

Rotated Component Matrix^a

	Component						
	1	2	3	4	5	6	7
A29 jumlah kasir	.968	6.162E-02	.117	.128	9.064E-02	6.971E-02	5.099E-02
A31 kecekatan kasir	.954	5.517E-02	6.725E-02	.139	8.180E-02	5.649E-02	5.570E-02
A30 keramahan kasir	.953	6.620E-02	9.781E-02	.136	7.972E-02	7.199E-02	7.501E-02
A32 kemampuan kasir	.953	6.419E-02	.161	.108	8.228E-02	6.649E-02	2.185E-02
A33 pembyran credit/debit card	.936	5.661E-02	.215	6.906E-02	.117	4.885E-02	4.175E-02
A19 kesediaan petugas	6.982E-02	.962	6.001E-02	.138	.106	5.686E-02	7.919E-02
A18 model keranjang	7.308E-02	.954	7.353E-02	.158	.137	7.197E-02	6.343E-02
A17 jml keranjang	8.144E-02	.952	8.381E-02	.127	.135	5.624E-02	8.697E-02
A20 penataan keranjang	3.810E-02	.931	6.901E-02	.178	.147	6.338E-02	.135
A13 keamanan brg	.112	2.996E-02	.859	4.157E-02	2.822E-03	.208	.119
A12 kecekatan petugas	3.875E-02	5.092E-02	.832	-1.43E-03	2.329E-03	.212	.156
A10 penitipan brg	.146	6.910E-02	.830	.179	7.104E-03	-4.38E-02	-9.39E-02
A11 keramahan petugas	.137	9.613E-02	.820	.144	5.441E-02	-7.70E-02	-.167
A14 kemampuan komunikasi	.221	4.248E-02	.581	.233	8.194E-02	5.898E-02	.212
A26 kecekatan prg	.124	.120	.141	.944	3.102E-02	.131	6.133E-02
A25 keramahan prg	.134	.109	.173	.934	3.296E-02	.117	4.141E-02
A28 kemampuan komunikasi	.128	.108	.251	.914	-1.77E-03	.106	2.967E-02
A24 jumlah pramuniaga	7.417E-02	.242	-4.66E-02	.486	.114	-6.08E-02	.199
A27 kemampuan pramuniaga	.248	.259	.100	.441	.168	.274	-9.36E-02
A23 tata susun produk	7.043E-02	.109	7.783E-03	4.739E-02	.875	.123	1.355E-02
A22 kelompok brg	.127	.125	8.762E-02	4.344E-02	.873	5.786E-02	-8.16E-02
A21 kelengkapan brg	.140	.201	5.953E-03	8.646E-02	.763	-1.12E-02	3.170E-02
A35 penyampain informasi	.106	8.744E-02	.137	.147	6.862E-02	.936	6.359E-02
A34 penempatan kotak saran	.113	9.605E-02	.121	.148	9.488E-02	.933	.113
A16 model pintu masuk	4.996E-02	.150	5.561E-02	.142	1.829E-02	3.905E-02	.868
A15 jml pintu masuk	.108	.119	6.591E-02	3.834E-02	-6.03E-02	.112	.848

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

Component Transformation Matrix

Component	1	2	3	4	5	6	7
1	.574	.425	.394	.448	.236	.236	.151
2	-.642	.705	-.169	.165	.146	.046	.108
3	-.458	-.275	.684	.321	-.337	.170	.037
4	-.055	.213	.566	-.712	.317	-.078	-.133
5	-.181	-.323	-.044	.275	.716	.173	-.493
6	-.060	-.171	-.142	-.278	.122	.807	.452
7	-.099	-.261	.073	.098	.426	-.476	.706

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			.736
Bartlett's Test of Sphericity	Approx.	Chi-Square	8799.788
	df		253
	Sig.		.000

Communalities

	Initial	Extraction
A10 penitipan brg	1.000	.786
A11 keramahan petugas	1.000	.784
A12 kecekatan petugas	1.000	.763
A13 keamanan brg	1.000	.811
A15 jml pintu masuk	1.000	.783
A16 model pintu masuk	1.000	.816
A17 jml keranjang	1.000	.967
A18 model keranjang	1.000	.978
A19 kesediaan petugas	1.000	.978
A20 penataan keranjang	1.000	.948
A21 kelengkapan brg	1.000	.658
A22 kelompok brg	1.000	.809
A23 tata susun produk	1.000	.804
A25 keramahan prg	1.000	.977
A26 kecekatan prg	1.000	.983
A28 kemampuan komunikasi	1.000	.968
A29 jumlah kasir	1.000	.987
A30 keramahan kasir	1.000	.959
A31 kecekatan kasir	1.000	.951
A32 kemampuan kasir	1.000	.963
A33 pembyran credit/debit card	1.000	.948
A34 penempatan kotak saran	1.000	.968
A35 penyampain informasi	1.000	.964

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7.341	31.917	31.917	7.341	31.917	31.917
2	3.612	15.706	47.623	3.612	15.706	47.623
3	2.762	12.010	59.634	2.762	12.010	59.634
4	2.018	8.774	68.408	2.018	8.774	68.408
5	1.855	8.064	76.472	1.855	8.064	76.472
6	1.736	7.549	84.021	1.736	7.549	84.021
7	1.228	5.338	89.359	1.228	5.338	89.359
8	.826	3.591	92.949			
9	.476	2.068	95.017			
10	.362	1.572	96.589			
11	.255	1.108	97.698			
12	.103	.446	98.144			
13	9.504E-02	.413	98.557			
14	6.784E-02	.295	98.852			
15	6.202E-02	.270	99.122			
16	4.709E-02	.205	99.326			
17	4.087E-02	.178	99.504			
18	3.318E-02	.144	99.648			
19	3.100E-02	.135	99.783			
20	2.152E-02	9.357E-02	99.877			
21	1.235E-02	5.368E-02	99.930			
22	1.055E-02	4.586E-02	99.976			
23	5.457E-03	2.373E-02	100.000			

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	4.817	20.942	20.942
2	3.883	16.884	37.826
3	3.017	13.119	50.945
4	2.917	12.683	63.628
5	2.263	9.839	73.468
6	1.973	8.577	82.045
7	1.682	7.314	89.359
8			
9			
10			
11			
12			
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14			
15			
16			
17			
18			
19			
20			
21			
22			
23			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component						
	1	2	3	4	5	6	7
A29 jumlah kasir	.755	-.557	-.300	-6.73E-02	-.100	-2.74E-02	-4.68E-02
A32 kemampuan kasir	.749	-.557	-.271	-2.39E-02	-.107	-4.15E-02	-6.69E-02
A33 pembyran credit/debit card	.747	-.555	-.256	4.159E-02	-.115	-3.22E-02	-2.10E-02
A30 keramahan kasir	.745	-.539	-.302	-9.45E-02	-.107	-1.61E-02	-4.26E-02
A31 kecekatan kasir	.724	-.547	-.322	-.108	-9.42E-02	-3.48E-02	-3.96E-02
A28 kemampuan komunikasi	.630	.113	.443	-.448	.275	-.285	6.163E-02
A25 keramahan prg	.626	.127	.386	-.494	.317	-.266	6.532E-02
A26 kecekatan prg	.621	.147	.374	-.520	.315	-.246	6.959E-02
A20 penataan keranjang	.593	.698	-.216	3.783E-02	-.215	-8.38E-02	-8.60E-02
A19 kesediaan petugas	.589	.684	-.248	5.037E-02	-.246	-.113	-.160
A18 model keranjang	.610	.682	-.238	5.970E-02	-.209	-.113	-.157
A17 jml keranjang	.604	.669	-.246	8.329E-02	-.238	-.102	-.138
A13 keamanan brg	.489	-.107	.577	.428	-.160	.113	7.655E-02
A12 kecekatan petugas	.434	-4.27E-02	.568	.435	-.177	.153	8.597E-02
A10 penitipan brg	.493	-.120	.539	.421	-8.52E-02	-.229	2.097E-02
A11 keramahan petugas	.474	-.102	.489	.481	-5.04E-02	-.275	-9.26E-03
A23 tata susun produk	.358	.175	-.322	.319	.584	.153	.273
A22 kelompok brg	.387	.119	-.320	.409	.570	5.619E-02	.216
A21 kelengkapan brg	.394	.179	-.356	.257	.441	1.509E-02	.290
A34 penempatan kotak saran	.477	8.450E-02	.214	-.100	.227	.705	-.360
A35 penyampain informasi	.461	7.197E-02	.238	-8.82E-02	.231	.682	-.404
A16 model pintu masuk	.321	.193	5.741E-02	-.266	-.340	.362	.596
A15 jml pintu masuk	.300	.110	5.508E-02	-.238	-.410	.438	.511

Extraction Method: Principal Component Analysis.

a. 7 components extracted.

Rotated Component Matrix^a

	Component						
	1	2	3	4	5	6	7
A29 jumlah kasir.	.972	6.428E-02	9.889E-02	.111	9.248E-02	6.911E-02	5.127E-02
A31 kecekatan kasir	.958	5.857E-02	4.746E-02	.122	8.406E-02	5.446E-02	5.615E-02
A30 keramahan kasir	.958	7.070E-02	7.588E-02	.119	8.104E-02	7.538E-02	6.948E-02
A32 kemampuan kasir	.957	6.626E-02	.144	9.533E-02	8.435E-02	6.654E-02	2.256E-02
A33 pembyran credit/debit card	.940	5.700E-02	.198	5.988E-02	.120	4.607E-02	4.664E-02
A19 kesediaan petugas	7.484E-02	.968	5.052E-02	.107	.109	5.725E-02	7.619E-02
A18 model keranjang	7.810E-02	.961	6.446E-02	.128	.141	6.940E-02	6.466E-02
A17 jml keranjang	8.668E-02	.956	7.883E-02	9.311E-02	.138	5.644E-02	8.604E-02
A20 penataan keranjang	4.335E-02	.937	6.127E-02	.139	.149	5.992E-02	.138
A13 keamanan brg	.124	2.524E-02	.854	6.471E-02	1.056E-02	.193	.159
A10 penitipan brg	.161	7.159E-02	.841	.200	1.486E-02	-3.52E-02	-7.18E-02
A11 keramahan petugas	.152	9.779E-02	.833	.166	6.084E-02	-6.72E-02	-.148
A12 kecekatan petugas	5.113E-02	4.679E-02	.825	2.252E-02	8.653E-03	.204	.187
A26 kecekatan prg	.141	.155	.103	.950	5.535E-02	.124	8.066E-02
A25 keramahan prg	.152	.145	.133	.947	5.797E-02	.111	6.012E-02
A28 kemampuan komunikasi	.146	.142	.210	.932	2.406E-02	9.529E-02	5.539E-02
A23 tata susun produk	7.279E-02	.113	3.558E-03	3.588E-02	.877	.121	1.500E-02
A22 kelompok brg	.131	.126	8.269E-02	1.115E-02	.870	6.449E-02	-9.01E-02
A21 kelengkapan brg	.141	.202	-7.11E-03	6.940E-02	.768	-2.02E-02	3.972E-02
A35 penyampain informasi	.113	9.467E-02	.128	.146	7.132E-02	.947	5.456E-02
A34 penempatan kotak saran	.120	.104	.111	.146	9.810E-02	.943	.104
A16 model pintu masuk	5.581E-02	.155	3.674E-02	.127	2.425E-02	3.481E-02	.877
A15 jml pintu masuk	.111	.120	5.185E-02	2.762E-02	-5.55E-02	.106	.859

Extraction Method: Principal Component Analysis.
 Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

Component Transformation Matrix

Component	1	2	3	4	5	6	7
1	.617	.445	.355	.392	.248	.233	.160
2	-.648	.720	-.098	.118	.146	.058	.115
3	-.389	-.283	.659	.416	-.346	.196	.054
4	-.086	.073	.622	-.603	.402	-.096	-.257
5	-.169	-.335	-.170	.394	.683	.231	-.395
6	-.056	-.162	-.091	-.361	.101	.777	.468
7	-.092	-.245	.074	.098	.400	-.488	.719

Extraction Method: Principal Component Analysis.
 Rotation Method: Varimax with Kaiser Normalization.

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
KASIR1	240	1.00	5.00	3.0775	.7951
KERANJA2	240	1.00	5.00	3.1708	.7332
TITIP3	240	1.00	5.00	3.2677	.7242
LAYAN4	240	1.00	5.00	3.0625	.7600
TATA5	240	1.00	5.00	3.5708	.6530
INFOR6	240	1.00	5.00	2.8542	.6529
PINTU7	240	1.00	5.00	2.8375	.7753
Valid N (listwise)	240				

Persamaan regresi untuk setiap variable adalah sebagai berikut:

$$A_{10} = 0,161F_1 + 0,07159F_2 + 0,841F_3 + 0,200F_4 + 0,01486F_5 - 0,0352F_6 - 0,0718F_7$$

$$A_{11} = 0,152F_1 + 0,09779F_2 + 0,833F_3 + 0,166F_4 + 0,06084F_5 - 0,0672F_6 - 0,148F_7$$

$$A_{12} = 0,05113F_1 + 0,04679F_2 + 0,825F_3 + 0,02252F_4 + 0,008653F_5 + 0,204F_6 + 0,187F_7$$

$$A_{13} = 0,124F_1 + 0,02524F_2 + 0,854F_3 + 0,06471F_4 + 0,01056F_5 + 0,193F_6 + 0,159F_7$$

$$A_{15} = 0,111F_1 + 0,120F_2 + 0,05185F_3 + 0,02762F_4 - 0,0555F_5 + 0,106F_6 + 0,859F_7$$

$$A_{16} = 0,05581F_1 + 0,155F_2 + 0,03674F_3 + 0,127F_4 + 0,02425F_5 + 0,03481F_6 + 0,877F_7$$

$$A_{17} = 0,08668F_1 + 0,956F_2 + 0,07853F_3 + 0,09311F_4 + 0,138F_5 + 0,05644F_6 + 0,08604F_7$$

$$A_{18} = 0,07810F_1 + 0,961F_2 + 0,06446F_3 + 0,128F_4 + 0,141F_5 + 0,06940F_6 + 0,06466F_7$$

$$A_{19} = 0,07484F_1 + 0,968F_2 + 0,05052F_3 + 0,107F_4 + 0,109F_5 + 0,05725F_6 + 0,07619F_7$$

$$A_{20} = 0,04335F_1 + 0,937F_2 + 0,06127F_3 + 0,139F_4 + 0,149F_5 + 0,05992F_6 + 0,138F_7$$

$$A_{21} = 0,141F_1 + 0,202F_2 - 0,00711F_3 + 0,06940F_4 + 0,768F_5 - 0,0202F_6 + 0,03972F_7$$

$$A_{22} = 0,131F_1 + 0,126F_2 + 0,08269F_3 + 0,01115F_4 + 0,870F_5 + 0,06449F_6 - 0,0901F_7$$

$$A_{23} = 0,07279F_1 + 0,113F_2 + 0,003558F_3 + 0,03588F_4 + 0,877F_5 + 0,121F_6 + 0,01500F_7$$

$$A_{25} = 0,152F_1 + 0,145F_2 + 0,133F_3 + 0,947F_4 + 0,05797F_5 + 0,111F_6 + 0,06012F_7$$

$$A_{26} = 0,141F_1 + 0,155F_2 + 0,103F_3 + 0,950F_4 + 0,05535F_6 + 0,124F_6 + 0,08066F_7$$

$$A_{28} = 0,146F_1 + 0,142F_2 + 0,210F_3 + 0,932F_4 + 0,02406F_5 + 0,09529F_6 + 0,05539F_7$$

$$A_{29} = 0,972F_1 + 0,06428F_2 + 0,09889F_3 + 0,111F_4 + 0,09248F_5 + 0,06911F_6 + 0,05127F_7$$

$$A_{30} = 0,958F_1 + 0,07070F_2 + 0,07588F_3 + 0,119F_4 + 0,08104F_5 + 0,07538F_6 + 0,06948F_7$$

$$A_{31} = 0,958F_1 + 0,05857F_2 + 0,04746F_3 + 0,122F_4 + 0,08406F_5 + 0,05446F_6 + 0,05615F_7$$

$$A_{32} = 0,957F_1 + 0,06626F_2 + 0,144F_3 + 0,09533F_4 + 0,08435F_5 + 0,06654F_6 + 0,02256F_7$$

$$A_{33} = 0,940F_1 + 0,05700F_2 + 0,198F_3 + 0,05988F_4 + 0,120F_5 + 0,04607F_6 + 0,04664F_7$$

$$A_{34} = 0,120F_1 + 0,104F_2 + 0,111F_3 + 0,146F_4 + 0,09810F_5 + 0,943F_6 + 0,104F_7$$

$$A_{35} = 0,133F_1 + 0,09467F_2 + 0,128F_3 + 0,146F_4 + 0,07132F_5 + 0,947F_6 + 0,05456F_7$$

Communality merupakan proporsi dari sifat sebuah variable yang dapat dijelaskan:

$$A_{10} = (0,161)^2 + (0,07159)^2 + (0,841)^2 + (0,2002)^2 + (0,01486)^2 - (0,0352)^2 - (0,0718)^2 = 0,786$$

$$A_{11} = (0,152)^2 + (0,09779)^2 + (0,833)^2 + (0,166)^2 + (0,06084)^2 - (0,0672)^2 - (0,148)^2 = 0,784$$

$$A_{12} = (0,05113)^2 + (0,04679)^2 + (0,825)^2 + (0,02252)^2 + (0,008653)^2 + (0,204)^2 + (0,187)^2 = 0,763$$

$$\begin{aligned}
A13 &= (0,124)^2 + (0,02524)^2 + (0,854)^2 + (0,06471)^2 + (0,01056)^2 + (0,193)^2 + (0,159)^2 &= 0,811 \\
A15 &= (0,111)^2 + (0,120)^2 + (0,05185)^2 + (0,02762)^2 - (0,0555)^2 + (0,106)^2 + (0,859)^2 &= 0,783 \\
A16 &= (0,05581)^2 + (0,155)^2 + (0,03674)^2 + (0,127)^2 + (0,02425)^2 + (0,03481)^2 + (0,877)^2 &= 0,816 \\
A17 &= (0,08668)^2 + (0,956)^2 + (0,07853)^2 + (0,09311)^2 + (0,138)^2 + (0,05644)^2 + (0,08604)^2 &= 0,967 \\
A18 &= (0,07810)^2 + (0,961)^2 + (0,06446)^2 + (0,128)^2 + (0,141)^2 + (0,06940)^2 + (0,06466)^2 &= 0,978 \\
A19 &= (0,07484)^2 + (0,968)^2 + (0,05052)^2 + (0,107)^2 + (0,109)^2 + (0,05725)^2 + (0,07619)^2 &= 0,978 \\
A20 &= (0,04335)^2 + (0,937)^2 + (0,06127)^2 + (0,139)^2 + (0,149)^2 + (0,05992)^2 + (0,138)^2 &= 0,948 \\
A21 &= (0,141)^2 + (0,202)^2 - (0,00711)^2 + (0,06940)^2 + (0,768)^2 - (0,0202)^2 + (0,03972)^2 &= 0,658 \\
A22 &= (0,131)^2 + (0,126)^2 + (0,08269)^2 + (0,01115)^2 + (0,870)^2 + (0,06449)^2 - (0,0901)^2 &= 0,809 \\
A23 &= (0,07279)^2 + (0,113)^2 + (0,003558)^2 + (0,03588)^2 + (0,877)^2 + (0,121)^2 + (0,01500)^2 &= 0,804 \\
A25 &= (0,152)^2 + (0,145)^2 + (0,133)^2 + (0,947)^2 + (0,05797)^2 + (0,111)^2 + (0,06012)^2 &= 0,977 \\
A26 &= (0,141)^2 + (0,155)^2 + (0,103)^2 + (0,950)^2 + (0,05535)^2 + (0,124)^2 + (0,08066)^2 &= 0,983 \\
A28 &= (0,146)^2 + (0,142)^2 + (0,210)^2 + (0,932)^2 + (0,02406)^2 + (0,09529)^2 + (0,05539)^2 &= 0,968 \\
A29 &= (0,972)^2 + (0,06428)^2 + (0,09889)^2 + (0,111)^2 + (0,09248)^2 + (0,06911)^2 + (0,05127)^2 &= 0,987 \\
A30 &= (0,958)^2 + (0,07070)^2 + (0,07588)^2 + (0,119)^2 + (0,08104)^2 + (0,07538)^2 + (0,06948)^2 &= 0,959 \\
A31 &= (0,958)^2 + (0,05857)^2 + (0,04746)^2 + (0,122)^2 + (0,08406)^2 + (0,05446)^2 + (0,05615)^2 &= 0,951 \\
A32 &= (0,957)^2 + (0,06626)^2 + (0,144)^2 + (0,09533)^2 + (0,08435)^2 + (0,06654)^2 + (0,02256)^2 &= 0,963 \\
A33 &= (0,940)^2 + (0,05700)^2 + (0,198)^2 + (0,05988)^2 + (0,120)^2 + (0,04607)^2 + (0,04664)^2 &= 0,948 \\
A34 &= (0,120)^2 + (0,104)^2 + (0,111)^2 + (0,146)^2 + (0,09810)^2 + (0,943)^2 + (0,104)^2 &= 0,968 \\
A35 &= (0,133)^2 + (0,09467)^2 + (0,128)^2 + (0,146)^2 + (0,07132)^2 + (0,947)^2 + (0,05456)^2 &= 0,964
\end{aligned}$$

Kepada Yth.

Bpk. Wang Sutrisno S.E, M.B.A

Ketua Jurusan Manajemen Fakultas Ekonomi

Universitas Kristen Petra

Jl. Siwalankerto 121-131

Surabaya

Dengan hormat,

Dengan ini kami memberitahukan bahwa kami memberi izin kepada mahasiswa di bawah ini untuk melaksanakan tugas penulisan skripsi di tempat kami.

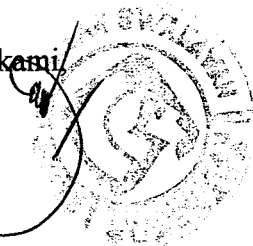
Nama : Verany Sidyanto / Yenny Yohannis

NRP : 31497048 / 31497049

Adapun waktu pelaksanaan mulai Agustus sampai dengan November 2000.

Demikian surat keterangan ini dibuat, agar dapat dipergunakan seperlunya.

Hormat kami,
18/01/2001



Machmuddin

Store Manager