

BAB IV

KESIMPULAN DAN SARAN

A. Kesimpulan

Berdasarkan hasil penelitian ini dapat disimpulkan bahwa Plaza Ambarrukmo merupakan *mall* di Yogyakarta yang memiliki keunggulan paling banyak dibandingkan dengan kelima *mall* lainnya. Namun, di dalam persaingnya, Plaza Ambarrukmo juga cukup bersaing ketat dengan Hartono *Mall* dan Jogja *City Mall*. Sedangkan untuk Lippo Plaza Jogja, Galeria *Mall* dan Malioboro *Mall* merupakan *mall* yang bisa dikatakan masih perlu meningkatkan keunggulannya agar lebih diingat oleh pengunjung di dalam benaknya. Apabila dapat dikategorikan maka, di dalam penelitian ini Plaza Ambarrukmo, Hartono *Mall* dan Jogja *City Mall* merupakan tiga besar *mall* yang lebih unggul dibandingkan Lippo Plaza Jogja, Galeria *Mall* dan Malioboro *Mall* berdasarkan persepsi pengunjung *mall* di Yogyakarta.

Apabila perbandingan *positioning mall-mall* di Yogyakarta disimpulkan berdasarkan keunggulan masing-masing *mall*-nya, mulai dari persepsi lingkungan *mall*, *tenant* pengisi, kenyamanan, penghargaan, fokus pemasaran, kualitas pelayanan dan sistem pengamanan dan keamanan, maka *Positioning Malioboro Mall* adalah *mall* yang memiliki pencahayaan di luar gedung yang baik, kualitas *supermarket* yang baik, jam operasional yang cukup lama, sering menawarkan *voucher* gratis, kerap mengadakan acara-acara menarik, memiliki keramahan pelayanan, dan memiliki pengamanan terhadap bencana/kecelakaan.

Positioning Galeria Mall adalah mall yang dianggap bersih bagi para pengunjung, memiliki kualitas *foodcourt* yang baik, mudah untuk dikunjungi dengan kendaraan pribadi atau pun umum, menawarkan harga yang terjangkau, mall yang masih menggunakan alat pemasaran konvensional yang infomratif, memiliki keramahan pelayanan, dan kesigapan dari penjaga keamanan. *Positioning* Plaza Ambarrukmo adalah mall yang memiliki pencahayaan di dalam gedung yang baik dan mall yang bersih.

Kemudian, memiliki kualitas *supermarket* yang baik, mall yang mudah dikunjungi juga dengan kendaraan umum atau pun pribadi, jam operasional yang cukup lama, memiliki fasilitas aksesibilitas yang baik sehingga memudahkan pengunjung, sering menawarkan *voucher* gratis, mengadakan acara-acara yang menarik, memiliki pelayanan yang ramah dan mampu memberikan informasi yang akurat, serta kesigapan penjaga keamanan yang baik kepada pengunjung.

Positioning Jogja City Mall adalah mall yang memiliki desain arsitektural interior yang baik, keberagaman *tenant*, memiliki toilet dan Musholla yang bersih, menawarkan harga yang terjangkau, sering mengadakan acara-acara yang menarik, memberikan keramahan kepada pengunjung, dan penjaga keamanan yang sigap. *Positioning* Lippo Plaza Jogja adalah mall yang memiliki pencahayaan di dalam gedung yang baik dan merupakan mall yang bersih. Memiliki kualitas *foodourt*, toilet dan Musholla yang bersih, menawarkan harga yang terjangkau, mengadakan acara-acara yang menarik, pelayanan yang ramah, dan mall yang memiliki pengamanan terhadap tindakan kriminal.

Positioning Hartono Mall adalah *mall* yang memiliki desain arsitektural interior yang baik, memiliki *tenant* yang beragam, dianggap memiliki toilet dan Musholla yang bersih serta kemudahan dalam memarkirkan kendaraan. Kemudian Hartono *mall* merupakan *mall* yang sering menawarkan *voucher* gratis, mengadakan acara-acara yang menawarkan, memberikan pelayanan yang ramah, dan kesigapan penjaga keamanan.

B. Saran

1. Akademis

Berdasarkan penelitian yang sudah dilakukan, peneliti memiliki saran/rekomendasi bagi para peneliti selanjutnya dengan topik yang sama atau berkaitan. Dalam penelitian ini, terdapat banyak atribut-atribut yang dimiliki masing-masing persepsi sehingga peneliti cukup kesulitan untuk melakukan analisis pada masing-masing atribut. Oleh karena itu, demi keakuratan penelitian, maka penelitian selanjutnya disarankan untuk lebih melakukan penyederhanaan akan atribut-atribut yang akan digunakan sehingga diperoleh hasil yang lebih spesifik dari masing-masing produk dan memudahkan pembaca untuk mengetahui kondisi produknya di dalam benak masyarakat. Selain itu di dalam penelitian masih terdapat beberapa kelemahan salah satunya adalah pengkategorian pertanyaan penelitian. Apabila ada penelitian serupa disarankan untuk melakukan pengkategorian pertanyaan penelitian sehingga akan lebih mudah di dalam proses analisis masing-masing atribut terhadap *mall* yang hendak diteliti.

2. Praktis

Berdasarkan penelitian ini, masih ada beberapa hal yang tidak sesuai dengan harapan peneliti, dimana *mall* di Yogyakarta tidak menunjukkan keunggulannya pada masing-masing atribut, sehingga hanya beberapa *mall* saja yang unggul, khususnya Plaza Ambarrukmo, kemudian diikuti Hartono *Mall* dan Jogja *City Mall*. Sedangkan untuk Lippo Plaza Jogja, Galeria *Mall*, dan Malioboro *Mall* melalui penelitian ini, peneliti menyarankan masih perlu untuk melakukan upaya *positioning* akan agar dapat menjadi bahan evaluasi ke depannya sehingga mendatangkan persepsi yang lebih positif dari pengunjung *mall* di Yogyakarta.

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Kuesioner Penelitian

KUESIONER PENELITIAN

Perkenalkan saya Meyevlin Panggulu, Mahasiswa Ilmu Komunikasi Fakultas Ilmu Sosial dan Ilmu Politik Universitas Atma Jaya Yogyakarta yang sedang menempuh mata kuliah tugas akhir/skripsi dengan judul “*Positioning Mall : Studi Deskriptif Positioning Malioboro Mall, Galeria Mall, Plaza Ambarukmo, Jogja City Mall, Lippo Plaza Jogja dan Hartono Lifestyle Mall Berdasarkan Persepsi Pengunjung Mall di Yogyakarta*”. Sehubungan dengan hal tersebut, saya memohon partisipasi dari responden yang pernah mengunjungi Malioboro Mall, Galeria Mall, Plaza Ambarukmo, Jogja City Mall, Lippo Plaza Jogja dan Hartono Lifestyle Mall untuk mengisi beberapa pertanyaan di bawah ini dengan petunjuk sebagai berikut:

1. Isilah data identitas Anda dengan baik dan benar
2. Bacalah pernyataan yang terdapat dalam kolom pernyataan.
3. Berikan tanda centang (√) pada kolom (Sangat tidak baik=1;Tidak baik=2;Netral=3;Baik=4;Sangat Baik=5) sesuai dengan jawaban Anda.
4. Kuesioner ini terbagi menjadi 6 bagian dan berisikan pertanyaan yang sama akan keenam (Ke-6) Mall tersebut ditiap bagian.

Isilah pertanyaan di bawah ini dengan baik dan benar.

Karakteristik Demografis

1. Jenis Kelamin (L/P)
2. Usia (Angka*) :
3. Pekerjaan
 - () Pegawai Negeri
 - () Pegawai Swasta
 - () Wiraswasta
 - () Ibu Rumah Tangga
 - () Pelajar/Mahasiswa
 - () Lain-lain

Persepsi Responden Terhadap Malioboro Mall

1. Persepsi Lingkungan Mall

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Mall Malioboro memiliki lingkungan yang baik | | | | | |
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 8 | Kualitas dari supermarket | | | | | |
| 9 | Kualitas dari arena bermain | | | | | |
| 10 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 11 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Mal Malioboro | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |

| | | | | | | |
|---|---------------------------------|--|--|--|--|--|
| 7 | Kemudahan memarkirkan kendaraan | | | | | |
|---|---------------------------------|--|--|--|--|--|

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Mall Malioboro menawarkan harga yang terjangkau | | | | | |
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall Malioboro memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Mall Malioboro memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Mall Malioboro mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall Malioboro memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Mall Malioboro memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Mall Malioboro memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Mall Malioboro memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

Persepsi Responden Terhadap Galeria Mall

1. Persepsi Lingkungan Mall

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Galeria Mall memiliki lingkungan yang baik | | | | | |
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 8 | Kualitas dari supermarket | | | | | |
| 9 | Kualitas dari arena bermain | | | | | |
| 10 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 11 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Galeria Mall | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |

| | | | | | | |
|---|--------------------------------|--|--|--|--|--|
| 7 | Kemudahan memikirkan kendaraan | | | | | |
|---|--------------------------------|--|--|--|--|--|

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Galeria Mall menawarkan harga yang terjangkau | | | | | |
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Galeria Mall memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Galeria Mall memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Galeria Mall mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Galeria Mall memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Galeria Mall memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Galeria Mall memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Galeria Mall memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

Persepsi Responden Terhadap Plaza Ambarrukmo

1. Persepsi Lingkungan Mall

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Plaza Ambarrukmo memiliki lingkungan yang baik | | | | | |
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 8 | Kualitas dari supermarket | | | | | |
| 9 | Kualitas dari arena bermain | | | | | |
| 10 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 11 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Plaza Ambarrukmo | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |
| 7 | Kemudahan memarkirkan kendaraan | | | | | |

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Plaza Ambarrukmo menawarkan harga yang terjangkau | | | | | |
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Plaza Ambarrukmo memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Plaza Ambarrukmo memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Plaza Ambarrukmo mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Plaza Ambarrukmo memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Plaza Ambarrukmo memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Plaza Ambarrukmo memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Plaza Ambarrukmo memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

Persepsi Responden Terhadap Jogja City Mall**1. Persepsi Lingkungan Mall**

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Jogja City Mall memiliki lingkungan yang baik | | | | | |

| | | | | | | |
|---|---|--|--|--|--|--|
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 7 | Kualitas dari supermarket | | | | | |
| 8 | Kualitas dari arena bermain | | | | | |
| 9 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 10 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Jogja City Mall | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |
| 7 | Kemudahan memarkirkan kendaraan | | | | | |

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Jogja City Mall menawarkan harga yang terjangkau | | | | | |

| | | | | | | |
|---|---------------------------------------|--|--|--|--|--|
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Jogja City Mall memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Jogja City Mall memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Jogja City Mall mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Jogja City Mall memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Jogja City Mall memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Jogja City Mall memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Jogja City Mall memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

Persepsi Responden Terhadap Lippo Plaza Jogja

1. Persepsi Lingkungan Mall

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Lippo Plaza Jogja memiliki lingkungan yang baik | | | | | |
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 8 | Kualitas dari supermarket | | | | | |
| 9 | Kualitas dari arena bermain | | | | | |
| 10 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 11 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Lippo Plaza Jogja | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |
| 7 | Kemudahan memarkirkan kendaraan | | | | | |

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Lippo Plaza Jogja menawarkan harga yang terjangkau | | | | | |
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Lippo Plaza Jogja memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Lippo Plaza Jogja memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Lippo Plaza Jogja mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Lippo Plaza Jogja memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Lippo Plaza Jogja memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Lippo Plaza Jogja memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Lippo Plaza Jogja memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

Persepsi Responden Terhadap Hartono Lifestyle Mall**1. Persepsi Lingkungan Mall**

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Hartono Mall memiliki lingkungan yang baik | | | | | |
| 2 | Mall memiliki desain arsitektural eksterior yang baik | | | | | |
| 3 | Mall memiliki desain arsitektural interior yang baik | | | | | |
| 4 | Mall memiliki pencahayaan yang baik di dalam gedung | | | | | |
| 5 | Mall memiliki pencahayaan yang baik di luar gedung | | | | | |
| 6 | Mall memiliki suhu yang baik | | | | | |
| 7 | Lingkungan mall bersih | | | | | |
| 8 | Lingkungan mall rapih | | | | | |

2. Persepsi Tenant Pengisi

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki <i>tenant</i> yang lengkap | | | | | |
| 2 | Mall memiliki <i>tenant</i> yang beragam | | | | | |
| 3 | Kualitas dari Department Store | | | | | |
| 4 | Kualitas dari area F&B | | | | | |
| 5 | Kualitas dari Food Court | | | | | |
| 6 | Kualitas dari retail fashion | | | | | |
| 8 | Kualitas dari supermarket | | | | | |
| 9 | Kualitas dari arena bermain | | | | | |
| 10 | Kualitas dari fasilitas perbankan (ATM Center) | | | | | |
| 11 | Kualitas dari retail toko buku | | | | | |

3. Persepsi Kenyamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Anda merasa nyaman ketika mengunjungi Hartono Mall | | | | | |
| 2 | Mall mudah dikunjungi baik dengan kendaraan umum dan juga kendaraan pribadi | | | | | |
| 3 | Jam operasional mall cukup lama | | | | | |
| 4 | Mall menyediakan fasilitas aksesibilitas yang baik | | | | | |
| 5 | Mall menyediakan toilet dan musholla yang bersih | | | | | |
| 6 | Petunjuk arah di dalam mall membantu sirkulasi pengunjung dengan baik | | | | | |
| 7 | Kemudahan memarkirkan kendaraan | | | | | |

4. Persepsi Penghargaan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 1 | Mall Malioboro menawarkan harga yang terjangkau | | | | | |
| 2 | Mall sering menawarkan potongan harga | | | | | |
| 3 | Mall sering memberikan voucher gratis | | | | | |

5. Persepsi Fokus Pemasaran

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Mall memiliki strategi pemasaran yang baik | | | | | |
| 2 | Mall sering mengadakan acara-acara yang menarik | | | | | |
| 3 | Mall memiliki alat pemasaran konvensional yang informatif (buletin, poster, billboard, banner, iklan, dll) | | | | | |

| | | | | | | |
|---|---|--|--|--|--|--|
| 4 | Mall memiliki alat pemasaran online yang menarik (Website, media sosial, dll) | | | | | |
|---|---|--|--|--|--|--|

6. Persepsi Kualitas Pelayanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Hartono Mall memiliki kualitas pelayanan yang baik | | | | | |
| 2 | Hartono Mall memberikan pelayanan yang ramah kepada konsumen. | | | | | |
| 3 | Hartono Mall mampu memberikan informasi yang akurat kepada konsumen. | | | | | |

7. Persepsi Keamanan & Pengamanan

| No | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|----|--|---|---|---|---|---|
| 1 | Hartono Mall memiliki sistem keamanan & pengamanan yang baik bagi pengunjung | | | | | |
| 2 | Penjaga keamanan sigap dalam bekerja | | | | | |
| 3 | Hartono Mall memiliki pengamanan yang baik terhadap aksi terorisme | | | | | |
| 4 | Hartono Mall memiliki pengamanan yang baik terhadap bencana atau kecelakaan | | | | | |
| 5 | Hartono Mall memiliki pengamanan yang baik terhadap tindakan kriminal (Perampokan/pencurian, penculikan, pembunuhan) | | | | | |

VALIDITAS

Malioboro Mall

Correlations

| | | Persepsi Lingkungan MM 1 | Persepsi Lingkungan MM 2 | Persepsi Lingkungan MM 3 | Persepsi Lingkungan MM 4 | Persepsi Lingkungan MM 5 | Persepsi Lingkungan MM 6 | Persepsi Lingkungan MM 7 | Persepsi Lingkungan MM 8 | Total Persepsi Lingkungan MM |
|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Persepsi Lingkungan MM 1 | Pearson Correlation | 1 | .467** | .472** | .474** | .214 | .156 | .484** | .220 | .633** |
| | Sig. (2-tailed) | | .009 | .009 | .008 | .256 | .411 | .007 | .242 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan MM 2 | Pearson Correlation | .467** | 1 | .769** | .445* | .134 | .500** | .442* | .405* | .736** |
| | Sig. (2-tailed) | .009 | | .000 | .014 | .481 | .005 | .015 | .026 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan MM 3 | Pearson Correlation | .472** | .769** | 1 | .465** | .357 | .342 | .290 | .393* | .728** |
| | Sig. (2-tailed) | .009 | .000 | | .010 | .053 | .064 | .120 | .032 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | |
|------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Lingkungan MM 4 | Pearson Correlation | .474** | .445* | .465** | 1 | .340 | .647** | .697** | .522** | .809** |
| | Sig. (2-tailed) | .008 | .014 | .010 | | .066 | .000 | .000 | .003 | .000 |
| Persepsi Lingkungan MM 5 | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| | Pearson Correlation | .214 | .134 | .357 | .340 | 1 | .327 | .121 | .272 | .480** |
| Persepsi Lingkungan MM 6 | Sig. (2-tailed) | .256 | .481 | .053 | .066 | | .078 | .523 | .146 | .007 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan MM 7 | Pearson Correlation | .156 | .500** | .342 | .647** | .327 | 1 | .677** | .663** | .741** |
| | Sig. (2-tailed) | .411 | .005 | .064 | .000 | .078 | | .000 | .000 | .000 |
| Persepsi Lingkungan MM 8 | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| | Pearson Correlation | .484** | .442* | .290 | .697** | .121 | .677** | 1 | .730** | .785** |
| Total Persepsi Lingkungan MM | Sig. (2-tailed) | .007 | .015 | .120 | .000 | .523 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan MM 4 | Pearson Correlation | .220 | .405* | .393* | .522** | .272 | .663** | .730** | 1 | .745** |
| | Sig. (2-tailed) | .242 | .026 | .032 | .003 | .146 | .000 | .000 | | .000 |
| Persepsi Lingkungan MM 5 | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| | Pearson Correlation | .633** | .736** | .728** | .809** | .480** | .741** | .785** | .745** | 1 |
| Persepsi Lingkungan MM 6 | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .007 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

Correlations

| | | Persepsi Tenant Pengisi MM 1 | Persepsi Tenant Pengisi MM 2 | Persepsi Tenant Pengisi MM 3 | Persepsi Tenant Pengisi MM 4 | Persepsi Tenant Pengisi MM 5 | Persepsi Tenant Pengisi MM 6 | Persepsi Tenant Pengisi MM 7 | Persepsi Tenant Pengisi MM 8 | Persepsi Tenant Pengisi MM 9 | Persepsi Tenant Pengisi MM 10 | Total Persepsi Tenant Pengisi MM |
|---------------------------------|------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--|--|
| Persepsi Tenant Pengisi MM 1 | Pearson Correlation | 1 | .804** | .735** | .803** | .587** | .698** | .579** | .443* | .535** | .537** | .821** |
| | Sig. (2- tailed) | | .000 | .000 | .000 | .001 | .000 | .001 | .014 | .002 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi MM 2 | Pearson Correlation | .804** | 1 | .566** | .576** | .453* | .514** | .511** | .290 | .412* | .467** | .686** |
| | Sig. (2- tailed) | .000 | | .001 | .001 | .012 | .004 | .004 | .120 | .024 | .009 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi MM 3 | Pearson Correlation | .735** | .566** | 1 | .818** | .667** | .865** | .716** | .537** | .664** | .679** | .882** |
| | Sig. (2- tailed) | .000 | .001 | | .000 | .000 | .000 | .000 | .002 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi MM 4 | Pearson Correlation | .803** | .576** | .818** | 1 | .828** | .877** | .689** | .517** | .597** | .692** | .904** |

| | | | | | | | | | | | | |
|-----------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | .000 | .001 | .000 | | .000 | .000 | .000 | .003 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant | Pearson Correlation | .587** | .453* | .667** | .828** | 1 | .840** | .730** | .618** | .671** | .831** | .891** |
| Pengisi MM 5 | Sig. (2-tailed) | .001 | .012 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant | Pearson Correlation | .698** | .514** | .865** | .877** | .840** | 1 | .729** | .554** | .704** | .726** | .919** |
| Pengisi MM 6 | Sig. (2-tailed) | .000 | .004 | .000 | .000 | .000 | | .000 | .001 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant | Pearson Correlation | .579** | .511** | .716** | .689** | .730** | .729** | 1 | .399* | .658** | .533** | .800** |
| Pengisi MM 7 | Sig. (2-tailed) | .001 | .004 | .000 | .000 | .000 | .000 | | .029 | .000 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant | Pearson Correlation | .443* | .290 | .537** | .517** | .618** | .554** | .399* | 1 | .455* | .603** | .663** |
| Pengisi MM 8 | Sig. (2-tailed) | .014 | .120 | .002 | .003 | .000 | .001 | .029 | | .012 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|--|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi MM 9 | Pearson Correlation | .535** | .412* | .664** | .597** | .671** | .704** | .658** | .455* | 1 | .596** | .771** |
| | Sig. (2- tailed) | .002 | .024 | .000 | .000 | .000 | .000 | .000 | .012 | | .001 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi MM 10 | Pearson Correlation | .537** | .467** | .679** | .692** | .831** | .726** | .533** | .603** | .596** | 1 | .823** |
| | Sig. (2- tailed) | .002 | .009 | .000 | .000 | .000 | .000 | .002 | .000 | .001 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi MM | Pearson Correlation | .821** | .686** | .882** | .904** | .891** | .919** | .800** | .663** | .771** | .823** | 1 |
| | Sig. (2- tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | Persepsi Kenyaman an_MM 1 | Persepsi Kenyaman an_MM 2 | Persepsi Kenyaman an_MM 3 | Persepsi Kenyaman an_MM 4 | Persepsi Kenyaman an_MM 5 | Persepsi Kenyaman an_MM 6 | Persepsi Kenyaman an_MM 7 | Total Persepsi Kenyaman an MM |
|--|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|
| | | | | | | | | |

| | | | | | | | | | |
|-----------------|-----------------|--------|-------|--------|--------|--------|--------|--------|--------|
| Persepsi | Pearson | 1 | .307 | .613** | .621** | .621** | .703** | .435* | .823** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 1 | Sig. (2-tailed) | | .099 | .000 | .000 | .000 | .000 | .016 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi | Pearson | .307 | 1 | .378* | .226 | .146 | .107 | .488** | .554** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 2 | Sig. (2-tailed) | .099 | | .039 | .230 | .441 | .575 | .006 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi | Pearson | .613** | .378* | 1 | .682** | .190 | .424* | .426* | .714** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 3 | Sig. (2-tailed) | .000 | .039 | | .000 | .314 | .020 | .019 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi | Pearson | .621** | .226 | .682** | 1 | .563** | .634** | .355 | .790** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 4 | Sig. (2-tailed) | .000 | .230 | .000 | | .001 | .000 | .054 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi | Pearson | .621** | .146 | .190 | .563** | 1 | .757** | .450* | .729** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 5 | Sig. (2-tailed) | .000 | .441 | .314 | .001 | | .000 | .013 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi | Pearson | .703** | .107 | .424* | .634** | .757** | 1 | .343 | .765** |
| | Correlation | | | | | | | | |
| Kenyamanan_MM 6 | Sig. (2-tailed) | .000 | .575 | .020 | .000 | .000 | | .063 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | |
|---------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Kenyamanan_MM 7 | Pearson Correlation | .435* | .488** | .426* | .355 | .450* | .343 | 1 | .710** |
| | Sig. (2-tailed) | .016 | .006 | .019 | .054 | .013 | .063 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Kenyamanan MM | Pearson Correlation | .823** | .554** | .714** | .790** | .729** | .765** | .710** | 1 |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Penghargaan_ MM 1 | Persepsi Penghargaan_ MM 2 | Persepsi Penghargaan_ MM 3 | Total Persepsi Penghargaan MM |
|------------------------------|---------------------|----------------------------------|----------------------------------|----------------------------------|-------------------------------------|
| Persepsi Penghargaan_MM 1 | Pearson Correlation | 1 | .638** | .411* | .819** |
| | Sig. (2-tailed) | | .000 | .024 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan_MM 2 | Pearson Correlation | .638** | 1 | .601** | .899** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan_MM 3 | Pearson Correlation | .411* | .601** | 1 | .791** |
| | Sig. (2-tailed) | .024 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 |

| | | | | | |
|----------------|---------------------|--------|--------|--------|----|
| Total Persepsi | Pearson Correlation | .819** | .899** | .791** | 1 |
| Penghargaan MM | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Pemasaran_MM 1 | Persepsi Pemasaran_MM 2 | Persepsi Pemasaran_MM 3 | Persepsi Pemasaran_MM 4 | Total Persepsi Pemasaran MM |
|-----------------------------|---------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| Persepsi Pemasaran_MM 1 | Pearson Correlation | 1 | .675** | .468** | .322 | .762** |
| | Sig. (2-tailed) | | .000 | .009 | .083 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran_MM 2 | Pearson Correlation | .675** | 1 | .512** | .455* | .833** |
| | Sig. (2-tailed) | .000 | | .004 | .012 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran_MM 3 | Pearson Correlation | .468** | .512** | 1 | .630** | .829** |
| | Sig. (2-tailed) | .009 | .004 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran_MM 4 | Pearson Correlation | .322 | .455* | .630** | 1 | .757** |
| | Sig. (2-tailed) | .083 | .012 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran MM | Pearson Correlation | .762** | .833** | .829** | .757** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kualitas MM 1 | Persepsi Kualitas MM 2 | Persepsi Kualitas MM 3 | Total Persepsi Kualitas MM |
|----------------------------|---------------------|---------------------------|---------------------------|---------------------------|-------------------------------|
| Persepsi Kualitas MM 1 | Pearson Correlation | 1 | .804** | .718** | .921** |
| | Sig. (2-tailed) | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas MM 2 | Pearson Correlation | .804** | 1 | .749** | .926** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas MM 3 | Pearson Correlation | .718** | .749** | 1 | .899** |
| | Sig. (2-tailed) | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas MM | Pearson Correlation | .921** | .926** | .899** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Keamanan & Pengamanan MM 1 | Persepsi Keamanan & Pengamanan MM 2 | Persepsi Keamanan & Pengamanan MM 3 | Persepsi Keamanan & Pengamanan MM 4 | Persepsi Keamanan & Pengamanan MM 5 | Total Persepsi Keamanan & Pengamanan MM |
|--|---------------------|--|--|--|--|--|--|
| Persepsi Keamanan & Pengamanan MM 1 | Pearson Correlation | 1 | .900** | .660** | .712** | .648** | .883** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |

| | | | | | | | |
|---|---------------------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan MM 2 | Pearson Correlation | .900** | 1 | .659** | .737** | .675** | .894** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan MM 3 | Pearson Correlation | .660** | .659** | 1 | .821** | .863** | .900** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan MM 4 | Pearson Correlation | .712** | .737** | .821** | 1 | .726** | .894** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan MM 5 | Pearson Correlation | .648** | .675** | .863** | .726** | 1 | .879** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Keamanan & Pengamanan MM | Pearson Correlation | .883** | .894** | .900** | .894** | .879** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

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

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Correlations

| | | Persepsi Lingkungan GM 1 | Persepsi Lingkungan GM 2 | Persepsi Lingkungan GM 3 | Persepsi Lingkungan GM 4 | Persepsi Lingkungan GM 5 | Persepsi Lingkungan GM 6 | Persepsi Lingkungan GM 7 | Persepsi Lingkungan GM 8 | Total Persepsi Lingkungan GM |
|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Persepsi Lingkungan GM 1 | Pearson Correlation | 1 | .718** | .485** | .422* | .219 | .277 | .242 | .348 | .590** |
| | Sig. (2-tailed) | | .000 | .007 | .020 | .244 | .138 | .198 | .060 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 2 | Pearson Correlation | .718** | 1 | .825** | .664** | .471** | .577** | .359 | .427* | .825** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .009 | .001 | .051 | .019 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 3 | Pearson Correlation | .485** | .825** | 1 | .619** | .478** | .646** | .489** | .481** | .831** |
| | Sig. (2-tailed) | .007 | .000 | | .000 | .007 | .000 | .006 | .007 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 4 | Pearson Correlation | .422* | .664** | .619** | 1 | .744** | .750** | .466** | .512** | .846** |

| | | | | | | | | | | |
|------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | .020 | .000 | .000 | | .000 | .000 | .009 | .004 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 5 | Pearson Correlation | .219 | .471** | .478** | .744** | 1 | .683** | .402* | .463** | .729** |
| | Sig. (2-tailed) | .244 | .009 | .007 | .000 | | .000 | .028 | .010 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 6 | Pearson Correlation | .277 | .577** | .646** | .750** | .683** | 1 | .635** | .535** | .839** |
| | Sig. (2-tailed) | .138 | .001 | .000 | .000 | .000 | | .000 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 7 | Pearson Correlation | .242 | .359 | .489** | .466** | .402* | .635** | 1 | .889** | .726** |
| | Sig. (2-tailed) | .198 | .051 | .006 | .009 | .028 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan GM 8 | Pearson Correlation | .348 | .427* | .481** | .512** | .463** | .535** | .889** | 1 | .749** |
| | Sig. (2-tailed) | .060 | .019 | .007 | .004 | .010 | .002 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Lingkungan GM | Pearson Correlation | .590** | .825** | .831** | .846** | .729** | .839** | .726** | .749** | 1 |
| | Sig. (2-tailed) | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Tenant Pengisi GM1 | Persepsi Tenant Pengisi GM 2 | Persepsi Tenant Pengisi GM 3 | Persepsi Tenant Pengisi GM 4 | Persepsi Tenant Pengisi GM 5 | Persepsi Tenant Pengisi GM 6 | Persepsi Tenant Pengisi GM 7 | Persepsi Tenant Pengisi GM 8 | Persepsi Tenant Pengisi GM 9 | Persepsi Tenant Pengisi GM 10 | Total Persepsi Tenant Pengisi |
|---------------------------------|------------------------|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--|--|
| Persepsi Tenant Pengisi GM1 | Pearson Correlation | 1 | ,827** | ,491** | ,549** | ,655** | ,464** | ,622** | ,535** | ,109 | ,692** | ,821** |
| | Sig. (2-tailed) | | ,000 | ,006 | ,002 | ,000 | ,010 | ,000 | ,002 | ,568 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 2 | Pearson Correlation | ,827** | 1 | ,510** | ,565** | ,625** | ,539** | ,699** | ,647** | ,068 | ,434* | ,803** |
| | Sig. (2-tailed) | ,000 | | ,004 | ,001 | ,000 | ,002 | ,000 | ,000 | ,723 | ,016 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 3 | Pearson Correlation | ,491** | ,510** | 1 | ,635** | ,372* | ,709** | ,541** | ,657** | ,302 | ,598** | ,779** |
| | Sig. (2-tailed) | ,006 | ,004 | | ,000 | ,043 | ,000 | ,002 | ,000 | ,105 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 4 | Pearson Correlation | ,549** | ,565** | ,635** | 1 | ,620** | ,465** | ,524** | ,280 | ,053 | ,534** | ,711** |
| | Sig. (2-tailed) | ,002 | ,001 | ,000 | | ,000 | ,010 | ,003 | ,134 | ,779 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|----------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi GM 5 | Pearson Correlation | ,655** | ,625** | ,372* | ,620** | 1 | ,407* | ,614** | ,416* | ,245 | ,553** | ,753** |
| | Sig. (2-tailed) | ,000 | ,000 | ,043 | ,000 | | ,026 | ,000 | ,022 | ,193 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 6 | Pearson Correlation | ,464** | ,539** | ,709** | ,465** | ,407* | 1 | ,662** | ,797** | ,464** | ,504** | ,804** |
| | Sig. (2-tailed) | ,010 | ,002 | ,000 | ,010 | ,026 | | ,000 | ,000 | ,010 | ,005 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 7 | Pearson Correlation | ,622** | ,699** | ,541** | ,524** | ,614** | ,662** | 1 | ,561** | ,232 | ,606** | ,819** |
| | Sig. (2-tailed) | ,000 | ,000 | ,002 | ,003 | ,000 | ,000 | | ,001 | ,217 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 8 | Pearson Correlation | ,535** | ,647** | ,657** | ,280 | ,416* | ,797** | ,561** | 1 | ,297 | ,376* | ,744** |
| | Sig. (2-tailed) | ,002 | ,000 | ,000 | ,134 | ,022 | ,000 | ,001 | | ,111 | ,041 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 9 | Pearson Correlation | ,109 | ,068 | ,302 | ,053 | ,245 | ,464** | ,232 | ,297 | 1 | ,133 | ,377* |
| | Sig. (2-tailed) | ,568 | ,723 | ,105 | ,779 | ,193 | ,010 | ,217 | ,111 | | ,485 | ,040 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi GM 10 | Pearson Correlation | ,692** | ,434* | ,598** | ,534** | ,553** | ,504** | ,606** | ,376* | ,133 | 1 | ,758** |
| | Sig. (2-tailed) | ,000 | ,016 | ,000 | ,002 | ,002 | ,005 | ,000 | ,041 | ,485 | | ,000 |

| | | | | | | | | | | | | |
|----------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|----|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi | Pearson Correlation | ,821** | ,803** | ,779** | ,711** | ,753** | ,804** | ,819** | ,744** | ,377* | ,758** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,040 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kenyamana n GM 1 | Persepsi Kenyamana n GM 2 | Persepsi Kenyamana n GM 3 | Persepsi Kenyamana n GM 4 | Persepsi Kenyamana n GM 5 | Persepsi Kenyamana n GM 6 | Persepsi Kenyamana n GM 7 | Total Persepsi Kenyamana n GM |
|-----------------------------|------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|
| Persepsi Kenyamanan GM 1 | Pearson Correlation | 1 | .648** | .600** | .625** | .685** | .618** | .663** | .794** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan GM 2 | Pearson Correlation | .648** | 1 | .604** | .680** | .801** | .669** | .846** | .862** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | |
|------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Kenyamanan GM 3 | Pearson Correlation | .600** | .604** | 1 | .807** | .703** | .750** | .620** | .828** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan GM 4 | Pearson Correlation | .625** | .680** | .807** | 1 | .810** | .856** | .689** | .898** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan GM 5 | Pearson Correlation | .685** | .801** | .703** | .810** | 1 | .885** | .777** | .935** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan GM 6 | Pearson Correlation | .618** | .669** | .750** | .856** | .885** | 1 | .678** | .901** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan GM 7 | Pearson Correlation | .663** | .846** | .620** | .689** | .777** | .678** | 1 | .866** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Kenyamanan GM | Pearson Correlation | .794** | .862** | .828** | .898** | .935** | .901** | .866** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

Correlations

| | | Persepsi Penghargaan GM 1 | Persepsi Penghargaan GM 2 | Persepsi Penghargaan GM 3 | Total Persepsi Penghargaan GM |
|----------------------------------|---------------------|---------------------------------|---------------------------------|---------------------------------|-------------------------------------|
| Persepsi Penghargaan GM 1 | Pearson Correlation | 1 | .486** | .105 | .657** |
| | Sig. (2-tailed) | | .006 | .580 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan GM 2 | Pearson Correlation | .486** | 1 | .562** | .887** |
| | Sig. (2-tailed) | .006 | | .001 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan GM 3 | Pearson Correlation | .105 | .562** | 1 | .757** |
| | Sig. (2-tailed) | .580 | .001 | | .000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Penghargaan GM | Pearson Correlation | .657** | .887** | .757** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pemasaran GM 1 | Persepsi Pemasaran GM 2 | Persepsi Pemasaran GM 3 | Persepsi Pemasaran GM 4 | Total Persepsi Pemasaran |
|--------------------------|---------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| | | 1 | | | | |
| Persepsi Pemasaran GM 1 | Pearson Correlation | 1 | .652** | .597** | .552** | .853** |
| | Sig. (2-tailed) | | .000 | .000 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran GM 2 | Pearson Correlation | .652** | 1 | .648** | .526** | .863** |
| | Sig. (2-tailed) | .000 | | .000 | .003 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran GM 3 | Pearson Correlation | .597** | .648** | 1 | .441* | .810** |
| | Sig. (2-tailed) | .000 | .000 | | .015 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran GM 4 | Pearson Correlation | .552** | .526** | .441* | 1 | .765** |
| | Sig. (2-tailed) | .002 | .003 | .015 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran | Pearson Correlation | .853** | .863** | .810** | .765** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kualitas GM 1 | Persepsi Kualitas GM 2 | Persepsi Kualitas GM 3 | Total Persepsi Kualitas GM |
|----------------------------|---------------------|---------------------------|---------------------------|---------------------------|-------------------------------|
| Persepsi Kualitas GM 1 | Pearson Correlation | 1 | .690** | .871** | .948** |
| | Sig. (2-tailed) | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas GM 2 | Pearson Correlation | .690** | 1 | .652** | .842** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas GM 3 | Pearson Correlation | .871** | .652** | 1 | .934** |
| | Sig. (2-tailed) | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas GM | Pearson Correlation | .948** | .842** | .934** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Keamanan & Pengamanan GM 1 | Persepsi Keamanan & Pengamanan GM 2 | Persepsi Keamanan & Pengamanan GM 3 | Persepsi Keamanan & Pengamanan GM 4 | Persepsi Keamanan & Pengamanan GM 5 | Total Persepsi Keamanan & Pengamanan GM |
|--|---------------------|--|--|--|--|--|--|
| Persepsi Keamanan & Pengamanan GM 1 | Pearson Correlation | 1 | .807** | .906** | .724** | .906** | .924** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan GM 2 | Pearson Correlation | .807** | 1 | .830** | .863** | .899** | .936** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan GM 3 | Pearson Correlation | .906** | .830** | 1 | .815** | .926** | .951** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan GM 4 | Pearson Correlation | .724** | .863** | .815** | 1 | .889** | .911** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Keamanan & Pengamanan GM 5 | Pearson Correlation | .906** | .899** | .926** | .889** | 1 | .982** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Keamanan | Pearson Correlation | .924** | .936** | .951** | .911** | .982** | 1 |

| | | | | | | |
|-----------------|-----------------|------|------|------|------|------|
| & Pengamanan GM | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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Correlations

| | | Persepsi Lingkungan PA 1 | Persepsi Lingkungan PA 2 | Persepsi Lingkungan PA 3 | Persepsi Lingkungan PA 4 | Persepsi Lingkungan PA 5 | Persepsi Lingkungan PA 6 | Persepsi Lingkungan PA 7 | Persepsi Lingkungan PA 8 | Total Persepsi Lingkungan PA |
|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Persepsi Lingkungan PA 1 | Pearson Correlation | 1 | ,832** | ,879** | ,785** | ,709** | ,716** | ,813** | ,747** | ,899** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 2 | Pearson Correlation | ,832** | 1 | ,884** | ,865** | ,806** | ,657** | ,746** | ,686** | ,901** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 3 | Pearson Correlation | ,879** | ,884** | 1 | ,898** | ,769** | ,707** | ,794** | ,732** | ,927** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | |
|------------------------------|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 4 | Pearson | ,785** | ,865** | ,898** | 1 | ,826** | ,707** | ,785** | ,726** | ,920** |
| | Correlation | | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 5 | Pearson | ,709** | ,806** | ,769** | ,826** | 1 | ,852** | ,794** | ,664** | ,895** |
| | Correlation | | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 6 | Pearson | ,716** | ,657** | ,707** | ,707** | ,852** | 1 | ,875** | ,685** | ,864** |
| | Correlation | | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 7 | Pearson | ,813** | ,746** | ,794** | ,785** | ,794** | ,875** | 1 | ,822** | ,923** |
| | Correlation | | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan PA 8 | Pearson | ,747** | ,686** | ,732** | ,726** | ,664** | ,685** | ,822** | 1 | ,849** |
| | Correlation | | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Lingkungan PA | Pearson | ,899** | ,901** | ,927** | ,920** | ,895** | ,864** | ,923** | ,849** | 1 |
| | Correlation | | | | | | | | | |

| | | | | | | | | | | |
|-----------------|------|------|------|------|------|------|------|------|------|----|
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Tenant Pengisi PA 1 | Persepsi Tenant Pengisi PA 2 | Persepsi Tenant Pengisi PA 3 | Persepsi Tenant Pengisi PA 4 | Persepsi Tenant Pengisi PA 5 | Persepsi Tenant Pengisi PA 6 | Persepsi Tenant Pengisi PA 7 | Persepsi Tenant Pengisi PA 8 | Persepsi Tenant Pengisi PA 9 | Persepsi Tenant Pengisi PA 10 | Total Persepsi Tenant Pengisi PA |
|------------------------------------|------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--|--|
| Persepsi Tenant Pengisi PA 1 | Pearson Correlation | 1 | ,835** | ,522** | ,574** | ,487** | ,527** | ,271 | ,275 | ,572** | ,719** | ,814** |
| | Sig. (2- tailed) | | ,000 | ,003 | ,001 | ,006 | ,003 | ,147 | ,141 | ,001 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi PA 2 | Pearson Correlation | ,835** | 1 | ,567** | ,625** | ,533** | ,563** | ,295 | ,253 | ,503** | ,452* | ,791** |
| | Sig. (2- tailed) | ,000 | | ,001 | ,000 | ,002 | ,001 | ,113 | ,178 | ,005 | ,012 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi PA 3 | Pearson Correlation | ,522** | ,567** | 1 | ,873** | ,692** | ,652** | ,489** | ,453* | ,382* | ,342 | ,835** |
| | Sig. (2- tailed) | ,003 | ,001 | | ,000 | ,000 | ,000 | ,006 | ,012 | ,037 | ,064 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi | Pearson Correlation | ,574** | ,625** | ,873** | 1 | ,841** | ,573** | ,212 | ,389* | ,221 | ,356 | ,811** |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

| | | | | | | | | | | | | |
|----------------------------|------------------------|--------|--------|--------|--------|--------|-------|-------|--------|--------|--------|--------|
| PA 4 | Sig. (2-tailed) | ,001 | ,000 | ,000 | | ,000 | ,001 | ,261 | ,034 | ,240 | ,053 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi | Pearson Correlation | ,487** | ,533** | ,692** | ,841** | 1 | ,276 | ,195 | ,480** | ,194 | ,170 | ,718** |
| PA 5 | Sig. (2-tailed) | ,006 | ,002 | ,000 | ,000 | | ,139 | ,301 | ,007 | ,305 | ,369 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi | Pearson Correlation | ,527** | ,563** | ,652** | ,573** | ,276 | 1 | ,453* | ,162 | ,299 | ,505** | ,673** |
| PA 6 | Sig. (2-tailed) | ,003 | ,001 | ,000 | ,001 | ,139 | | ,012 | ,391 | ,109 | ,004 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi | Pearson Correlation | ,271 | ,295 | ,489** | ,212 | ,195 | ,453* | 1 | ,351 | ,664** | ,262 | ,558** |
| PA 7 | Sig. (2-tailed) | ,147 | ,113 | ,006 | ,261 | ,301 | ,012 | | ,057 | ,000 | ,162 | ,001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi | Pearson Correlation | ,275 | ,253 | ,453* | ,389* | ,480** | ,162 | ,351 | 1 | ,410* | ,428* | ,604** |
| PA 8 | Sig. (2-tailed) | ,141 | ,178 | ,012 | ,034 | ,007 | ,391 | ,057 | | ,024 | ,018 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|--|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi PA 9 | Pearson Correlation | ,572** | ,503** | ,382* | ,221 | ,194 | ,299 | ,664** | ,410* | 1 | ,518** | ,653** |
| | Sig. (2- tailed) | ,001 | ,005 | ,037 | ,240 | ,305 | ,109 | ,000 | ,024 | | ,003 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi PA 10 | Pearson Correlation | ,719** | ,452* | ,342 | ,356 | ,170 | ,505** | ,262 | ,428* | ,518** | 1 | ,658** |
| | Sig. (2- tailed) | ,000 | ,012 | ,064 | ,053 | ,369 | ,004 | ,162 | ,018 | ,003 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi PA | Pearson Correlation | ,814** | ,791** | ,835** | ,811** | ,718** | ,673** | ,558** | ,604** | ,653** | ,658** | 1 |
| | Sig. (2- tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,001 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kenyamanan PA 1 | Persepsi Kenyamanan PA 2 | Persepsi Kenyamanan PA 3 | Persepsi Kenyamanan PA 4 | Persepsi Kenyamanan PA 5 | Persepsi Kenyamanan PA 6 | Persepsi Kenyamanan PA 7 | Total Persepsi Kenyamanan PA |
|-----------------------------|------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------------|
| Persepsi Kenyamanan PA 1 | Pearson Correlation | 1 | ,889** | ,241 | ,530** | ,561** | ,494** | ,249 | ,727** |
| | Sig. (2-tailed) | | ,000 | ,200 | ,003 | ,001 | ,005 | ,185 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 2 | Pearson Correlation | ,889** | 1 | ,341 | ,616** | ,666** | ,436* | ,315 | ,786** |
| | Sig. (2-tailed) | ,000 | | ,065 | ,000 | ,000 | ,016 | ,090 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 3 | Pearson Correlation | ,241 | ,341 | 1 | ,673** | ,368* | ,523** | ,347 | ,691** |
| | Sig. (2-tailed) | ,200 | ,065 | | ,000 | ,045 | ,003 | ,061 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 4 | Pearson Correlation | ,530** | ,616** | ,673** | 1 | ,434* | ,725** | ,473** | ,849** |
| | Sig. (2-tailed) | ,003 | ,000 | ,000 | | ,017 | ,000 | ,008 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 5 | Pearson Correlation | ,561** | ,666** | ,368* | ,434* | 1 | ,405* | ,462* | ,727** |
| | | | | | | | | | |

| | | | | | | | | | |
|---------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | ,001 | ,000 | ,045 | ,017 | | ,026 | ,010 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 6 | Pearson Correlation | ,494** | ,436* | ,523** | ,725** | ,405* | 1 | ,612** | ,805** |
| | Sig. (2-tailed) | ,005 | ,016 | ,003 | ,000 | ,026 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan PA 7 | Pearson Correlation | ,249 | ,315 | ,347 | ,473** | ,462* | ,612** | 1 | ,674** |
| | Sig. (2-tailed) | ,185 | ,090 | ,061 | ,008 | ,010 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Kenyamanan PA | Pearson Correlation | ,727** | ,786** | ,691** | ,849** | ,727** | ,805** | ,674** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Peghargaan PA 1 | Persepsi Peghargaan PA 2 | Persepsi Peghargaan PA 3 | Total Persepsi Peghargaan PA |
|---------------------------------|---------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|
| Persepsi Peghargaan PA 1 | Pearson Correlation | 1 | ,488** | ,439* | ,775** |
| | Sig. (2-tailed) | | ,007 | ,017 | ,000 |
| | N | 29 | 29 | 29 | 29 |
| Persepsi Peghargaan PA 2 | Pearson Correlation | ,488** | 1 | ,671** | ,851** |
| | Sig. (2-tailed) | ,007 | | ,000 | ,000 |
| | N | 29 | 30 | 30 | 30 |
| Persepsi Peghargaan PA 3 | Pearson Correlation | ,439* | ,671** | 1 | ,828** |
| | Sig. (2-tailed) | ,017 | ,000 | | ,000 |
| | N | 29 | 30 | 30 | 30 |
| Total Persepsi Peghargaan PA | Pearson Correlation | ,775** | ,851** | ,828** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 29 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Pemasaran PA 1 | Persepsi Pemasaran PA 2 | Persepsi Pemasaran PA 3 | Persepsi Pemasaran PA 4 | Total Persepsi Pemasaran PA |
|-----------------------------|---------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------------|
| Persepsi Pemasaran PA 1 | Pearson Correlation | 1 | ,809** | ,751** | ,528** | ,895** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,003 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran PA 2 | Pearson Correlation | ,809** | 1 | ,668** | ,435* | ,831** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,016 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran PA 3 | Pearson Correlation | ,751** | ,668** | 1 | ,696** | ,918** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran PA 4 | Pearson Correlation | ,528** | ,435* | ,696** | 1 | ,786** |
| | Sig. (2-tailed) | ,003 | ,016 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran PA | Pearson Correlation | ,895** | ,831** | ,918** | ,786** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kualitas Pelayanan PA 1 | Persepsi Kualitas Pelayanan PA 2 | Persepsi Kualitas Pelayanan PA 3 | Total Persepsi Kualitas Pelayanan PA |
|---|---------------------|--|--|--|--|
| Persepsi Kualitas Pelayanan PA 1 | Pearson Correlation | 1 | ,669** | ,709** | ,872** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan PA 2 | Pearson Correlation | ,669** | 1 | ,780** | ,913** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan PA 3 | Pearson Correlation | ,709** | ,780** | 1 | ,920** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas Pelayanan PA | Pearson Correlation | ,872** | ,913** | ,920** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pengamanan & Keamanan PA 1 | Persepsi Pengamanan & Keamanan PA 2 | Persepsi Pengamanan & Keamanan PA 3 | Persepsi Pengamanan & Keamanan PA 4 | Persepsi Pengamanan & Keamanan PA 5 | Total Persepsi Pengamanan & Keamanan PA |
|---|---------------------|--|--|--|--|--|--|
| Persepsi Pengamanan & Keamanan PA 1 | Pearson Correlation | 1 | ,946** | ,909** | ,809** | ,891** | ,946** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan PA 2 | Pearson Correlation | ,946** | 1 | ,955** | ,854** | ,931** | ,975** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan PA 3 | Pearson Correlation | ,909** | ,955** | 1 | ,911** | ,937** | ,982** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan PA 4 | Pearson Correlation | ,809** | ,854** | ,911** | 1 | ,881** | ,931** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan PA 5 | Pearson Correlation | ,891** | ,931** | ,937** | ,881** | 1 | ,967** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pengamanan & Keamanan PA | Pearson Correlation | ,946** | ,975** | ,982** | ,931** | ,967** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

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Correlations

| | | Persepsi Lingkunga n JCM 1 | Persepsi Lingkunga n JCM 2 | Persepsi Lingkunga n JCM 3 | Persepsi Lingkunga n JCM 4 | Persepsi Lingkunga n JCM 5 | Persepsi Lingkunga n JCM 6 | Persepsi Lingkunga n JCM 7 | Persepsi Lingkunga n JCM 8 | Total Persepsi Lingkunga n JCM |
|------------------------------|------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|---|
| Persepsi Lingkungan JCM 1 | Pearson Correlation | 1 | ,503** | ,465** | ,585** | ,369* | ,605** | ,791** | ,807** | ,784** |
| | Sig. (2-tailed) | | ,005 | ,010 | ,001 | ,045 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 2 | Pearson Correlation | ,503** | 1 | ,795** | ,604** | ,626** | ,466** | ,589** | ,448* | ,810** |
| | Sig. (2-tailed) | ,005 | | ,000 | ,000 | ,000 | ,009 | ,001 | ,013 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 3 | Pearson Correlation | ,465** | ,795** | 1 | ,683** | ,585** | ,397* | ,562** | ,410* | ,797** |
| | Sig. (2-tailed) | ,010 | ,000 | | ,000 | ,001 | ,030 | ,001 | ,025 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 4 | Pearson Correlation | ,585** | ,604** | ,683** | 1 | ,651** | ,528** | ,614** | ,566** | ,838** |
| | Sig. (2-tailed) | ,001 | ,000 | ,000 | | ,000 | ,003 | ,000 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | |
|-------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Lingkungan JCM 5 | Pearson Correlation | ,369* | ,626** | ,585** | ,651** | 1 | ,562** | ,417* | ,369* | ,743** |
| | Sig. (2-tailed) | ,045 | ,000 | ,001 | ,000 | | ,001 | ,022 | ,044 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 6 | Pearson Correlation | ,605** | ,466** | ,397* | ,528** | ,562** | 1 | ,680** | ,573** | ,746** |
| | Sig. (2-tailed) | ,000 | ,009 | ,030 | ,003 | ,001 | | ,000 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 7 | Pearson Correlation | ,791** | ,589** | ,562** | ,614** | ,417* | ,680** | 1 | ,862** | ,847** |
| | Sig. (2-tailed) | ,000 | ,001 | ,001 | ,000 | ,022 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan JCM 8 | Pearson Correlation | ,807** | ,448* | ,410* | ,566** | ,369* | ,573** | ,862** | 1 | ,767** |
| | Sig. (2-tailed) | ,000 | ,013 | ,025 | ,001 | ,044 | ,001 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Lingkungan JCM | Pearson Correlation | ,784** | ,810** | ,797** | ,838** | ,743** | ,746** | ,847** | ,767** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

Correlations

| | | Persepsi Tenant Pengisi JCM 1 | Persepsi Tenant Pengisi JCM 2 | Persepsi Tenant Pengisi JCM 3 | Persepsi Tenant Pengisi JCM 4 | Persepsi Tenant Pengisi JCM 5 | Persepsi Tenant Pengisi JCM 6 | Persepsi Tenant Pengisi JCM 7 | Persepsi Tenant Pengisi JCM 8 | Persepsi Tenant Pengisi JCM 9 | Persepsi Tenant Pengisi JCM 10 | Total Persepsi Tenant Pengisi JCM |
|----------------------------------|------------------------|--|--|--|--|--|--|--|--|--|---|---|
| Persepsi Tenant Pengisi JCM 1 | Pearson Correlation | 1 | ,781** | ,657** | ,430* | ,658** | ,527** | ,440* | ,374* | ,650** | ,493** | ,727** |
| | Sig. (2- tailed) | | ,000 | ,000 | ,018 | ,000 | ,003 | ,015 | ,042 | ,000 | ,006 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 2 | Pearson Correlation | ,781** | 1 | ,861** | ,498** | ,734** | ,697** | ,750** | ,490** | ,629** | ,560** | ,846** |
| | Sig. (2- tailed) | ,000 | | ,000 | ,005 | ,000 | ,000 | ,000 | ,006 | ,000 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 3 | Pearson Correlation | ,657** | ,861** | 1 | ,635** | ,669** | ,778** | ,813** | ,581** | ,669** | ,605** | ,880** |
| | Sig. (2- tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 | ,001 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 4 | Pearson Correlation | ,430* | ,498** | ,635** | 1 | ,583** | ,851** | ,598** | ,781** | ,570** | ,757** | ,816** |
| | Sig. (2- tailed) | | | | | | | | | | | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|-------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | ,018 | ,005 | ,000 | | ,001 | ,000 | ,000 | ,000 | ,001 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 5 | Pearson Correlation | ,658** | ,734** | ,669** | ,583** | 1 | ,636** | ,682** | ,412* | ,651** | ,504** | ,786** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,001 | | ,000 | ,000 | ,024 | ,000 | ,005 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 6 | Pearson Correlation | ,527** | ,697** | ,778** | ,851** | ,636** | 1 | ,747** | ,781** | ,715** | ,837** | ,922** |
| | Sig. (2-tailed) | ,003 | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 7 | Pearson Correlation | ,440* | ,750** | ,813** | ,598** | ,682** | ,747** | 1 | ,539** | ,677** | ,681** | ,840** |
| | Sig. (2-tailed) | ,015 | ,000 | ,000 | ,000 | ,000 | ,000 | | ,002 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 8 | Pearson Correlation | ,374* | ,490** | ,581** | ,781** | ,412* | ,781** | ,539** | 1 | ,550** | ,730** | ,762** |
| | Sig. (2-tailed) | ,042 | ,006 | ,001 | ,000 | ,024 | ,000 | ,002 | | ,002 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|---|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi JCM 9 | Pearson Correlation | ,650** | ,629** | ,669** | ,570** | ,651** | ,715** | ,677** | ,550** | 1 | ,627** | ,818** |
| | Sig. (2- tailed) | ,000 | ,000 | ,000 | ,001 | ,000 | ,000 | ,000 | ,002 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi JCM 10 | Pearson Correlation | ,493** | ,560** | ,605** | ,757** | ,504** | ,837** | ,681** | ,730** | ,627** | 1 | ,835** |
| | Sig. (2- tailed) | ,006 | ,001 | ,000 | ,000 | ,005 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi JCM | Pearson Correlation | ,727** | ,846** | ,880** | ,816** | ,786** | ,922** | ,840** | ,762** | ,818** | ,835** | 1 |
| | Sig. (2- tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kenyamanan JCM 1 | Persepsi Kenyamanan JCM 2 | Persepsi Kenyamanan JCM 3 | Persepsi Kenyamanan JCM 4 | Persepsi Kenyamanan JCM 5 | Persepsi Kenyamanan JCM 6 | Persepsi Kenyamanan JCM 7 | Total Persepsi Kenyamanan JCM |
|------------------------------|------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|
| Persepsi Kenyamanan JCM 1 | Pearson Correlation | 1 | ,684** | ,656** | ,785** | ,748** | ,668** | ,545** | ,845** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 2 | Pearson Correlation | ,684** | 1 | ,567** | ,783** | ,705** | ,693** | ,483** | ,825** |
| | Sig. (2-tailed) | ,000 | | ,001 | ,000 | ,000 | ,000 | ,007 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 3 | Pearson Correlation | ,656** | ,567** | 1 | ,862** | ,576** | ,716** | ,554** | ,833** |
| | Sig. (2-tailed) | ,000 | ,001 | | ,000 | ,001 | ,000 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 4 | Pearson Correlation | ,785** | ,783** | ,862** | 1 | ,772** | ,795** | ,643** | ,946** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | |
|-------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 5 | Pearson Correlation | ,748** | ,705** | ,576** | ,772** | 1 | ,699** | ,665** | ,858** |
| | Sig. (2-tailed) | ,000 | ,000 | ,001 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 6 | Pearson Correlation | ,668** | ,693** | ,716** | ,795** | ,699** | 1 | ,737** | ,889** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan JCM 7 | Pearson Correlation | ,545** | ,483** | ,554** | ,643** | ,665** | ,737** | 1 | ,775** |
| | Sig. (2-tailed) | ,002 | ,007 | ,002 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Kenyamanan JCM | Pearson Correlation | ,845** | ,825** | ,833** | ,946** | ,858** | ,889** | ,775** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Penghargaan JCM 1 | Persepsi Penghargaan JCM 2 | Persepsi Penghargaan JCM 3 | Total Persepsi Penghargaan JCM |
|-----------------------------------|---------------------|----------------------------------|----------------------------------|----------------------------------|--------------------------------------|
| Persepsi Penghargaan JCM 1 | Pearson Correlation | 1 | ,889** | ,722** | ,929** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan JCM 2 | Pearson Correlation | ,889** | 1 | ,817** | ,965** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan JCM 3 | Pearson Correlation | ,722** | ,817** | 1 | ,909** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Penghargaan JCM | Pearson Correlation | ,929** | ,965** | ,909** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pemasaran JCM 1 | Persepsi Pemasaran JCM 2 | Persepsi Pemasaran JCM 3 | Persepsi Pemasaran JCM 4 | Total Persepsi Pemasaran JCM |
|---------------------------------|---------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|
| Persepsi Pemasaran JCM 1 | Pearson Correlation | 1 | ,752** | ,819** | ,827** | ,523** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,003 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran JCM 2 | Pearson Correlation | ,752** | 1 | ,658** | ,708** | ,446* |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,013 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran JCM 3 | Pearson Correlation | ,819** | ,658** | 1 | ,947** | ,567** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,001 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran JCM 4 | Pearson Correlation | ,827** | ,708** | ,947** | 1 | ,537** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,002 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran JCM | Pearson Correlation | ,523** | ,446* | ,567** | ,537** | 1 |
| | Sig. (2-tailed) | ,003 | ,013 | ,001 | ,002 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kualitas Pelayanan JCM 1 | Persepsi Kualitas Pelayanan JCM 2 | Persepsi Kualitas Pelayanan JCM 3 | Total Persepsi Kualitas Pelayanan JCM |
|--|---------------------|--|--|--|---|
| Persepsi Kualitas Pelayanan JCM 1 | Pearson Correlation | 1 | ,928** | ,646** | ,936** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan JCM 2 | Pearson Correlation | ,928** | 1 | ,616** | ,923** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan JCM 3 | Pearson Correlation | ,646** | ,616** | 1 | ,855** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas Pelayanan JCM | Pearson Correlation | ,936** | ,923** | ,855** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pengamanan & Keamanan JCM 1 | Persepsi Pengamanan & Keamanan JCM 2 | Persepsi Pengamanan & Keamanan JCM 3 | Persepsi Pengamanan & Keamanan JCM 4 | Persepsi Pengamanan & Keamanan JCM 5 | Total Persepsi Pengamanan & Keamanan JCM |
|---|---------------------|---|---|---|---|---|--|
| Persepsi Pengamanan & Keamanan JCM 1 | Pearson Correlation | 1 | ,950** | ,875** | ,850** | ,933** | ,968** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan JCM 2 | Pearson Correlation | ,950** | 1 | ,923** | ,857** | ,887** | ,970** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan JCM 3 | Pearson Correlation | ,875** | ,923** | 1 | ,775** | ,889** | ,940** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan & Keamanan JCM 4 | Pearson Correlation | ,850** | ,857** | ,775** | 1 | ,879** | ,915** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | |
|--|---------------------|--------|--------|--------|--------|--------|--------|
| Persepsi Pengamanan & Keamanan JCM 5 | Pearson Correlation | ,933** | ,887** | ,889** | ,879** | 1 | ,964** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pengamanan & Keamanan JCM | Pearson Correlation | ,968** | ,970** | ,940** | ,915** | ,964** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

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

Lippo Plaza Jogja

Correlations

| | | Persepsi Lingkungan Mall LPJ 1 | Persepsi Lingkungan Mall LPJ 2 | Persepsi Lingkungan Mall LPJ 3 | Persepsi Lingkungan Mall LPJ 4 | Persepsi Lingkungan Mall LPJ 5 | Persepsi Lingkungan Mall LPJ 6 | Persepsi Lingkungan Mall LPJ 7 | Persepsi Lingkungan Mall LPJ 8 | Total Persepsi Lingkungan Mall LPJ |
|--------------------------------|---------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|------------------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | |
| Persepsi Lingkungan Mall LPJ 1 | Pearson Correlation | 1 | ,244 | ,328 | ,583** | ,505** | ,732** | ,766** | ,569** | ,795** |
| | Sig. (2-tailed) | | ,194 | ,076 | ,001 | ,004 | ,000 | ,000 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 2 | Pearson Correlation | ,244 | 1 | ,434* | ,354 | ,371* | ,219 | ,241 | ,413* | ,546** |
| | Sig. (2-tailed) | ,194 | | ,017 | ,055 | ,043 | ,245 | ,200 | ,023 | ,002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | |
|--------------------------------|---------------------|--------|-------|--------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 3 | Pearson Correlation | ,328 | ,434* | 1 | ,396* | ,497** | ,431* | ,303 | ,306 | ,621** |
| | Sig. (2-tailed) | ,076 | ,017 | | ,030 | ,005 | ,017 | ,103 | ,100 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 4 | Pearson Correlation | ,583** | ,354 | ,396* | 1 | ,634** | ,654** | ,481** | ,532** | ,771** |
| | Sig. (2-tailed) | ,001 | ,055 | ,030 | | ,000 | ,000 | ,007 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 5 | Pearson Correlation | ,505** | ,371* | ,497** | ,634** | 1 | ,660** | ,602** | ,480** | ,791** |
| | Sig. (2-tailed) | ,004 | ,043 | ,005 | ,000 | | ,000 | ,000 | ,007 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 6 | Pearson Correlation | ,732** | ,219 | ,431* | ,654** | ,660** | 1 | ,632** | ,531** | ,807** |
| | Sig. (2-tailed) | ,000 | ,245 | ,017 | ,000 | ,000 | | ,000 | ,003 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ 7 | Pearson Correlation | ,766** | ,241 | ,303 | ,481** | ,602** | ,632** | 1 | ,819** | ,825** |
| | Sig. (2-tailed) | ,000 | ,200 | ,103 | ,007 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall LPJ | Pearson Correlation | ,569** | ,413* | ,306 | ,532** | ,480** | ,531** | ,819** | 1 | ,795** |

| | | | | | | | | | | |
|------------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| 8 | Sig. (2-tailed) | ,001 | ,023 | ,100 | ,002 | ,007 | ,003 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Lingkungan Mall LPJ | Pearson Correlation | ,795** | ,546** | ,621** | ,771** | ,791** | ,807** | ,825** | ,795** | 1 |
| | Sig. (2-tailed) | ,000 | ,002 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Tenant Pengisi LPJ 1 | Persepsi Tenant Pengisi LPJ 2 | Persepsi Tenant Pengisi LPJ 3 | Persepsi Tenant Pengisi LPJ 4 | Persepsi Tenant Pengisi LPJ 5 | Persepsi Tenant Pengisi LPJ 6 | Persepsi Tenant Pengisi LPJ 7 | Persepsi Tenant Pengisi LPJ 8 | Persepsi Tenant Pengisi LPJ 9 | Persepsi Tenant Pengisi LPJ 10 | Total Persepsi Tenant Pengisi LPJ |
|-------------------------------|---------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------------------------|-----------------------------------|
| Persepsi Tenant Pengisi LPJ 1 | Pearson Correlation | 1 | ,822** | ,185 | ,350 | ,325 | ,551** | ,123 | ,385* | ,262 | ,639** | ,664** |
| | Sig. (2-tailed) | | ,000 | ,328 | ,058 | ,080 | ,002 | ,518 | ,035 | ,162 | ,000 | ,000 |

| | | | | | | | | | | | | |
|----------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 2 | Pearson Correlation | ,822** | 1 | ,293 | ,500** | ,265 | ,704** | ,244 | ,553** | ,268 | ,700** | ,755** |
| | Sig. (2-tailed) | ,000 | | ,116 | ,005 | ,157 | ,000 | ,195 | ,002 | ,152 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 3 | Pearson Correlation | ,185 | ,293 | 1 | ,383* | ,610** | ,511** | ,689** | ,490** | ,639** | ,333 | ,693** |
| | Sig. (2-tailed) | ,328 | ,116 | | ,036 | ,000 | ,004 | ,000 | ,006 | ,000 | ,072 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 4 | Pearson Correlation | ,350 | ,500** | ,383* | 1 | ,437* | ,730** | ,326 | ,587** | ,414* | ,761** | ,752** |
| | Sig. (2-tailed) | ,058 | ,005 | ,036 | | ,016 | ,000 | ,078 | ,001 | ,023 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 5 | Pearson Correlation | ,325 | ,265 | ,610** | ,437* | 1 | ,242 | ,519** | ,255 | ,558** | ,304 | ,614** |
| | Sig. (2-tailed) | ,080 | ,157 | ,000 | ,016 | | ,198 | ,003 | ,175 | ,001 | ,102 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|-----------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi LPJ 6 | Pearson Correlation | ,551** | ,704** | ,511** | ,730** | ,242 | 1 | ,270 | ,772** | ,280 | ,712** | ,792** |
| | Sig. (2-tailed) | ,002 | ,000 | ,004 | ,000 | ,198 | | ,149 | ,000 | ,134 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 7 | Pearson Correlation | ,123 | ,244 | ,689** | ,326 | ,519** | ,270 | 1 | ,592** | ,739** | ,364* | ,653** |
| | Sig. (2-tailed) | ,518 | ,195 | ,000 | ,078 | ,003 | ,149 | | ,001 | ,000 | ,048 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 8 | Pearson Correlation | ,385* | ,553** | ,490** | ,587** | ,255 | ,772** | ,592** | 1 | ,409* | ,679** | ,773** |
| | Sig. (2-tailed) | ,035 | ,002 | ,006 | ,001 | ,175 | ,000 | ,001 | | ,025 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 9 | Pearson Correlation | ,262 | ,268 | ,639** | ,414* | ,558** | ,280 | ,739** | ,409* | 1 | ,555** | ,707** |
| | Sig. (2-tailed) | ,162 | ,152 | ,000 | ,023 | ,001 | ,134 | ,000 | ,025 | | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi LPJ 10 | Pearson Correlation | ,639** | ,700** | ,333 | ,761** | ,304 | ,712** | ,364* | ,679** | ,555** | 1 | ,845** |
| | Sig. (2-tailed) | ,000 | ,000 | ,072 | ,000 | ,102 | ,000 | ,048 | ,000 | ,001 | | ,000 |

| | | | | | | | | | | | | |
|---|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi LPJ | Pearson Correlation | ,664** | ,755** | ,693** | ,752** | ,614** | ,792** | ,653** | ,773** | ,707** | ,845** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

Correlations

| | | Persepsi Pemasaran LPJ 1 | Persepsi Pemasaran LPJ 2 | Persepsi Pemasaran LPJ 3 | Persepsi Pemasaran LPJ 4 | Total Persepsi Pemasaran LPJ |
|------------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Persepsi Pemasaran LPJ 1 | Pearson Correlation | 1 | ,674** | ,779** | ,687** | ,882** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran LPJ 2 | Pearson Correlation | ,674** | 1 | ,786** | ,725** | ,908** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran LPJ 3 | Pearson Correlation | ,779** | ,786** | 1 | ,635** | ,902** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran LPJ 4 | Pearson Correlation | ,687** | ,725** | ,635** | 1 | ,852** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran LPJ | Pearson Correlation | ,882** | ,908** | ,902** | ,852** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Kualitas Pelayanan LPJ 1 | Persepsi Kualitas Pelayanan LPJ 2 | Persepsi Kualitas Pelayanan LPJ 3 | Total Persepsi Kualitas Pelayanan LPJ |
|--|---------------------|---|---|---|---|
| Persepsi Kualitas Pelayanan LPJ 1 | Pearson Correlation | 1 | ,724** | ,835** | ,937** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan LPJ 2 | Pearson Correlation | ,724** | 1 | ,688** | ,876** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan LPJ 3 | Pearson Correlation | ,835** | ,688** | 1 | ,925** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas Pelayanan LPJ | Pearson Correlation | ,937** | ,876** | ,925** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pengamanan dan Keamanan LPJ 1 | Persepsi Pengamanan dan Keamanan LPJ 2 | Persepsi Pengamanan dan Keamanan LPJ 3 | Persepsi Pengamanan dan Keamanan LPJ 4 | Persepsi Pengamanan dan Keamanan LPJ 5 | Total Persepsi Pengamanan dan Keamanan LPJ |
|---|---------------------|--|--|--|--|--|--|
| Persepsi Pengamanan dan Keamanan LPJ 1 | Pearson Correlation | 1 | ,735** | ,827** | ,646** | ,777** | ,868** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan LPJ 2 | Pearson Correlation | ,735** | 1 | ,739** | ,903** | ,824** | ,931** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan LPJ 3 | Pearson Correlation | ,827** | ,739** | 1 | ,673** | ,853** | ,899** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan LPJ 4 | Pearson Correlation | ,646** | ,903** | ,673** | 1 | ,811** | ,896** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | |
|--|---------------------|--------|--------|--------|--------|--------|--------|
| Persepsi Pengamanan dan Keamanan LPJ 5 | Pearson Correlation | ,777** | ,824** | ,853** | ,811** | 1 | ,940** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pengamanan dan Keamanan LPJ | Pearson Correlation | ,868** | ,931** | ,899** | ,896** | ,940** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

Hartono Mall

Correlations

| | | Persepsi Lingkungan Mall HM 1 | Persepsi Lingkungan Mall HM 2 | Persepsi Lingkungan Mall HM 3 | Persepsi Lingkungan Mall HM 4 | Persepsi Lingkungan Mall HM 5 | Persepsi Lingkungan Mall HM 6 | Persepsi Lingkungan Mall HM 7 | Persepsi Lingkungan Mall HM 8 | Total Persepsi Lingkungan Mall HM |
|-------------------------------|---------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | |
| Persepsi Lingkungan Mall HM 1 | Pearson Correlation | 1 | ,715** | ,715** | ,291 | ,678** | ,642** | ,690** | ,379* | ,794** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,118 | ,000 | ,000 | ,000 | ,039 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 2 | Pearson Correlation | ,715** | 1 | ,850** | ,444* | ,810** | ,596** | ,847** | ,432* | ,887** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,014 | ,000 | ,001 | ,000 | ,017 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | |
|-------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Lingkungan Mall HM 3 | Pearson Correlation | ,715** | ,850** | 1 | ,324 | ,642** | ,596** | ,700** | ,432* | ,820** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,081 | ,000 | ,001 | ,000 | ,017 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 4 | Pearson Correlation | ,291 | ,444* | ,324 | 1 | ,403* | ,276 | ,377* | ,769** | ,654** |
| | Sig. (2-tailed) | ,118 | ,014 | ,081 | | ,027 | ,140 | ,040 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 5 | Pearson Correlation | ,678** | ,810** | ,642** | ,403* | 1 | ,642** | ,850** | ,426* | ,845** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,027 | | ,000 | ,000 | ,019 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 6 | Pearson Correlation | ,642** | ,596** | ,596** | ,276 | ,642** | 1 | ,597** | ,329 | ,725** |
| | Sig. (2-tailed) | ,000 | ,001 | ,001 | ,140 | ,000 | | ,000 | ,076 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 7 | Pearson Correlation | ,690** | ,847** | ,700** | ,377* | ,850** | ,597** | 1 | ,489** | ,866** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,040 | ,000 | ,000 | | ,006 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Lingkungan Mall HM 8 | Pearson Correlation | ,379* | ,432* | ,432* | ,769** | ,426* | ,329 | ,489** | 1 | ,713** |
| | Sig. (2-tailed) | ,039 | ,017 | ,017 | ,000 | ,019 | ,076 | ,006 | | ,000 |

| | | | | | | | | | | | |
|--------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|------|----|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Lingkungan Mall | Pearson Correlation | ,794** | ,887** | ,820** | ,654** | ,845** | ,725** | ,866** | ,713** | | 1 |
| HM | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Tenant Pengisi HM 1 | Persepsi Tenant Pengisi HM 2 | Persepsi Tenant Pengisi HM 3 | Persepsi Tenant Pengisi HM 4 | Persepsi Tenant Pengisi HM 5 | Persepsi Tenant Pengisi HM 6 | Persepsi Tenant Pengisi HM 7 | Persepsi Tenant Pengisi HM 8 | Persepsi Tenant Pengisi HM 9 | Persepsi Tenant Pengisi HM 10 | Total Persepsi Tenant Pengisi HM |
|------------------------------|---------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|----------------------------------|
| Persepsi Tenant Pengisi HM 1 | Pearson Correlation | 1 | ,863** | ,544** | ,461* | ,408* | ,165 | ,321 | ,238 | ,440* | ,399* | ,676** |
| | Sig. (2-tailed) | | ,000 | ,002 | ,010 | ,025 | ,383 | ,084 | ,205 | ,015 | ,029 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 2 | Pearson Correlation | ,863** | 1 | ,644** | ,398* | ,487** | ,198 | ,312 | ,187 | ,511** | ,345 | ,685** |
| | Sig. (2-tailed) | | | ,002 | ,010 | ,002 | ,383 | ,084 | ,205 | ,015 | ,029 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|
| | Sig. (2-tailed) | ,000 | | ,000 | ,029 | ,006 | ,295 | ,093 | ,323 | ,004 | ,062 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 3 | Pearson Correlation | ,544** | ,644** | 1 | ,800** | ,727** | ,467** | ,547** | ,411* | ,503** | ,336 | ,805** |
| | Sig. (2-tailed) | ,002 | ,000 | | ,000 | ,000 | ,009 | ,002 | ,024 | ,005 | ,069 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 4 | Pearson Correlation | ,461* | ,398* | ,800** | 1 | ,652** | ,505** | ,676** | ,443* | ,461* | ,424* | ,784** |
| | Sig. (2-tailed) | ,010 | ,029 | ,000 | | ,000 | ,004 | ,000 | ,014 | ,010 | ,020 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 5 | Pearson Correlation | ,408* | ,487** | ,727** | ,652** | 1 | ,524** | ,854** | ,439* | ,784** | ,486** | ,856** |
| | Sig. (2-tailed) | ,025 | ,006 | ,000 | ,000 | | ,003 | ,000 | ,015 | ,000 | ,007 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 6 | Pearson Correlation | ,165 | ,198 | ,467** | ,505** | ,524** | 1 | ,410* | ,362* | ,338 | ,487** | ,598** |
| | Sig. (2-tailed) | ,383 | ,295 | ,009 | ,004 | ,003 | | ,024 | ,049 | ,068 | ,006 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | | | | |
|----------------------------------|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Persepsi Tenant Pengisi HM 7 | Pearson Correlation | ,321 | ,312 | ,547** | ,676** | ,854** | ,410* | 1 | ,520** | ,778** | ,585** | ,812** |
| | Sig. (2- tailed) | ,084 | ,093 | ,002 | ,000 | ,000 | ,024 | | ,003 | ,000 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 8 | Pearson Correlation | ,238 | ,187 | ,411* | ,443* | ,439* | ,362* | ,520** | 1 | ,456* | ,552** | ,623** |
| | Sig. (2- tailed) | ,205 | ,323 | ,024 | ,014 | ,015 | ,049 | ,003 | | ,011 | ,002 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 9 | Pearson Correlation | ,440* | ,511** | ,503** | ,461* | ,784** | ,338 | ,778** | ,456* | 1 | ,480** | ,783** |
| | Sig. (2- tailed) | ,015 | ,004 | ,005 | ,010 | ,000 | ,068 | ,000 | ,011 | | ,007 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Tenant Pengisi HM 10 | Pearson Correlation | ,399* | ,345 | ,336 | ,424* | ,486** | ,487** | ,585** | ,552** | ,480** | 1 | ,712** |
| | Sig. (2- tailed) | ,029 | ,062 | ,069 | ,020 | ,007 | ,006 | ,001 | ,002 | ,007 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Tenant Pengisi | Pearson Correlation | ,676** | ,685** | ,805** | ,784** | ,856** | ,598** | ,812** | ,623** | ,783** | ,712** | 1 |

| | | | | | | | | | | | | |
|----|-----------------|------|------|------|------|------|------|------|------|------|------|------|
| HM | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Kenyaman an HM 1 | Persepsi Kenyaman an HM 2 | Persepsi Kenyaman an HM 3 | Persepsi Kenyaman an HM 4 | Persepsi Kenyaman an HM 5 | Persepsi Kenyaman an HM 6 | Persepsi Kenyaman an HM 7 | Total Persepsi Kenyaman an HM |
|-----------------------------|------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--|
| Persepsi Kenyamanan HM 1 | Pearson Correlation | 1 | ,646** | ,447* | ,570** | ,527** | ,326 | ,395* | ,718** |
| | Sig. (2-tailed) | | ,000 | ,013 | ,001 | ,003 | ,078 | ,031 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 2 | Pearson Correlation | ,646** | 1 | ,454* | ,544** | ,882** | ,293 | ,585** | ,792** |
| | Sig. (2-tailed) | ,000 | | ,012 | ,002 | ,000 | ,116 | ,001 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 3 | Pearson Correlation | ,447* | ,454* | 1 | ,711** | ,436* | ,729** | ,241 | ,784** |
| | Sig. (2-tailed) | ,013 | ,012 | | ,000 | ,016 | ,000 | ,200 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

| | | | | | | | | | |
|---------------------------------|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 4 | Pearson | ,570** | ,544** | ,711** | 1 | ,571** | ,776** | ,414* | ,868** |
| | Correlation | | | | | | | | |
| | Sig. (2-tailed) | ,001 | ,002 | ,000 | | ,001 | ,000 | ,023 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 5 | Pearson | ,527** | ,882** | ,436* | ,571** | 1 | ,316 | ,617** | ,780** |
| | Correlation | | | | | | | | |
| | Sig. (2-tailed) | ,003 | ,000 | ,016 | ,001 | | ,089 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 6 | Pearson | ,326 | ,293 | ,729** | ,776** | ,316 | 1 | ,397* | ,752** |
| | Correlation | | | | | | | | |
| | Sig. (2-tailed) | ,078 | ,116 | ,000 | ,000 | ,089 | | ,030 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Kenyamanan HM 7 | Pearson | ,395* | ,585** | ,241 | ,414* | ,617** | ,397* | 1 | ,657** |
| | Correlation | | | | | | | | |
| | Sig. (2-tailed) | ,031 | ,001 | ,200 | ,023 | ,000 | ,030 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Kenyamanan HM | Pearson | ,718** | ,792** | ,784** | ,868** | ,780** | ,752** | ,657** | 1 |
| | Correlation | | | | | | | | |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

| | | Correlations | | | |
|----------------------------------|---------------------|---------------------------------|---------------------------------|---------------------------------|-------------------------------------|
| | | Persepsi Penghargaan HM 1 | Persepsi Penghargaan HM 2 | Persepsi Penghargaan HM 3 | Total Persepsi Penghargaan HM |
| Persepsi Penghargaan HM 1 | Pearson Correlation | 1 | ,654** | ,444* | ,837** |
| | Sig. (2-tailed) | | ,000 | ,014 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan HM 2 | Pearson Correlation | ,654** | 1 | ,476** | ,832** |
| | Sig. (2-tailed) | ,000 | | ,008 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Penghargaan HM 3 | Pearson Correlation | ,444* | ,476** | 1 | ,807** |
| | Sig. (2-tailed) | ,014 | ,008 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Penghargaan HM | Pearson Correlation | ,837** | ,832** | ,807** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

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

Correlations

| | | Persepsi Pemasaran HM 1 | Persepsi Pemasaran HM 2 | Persepsi Pemasaran HM 3 | Persepsi Pemasaran HM 4 | Total Persepsi Pemasaran HM |
|-----------------------------|---------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------------|
| Persepsi Pemasaran HM 1 | Pearson Correlation | 1 | ,648** | ,618** | ,682** | ,856** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran HM 2 | Pearson Correlation | ,648** | 1 | ,626** | ,696** | ,865** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran HM 3 | Pearson Correlation | ,618** | ,626** | 1 | ,686** | ,844** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pemasaran HM 4 | Pearson Correlation | ,682** | ,696** | ,686** | 1 | ,887** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pemasaran HM | Pearson Correlation | ,856** | ,865** | ,844** | ,887** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Kualitas Pelayanan HM 1 | Persepsi Kualitas Pelayanan HM 2 | Persepsi Kualitas Pelayanan HM 3 | Total Persepsi Kualitas Pelayanan HM |
|---|---------------------|--|--|--|--|
| Persepsi Kualitas Pelayanan HM 1 | Pearson Correlation | 1 | ,838** | ,790** | ,929** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan HM 2 | Pearson Correlation | ,838** | 1 | ,853** | ,953** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Persepsi Kualitas Pelayanan HM 3 | Pearson Correlation | ,790** | ,853** | 1 | ,940** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 |
| Total Persepsi Kualitas Pelayanan HM | Pearson Correlation | ,929** | ,953** | ,940** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 |

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

Correlations

| | | Persepsi Pengamanan dan Keamanan HM 1 | Persepsi Pengamanan dan Keamanan HM 2 | Persepsi Pengamanan dan Keamanan HM 3 | Persepsi Pengamanan dan Keamanan HM 4 | Persepsi Pengamanan dan Keamanan HM 5 | Total Persepsi Pengamanan dan Keamanan HM |
|---|---------------------|--|--|--|--|--|--|
| Persepsi Pengamanan dan Keamanan HM 1 | Pearson Correlation | 1 | ,885** | ,885** | ,873** | ,802** | ,931** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan HM 2 | Pearson Correlation | ,885** | 1 | ,894** | ,847** | ,849** | ,938** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan HM 3 | Pearson Correlation | ,885** | ,894** | 1 | ,951** | ,952** | ,983** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan HM 4 | Pearson Correlation | ,873** | ,847** | ,951** | 1 | ,912** | ,962** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Persepsi Pengamanan dan Keamanan HM 5 | Pearson Correlation | ,802** | ,849** | ,952** | ,912** | 1 | ,949** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total Persepsi Pengamanan dan Keamanan HM | Pearson Correlation | ,931** | ,938** | ,983** | ,962** | ,949** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

RELIABILITAS

Malioboro Mall

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .854 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .943 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .839 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .787 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .807 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .902 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .934 | 5 |

Galeria Mall

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .902 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .904 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .946 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .649 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .841 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .894 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .967 | 5 |

Plaza Ambarrukmo

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .964 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .888 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,864 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,770 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,878 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,884 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,978 | 5 |

Jogja City Mall

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,911 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,946 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,935 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,927 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,929 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,879 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,973 | 5 |

Lippo Plaza Jogja

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,883 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,897 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,874 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,907 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,906 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| ,900 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,945 | 5 |

Hartono Mall

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,905 | 8 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,901 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,876 | 7 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,753 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,885 | 4 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,934 | 3 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,975 | 5 |