BAB V

PENUTUP

5.1 Kesimpulan

Setelah melakukan pengujian data dengan menggunakan *Exploratory Factor Analysis (EFA)* terkait faktor-faktor yang mempengaruhi *e-CRM* maka dapat ditarik kesimpulan sebagai berikut:

1. Faktor-faktor *e-CRM* dalam belanja pakaian secara *online* di Gee*Eight adalah Kualitas Layanan, Kepercayaan, Kepuasan, Komitmen, Rasionalitas Harga, Dimensi Harga, dan Kualitas Produk.
2. Dari hasil *Exploratory Factor Analysis* dapat disimpulkan bahwa faktor yang paling besar mempengaruhi e-CRM di Gee*Eight adalah Kualitas Layanan.
3. Kualitas Layanan yang dirasakan konsumen Gee*Eight mempengaruhi kepercayaan karena ketika para konsumen Gee*Eight merasa puas dengan layanan yang diberikan, secara tidak langsung hal tersebut akan mendorong konsumen Gee*Eight untuk merekomendasikan Gee*Eight kepada orang lain.

5.2 Keterbatasan Penelitian dan Saran

Berikut ini merupakan beberapa keterbatasan serta saran yang terdapat dalam penelitian ini:

1. Sampel dalam penelitian ini sebagian besar adalah member dari Butik Distro Gee*Eight di Indonesia.

   Saran untuk penelitian selanjutnya yaitu menambah jumlah sampel responden ke konsumen Gee*Eight yang ada di Malaysia.

2. Kategori perusahaan yang digunakan hanya satu *brand* saja.

   Saran untuk penelitian selanjutnya yaitu menggunakan dua atau tiga *brand* dan membandingkannya.

5.3 Implikasi Manajerial

Berikut ini merupakan implikasi manajerial yang perlu diperhatikan oleh pihak Gee*Eight terkait dengan hasil penelitian e-CRM dan faktor-faktor yang terdapat di dalamnya:

Hasil e-CRM yang didapat cukup bagus, hal ini membuktikan bahwa konsumen cukup percaya ketika bertransaksi di Gee*Eight. Secara keseluruhan, dapat dilihat bahwa konsumen Gee*Eight merasa puas dengan kualitas layanan, kualitas produk dan harga yang ditawarkan oleh Gee*Eight. Meskipun kebanyakan dari mereka lebih suka berbelanja secara *offline*, tapi hal tersebut tidak mengurangi kepercayaan dan komitmen konsumen untuk melakukan transaksi di Gee*Eight.

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http://www.geeeight.com/

LAMPIRAN 1

Kuesioner

KUESIONER

Sehubungan dengan penyelesaian tugas akhir Pasca Sarjana atau tesis yang sedang saya lakukan di Program Magister Manajemen Universitas Atma Jaya Yogyakarta (MM-UAJY), maka saya melakukan penelitian dengan judul : "FAKTOR-FAKTOR YANG MEMPENGARUHI E-CRM DALAM BELANJA PAKAIAN SECARA ONLINE: STUDI KASUS DI BUTIK DISTRO GEE*EIGHT "

Adapun salah satu cara untuk mendapatkan data adalah dengan menyebarkan kuesioner kepada responden yang pernah melalukan pembelian produk-produk Gee*Eight secara *online,* baik melalui website atau facebook. Semua jawaban dari anda akan dijaga kerahasiaannya dan tidak akan diungkapkan atau untuk penggunaan selain dari penelitian ini. Untuk itu, saya mengharapkan kesediaan Bapak/Ibu dan Saudara/i sekalian untuk mengisi kuesioner ini sebagai data yang akan dipergunakan dalam penelitian. Atas kesediaan, kerjasama, dan bantuannya, saya ucapkan terima kasih.

Kuesioner ini semata-mata untuk keperluan akademis, mohon dijawab dengan jujur. Bacalah dan jawablah semua pertanyaan dengan teliti tanpa ada yang terlewatkan.

Anak Agung Shinta Serma Devi

Magister Manajemen Universitas Atma Jaya Yogyakarta

Bagian I

1. Jenis Kelamin

   a. Pria b. Wanita

2. Usia

   a. < 20 tahun c. 25-29 tahun e. > 35 tahun

   b. 20-24 tahun d. 30-34 tahun

3. Pendidikan Terakhir

   a. Sekolah Menengah Atas atau sederajat c. Magister (S2)

   b. Perguruan Tinggi (S1) d. Doktoral (S3)

4. Pengalaman *online shopping*

   a. Kurang dari 1 bulan d. 6 sampai 12 bulan

   b. 1 sampai 3 bulan e. 1 sampai 2 tahun

   c. 3 sampai 6 bulan f. Lebih dari 2 tahun

5. Melakukan *online shopping* dalam satu bulan

   a. Kurang dari satu kali c. 6 sampai 10 kali e. Lebih dari 20 kali

   b. 1 sampai 5 kali d. 11 sampai 20 kali

6. Metode Pembayaran

   a. Kartu Kredit b. Transfer ATM c. Paypal

Bagian II

No	Pertanyaan	Sangat Tidak Setuju	Tidak Setuju	Netral	Setuju	Sangat Setuju
1	Saya memiliki kemudahan dalam menemukan produk Gee*Eight yang saya butuhkan					
2	Saya menyukai kecepatan Gee*Eight dalam bertransaksi					
3	Saya menyukai kecepatan Gee*Eight dalam mengirim produk pakaian yang telah dipesan					
4	Saya menyukai ketelitian Gee*Eight dalam mengirim produk pakaian yang telah dipesan					
5	Saya memiliki kemudahan dalam memahami proses pemesanan di Gee*Eight					
6	Saya akan memilih langkah-langkah yang tidak menyusahkan ketika melakukan pencarian hingga pemesanan di Gee*Eight					
7	Saya memiliki kemudahan dalam memasukkan dan mengubah daftar pesanan di Gee*Eight					
8	Saya merasa aman ketika bertransaksi di Gee*Eight					
9	Saya mengutamakan keunggulan produk Gee*Eight yang saya beli					
10	Saya senang dengan produk Gee*Eight yang saya beli					
11	Saya merasa puas dengan kualitas produk Gee*Eight yang saya beli					
12	Saya senang dengan harga yang ditawarkan oleh Gee*Eight					
13	Saya merasa puas dengan harga di Gee*Eight					
14	Saya mengutamakan rasionalitas harga					
15	Saya akan membeli produk dengan harga yang wajar					
16	Keunggulan dari nilai yang diterima tergantung pada jumlah uang yang dibayar					
17	Saya menetapkan harga yang terjangkau menurut diri saya sendiri untuk membeli produk Gee*Eight					

No	Pertanyaan	Sangat Tidak Setuju	Tidak Setuju	Netral	Setuju	Sangat Setuju
18	Saya akan membeli produk Gee*Eight yang layak untuk dibeli					
19	Saya menyukai harga yang wajar					
20	Saya mendapatkan keuntungan sendiri ketika melakukan *online shopping*					
21	Saya merasa puas dengan pengalaman melakukan *online shopping*					
22	Saya merasa puas dengan proses pembelian melalui *online shopping*					
23	Kepuasan secara menyeluruh terhadap *online shopping* yang saya lakukan					
24	Saya akan percaya ketika bertransaksi dengan Gee*Eight					
25	Saya akan memilih *onlineshop* yang dapat dipercaya ketika melakukan perjanjian dan peraturan					
26	Saya akan memilih *onlineshop* yang dapat memenuhi harapan pelanggannya					
27	Keunggulan dan kepercayaan terhadap pelayanan yang disediakan sangat penting					
28	Saya akan memilih *onlineshop* yang layak dipercaya					
29	Saya akan berkomitmen berhenti menggunakan sebuah *onlineshop* apabila tidak sesuai dengan keinginan saya					
30	Saya tidak mudah mengganti kepercayaan kepada *onlineshop* yang lain					
31	Menggunakan *onlineshop* yang sama secara terus-menerus karena rekomendasi teman					
32	Saya tidak akan mengubah pilihan *onlineshop*					
33	Ketika sudah berkomitmen dengan sebuah *onlineshop*, saya akan melakukan pembelian kembali					
34	Saya akan merekomendasikan Gee*Eight kepada orang lain					

LAMPIRAN 2

Analisis Reliability dan Exploratory Factor Analysis

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.895	.895	8

Item Statistics

	Mean	Std. Deviation	N
PSQ1	3.6816	.91001	201
PSQ2	3.7463	.84870	201
PSQ3	3.6667	.82664	201
PSQ4	3.6965	.77617	201
PSQ5	3.6318	.78344	201
PSQ6	3.8159	.78163	201

PSQ7	3.5323	.81866	201
PSQ8	3.9801	.95896	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.719	3.532	3.980	.448	1.127	.018	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PSQ1	26.0697	19.285	.738	.604	.875
PSQ2	26.0050	19.835	.721	.612	.877
PSQ3	26.0846	19.778	.754	.633	.874
PSQ4	26.0547	20.382	.717	.566	.878
PSQ5	26.1194	20.746	.651	.466	.884
PSQ6	25.9353	21.641	.516	.332	.895
PSQ7	26.2189	20.692	.624	.405	.886
PSQ8	25.7711	19.337	.682	.474	.881

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
29.7512	26.008	5.09979	8

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.887	.887	3

Item Statistics

	Mean	Std. Deviation	N
PPQ1	3.9652	.90210	201
PPQ2	4.0746	.91072	201
PPQ3	3.9502	.88742	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.997	3.950	4.075	.124	1.031	.005	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PPQ1	8.0249	2.854	.749	.575	.867
PPQ2	7.9154	2.658	.829	.689	.795
PPQ3	8.0398	2.868	.763	.604	.854

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.9900	5.950	2.43924	3

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.680	.683	4

Item Statistics

	Mean	Std. Deviation	N
PPF1	3.4378	.82302	201
PPF2	3.4378	.82907	201
PPF3	3.7562	.89737	201
PPF4	4.0050	.85145	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.659	3.438	4.005	.567	1.165	.076	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PPF1	11.1990	3.470	.576	.595	.541
PPF2	11.1990	3.510	.552	.593	.557
PPF3	10.8806	3.606	.441	.217	.631
PPF4	10.6318	4.134	.304	.153	.713

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.6368	5.912	2.43155	4

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.778	.778	5

Item Statistics

	Mean	Std. Deviation	N
PV1	3.7960	.93444	201
PV2	3.8657	.90932	201
PV3	4.0498	.92602	201
PV4	4.0348	.94010	201
PV5	3.5473	.85965	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.859	3.547	4.050	.502	1.142	.042	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
PV1	15.4975	8.281	.358	.161	.801
PV2	15.4279	7.286	.604	.477	.720
PV3	15.2438	6.805	.707	.632	.682
PV4	15.2587	7.023	.637	.479	.707
PV5	15.7463	8.020	.476	.241	.761

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19.2935	11.078	3.32842	5

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.810	.811	3

Item Statistics

	Mean	Std. Deviation	N
CS1	3.4975	.80078	201
CS2	3.4975	.76239	201
CS3	3.4279	.77847	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.474	3.428	3.498	.070	1.020	.002	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
CS1	6.9254	1.919	.638	.421	.763
CS2	6.9254	1.899	.711	.506	.687
CS3	6.9950	1.985	.631	.412	.768

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.4229	3.975	1.99381	3

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.920	.920	5

Item Statistics

	Mean	Std. Deviation	N
TRUS1	4.0199	.95373	201
TRUS2	4.2139	.96385	201
TRUS3	4.1841	.94918	201
TRUS4	4.2239	.96676	201
TRUS5	4.3035	.94997	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.189	4.020	4.303	.284	1.071	.011	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TRUS1	16.9254	12.409	.600	.406	.939
TRUS2	16.7313	11.007	.847	.759	.891
TRUS3	16.7612	10.953	.875	.813	.886
TRUS4	16.7214	11.152	.815	.741	.898
TRUS5	16.6418	11.111	.843	.762	.892

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
20.9453	17.352	4.16557	5

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	201	100.0
	Excluded[a]	0	.0
	Total	201	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.683	.675	6

Item Statistics

	Mean	Std. Deviation	N
COMM1	4.0846	.87052	201
COMM2	3.3433	1.13427	201
COMM3	2.9801	1.07219	201
COMM4	2.8060	1.03787	201
COMM5	3.6269	.85151	201
COMM6	4.1294	.96601	201

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.495	2.806	4.129	1.323	1.472	.306	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
COMM1	16.8856	11.182	.313	.218	.672
COMM2	17.6269	8.825	.541	.501	.592
COMM3	17.9900	9.030	.556	.542	.588
COMM4	18.1642	9.378	.520	.516	.603
COMM5	17.3433	11.067	.347	.358	.662
COMM6	16.8408	11.485	.205	.298	.706

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
20.9701	13.759	3.70933	6

HASIL EXPLORATORY FACTOR ANALYSIS

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
FAC1	3.68	.910	201
FAC2	3.75	.849	201
FAC3	3.67	.827	201
FAC4	3.70	.776	201
FAC5	3.63	.783	201
FAC6	3.82	.782	201
FAC7	3.53	.819	201
FAC8	3.98	.959	201
FAC9	3.97	.902	201
FAC10	4.07	.911	201
FAC11	3.95	.887	201
FAC12	3.44	.823	201
FAC13	3.44	.829	201
FAC14	3.76	.897	201
FAC15	4.00	.851	201
FAC16	3.80	.934	201
FAC17	3.87	.909	201
FAC18	4.05	.926	201
FAC19	4.03	.940	201
FAC20	3.55	.860	201
FAC21	3.50	.801	201
FAC22	3.50	.762	201

FAC23	3.43	.778	201
FAC24	4.02	.954	201
FAC25	4.21	.964	201
FAC26	4.18	.949	201
FAC27	4.22	.967	201
FAC28	4.30	.950	201
FAC29	4.08	.871	201
FAC30	3.34	1.134	201
FAC31	2.98	1.072	201
FAC32	2.81	1.038	201
FAC33	3.63	.852	201
FAC34	4.13	.966	201

Correlation Matrix

		FAC1	FAC2	FAC3	FAC4	FAC5	FAC6	FAC7	FAC8	FAC9
Correlation	FAC1	1	0.704	0.629	0.606	0.536	0.353	0.524	0.548	0.565
	FAC2	0.704	1	0.691	0.55	0.49	0.359	0.454	0.559	0.517
	FAC3	0.629	0.691	1	0.683	0.481	0.415	0.507	0.572	0.574
	FAC4	0.606	0.55	0.683	1	0.547	0.385	0.468	0.563	0.556
	FAC5	0.536	0.49	0.481	0.547	1	0.517	0.463	0.476	0.442
	FAC6	0.353	0.359	0.415	0.385	0.517	1	0.42	0.402	0.48
	FAC7	0.524	0.454	0.507	0.468	0.463	0.42	1	0.523	0.438
	FAC8	0.548	0.559	0.572	0.563	0.476	0.402	0.523	1	0.67
	FAC9	0.565	0.517	0.574	0.556	0.442	0.48	0.438	0.67	1
	FAC10	0.548	0.452	0.531	0.534	0.452	0.427	0.423	0.597	0.746
	FAC11	0.544	0.421	0.577	0.58	0.434	0.448	0.415	0.551	0.66
	FAC12	0.481	0.389	0.363	0.358	0.492	0.344	0.343	0.271	0.425
	FAC13	0.404	0.322	0.316	0.293	0.403	0.341	0.34	0.225	0.408
	FAC14	0.168	0.188	0.065	0.051	0.284	0.249	0.178	0.111	0.274
	FAC15	0.254	0.189	0.223	0.305	0.363	0.392	0.176	0.288	0.378
	FAC16	0.288	0.344	0.229	0.183	0.17	0.229	0.201	0.213	0.395
	FAC17	0.335	0.37	0.333	0.332	0.386	0.324	0.379	0.352	0.378
	FAC18	0.47	0.43	0.459	0.411	0.439	0.469	0.387	0.542	0.595
	FAC19	0.253	0.193	0.163	0.213	0.33	0.383	0.197	0.234	0.408
	FAC20	0.307	0.232	0.364	0.325	0.316	0.322	0.387	0.359	0.341
	FAC21	0.273	0.194	0.365	0.333	0.277	0.339	0.364	0.371	0.322
	FAC22	0.237	0.181	0.336	0.282	0.258	0.264	0.279	0.239	0.229
	FAC23	0.236	0.241	0.308	0.191	0.161	0.138	0.182	0.159	0.149
	FAC24	0.537	0.519	0.63	0.562	0.472	0.401	0.46	0.651	0.611
	FAC25	0.483	0.397	0.429	0.461	0.376	0.384	0.375	0.535	0.543
	FAC26	0.45	0.356	0.404	0.416	0.347	0.403	0.349	0.515	0.521
	FAC27	0.349	0.301	0.338	0.398	0.288	0.425	0.253	0.409	0.502
	FAC28	0.378	0.276	0.327	0.41	0.265	0.372	0.331	0.473	0.567
	FAC29	0.16	0.077	0.13	0.253	0.2	0.258	0.189	0.272	0.258
	FAC30	0.01	-0.096	-0.069	-0.017	0.132	0.156	-0.009	-0.076	0.105
	FAC31	-0.001	-0.017	-0.07	0.023	0.194	-0.004	-0.033	-0.112	-0.047
	FAC32	-0.013	0.046	-0.023	-0.086	0.108	0.073	-0.031	-0.044	-0.05

	FAC33	0.31	0.311	0.433	0.297	0.295	0.257	0.344	0.358	0.308
	FAC34	0.661	0.559	0.612	0.586	0.473	0.449	0.469	0.586	0.59
Sig. (1-tailed)	FAC1		0	0	0	0	0	0	0	0
	FAC2	0		0	0	0	0	0	0	0
	FAC3	0	0		0	0	0	0	0	0
	FAC4	0	0	0		0	0	0	0	0
	FAC5	0	0	0	0		0	0	0	0
	FAC6	0	0	0	0	0		0	0	0
	FAC7	0	0	0	0	0	0		0	0
	FAC8	0	0	0	0	0	0	0		0
	FAC9	0	0	0	0	0	0	0	0	
	FAC10	0	0	0	0	0	0	0	0	0
	FAC11	0	0	0	0	0	0	0	0	0
	FAC12	0	0	0	0	0	0	0	0	0
	FAC13	0	0	0	0	0	0	0	0.001	0
	FAC14	0.009	0.004	0.179	0.235	0	0	0.006	0.059	0
	FAC15	0	0.004	0.001	0	0	0	0.006	0	0
	FAC16	0	0	0.001	0.005	0.008	0.001	0.002	0.001	0
	FAC17	0	0	0	0	0	0	0	0	0
	FAC18	0	0	0	0	0	0	0	0	0
	FAC19	0	0.003	0.01	0.001	0	0	0.003	0	0
	FAC20	0	0	0	0	0	0	0	0	0
	FAC21	0	0.003	0	0	0	0	0	0	0
	FAC22	0	0.005	0	0	0	0	0	0	0.001
	FAC23	0	0	0	0.003	0.011	0.025	0.005	0.012	0.017
	FAC24	0	0	0	0	0	0	0	0	0
	FAC25	0	0	0	0	0	0	0	0	0
	FAC26	0	0	0	0	0	0	0	0	0
	FAC27	0	0	0	0	0	0	0	0	0
	FAC28	0	0	0	0	0	0	0	0	0
	FAC29	0.011	0.14	0.033	0	0.002	0	0.004	0	0
	FAC30	0.447	0.087	0.164	0.403	0.031	0.013	0.448	0.14	0.07
	FAC31	0.492	0.408	0.163	0.374	0.003	0.475	0.319	0.056	0.253
	FAC32	0.428	0.258	0.371	0.113	0.063	0.152	0.332	0.267	0.241
	FAC33	0	0	0	0	0	0	0	0	0

	FAC34	0	0	0	0	0	0	0	0	0
FAC10	FAC11	FAC12	FAC13	FAC14	FAC15	FAC16	FAC17	FAC18	FAC19	FAC20
0.548	0.544	0.481	0.404	0.168	0.254	0.288	0.335	0.47	0.253	0.307
0.452	0.421	0.389	0.322	0.188	0.189	0.344	0.37	0.43	0.193	0.232
0.531	0.577	0.363	0.316	0.065	0.223	0.229	0.333	0.459	0.163	0.364
0.534	0.58	0.358	0.293	0.051	0.305	0.183	0.332	0.411	0.213	0.325
0.452	0.434	0.492	0.403	0.284	0.363	0.17	0.386	0.439	0.33	0.316
0.427	0.448	0.344	0.341	0.249	0.392	0.229	0.324	0.469	0.383	0.322
0.423	0.415	0.343	0.34	0.178	0.176	0.201	0.379	0.387	0.197	0.387
0.597	0.551	0.271	0.225	0.111	0.288	0.213	0.352	0.542	0.234	0.359
0.746	0.66	0.425	0.408	0.274	0.378	0.395	0.378	0.595	0.408	0.341
1	0.766	0.443	0.38	0.169	0.38	0.265	0.266	0.511	0.365	0.369
0.766	1	0.495	0.376	0.135	0.358	0.277	0.295	0.538	0.308	0.409
0.443	0.495	1	0.766	0.308	0.19	0.325	0.259	0.267	0.226	0.324
0.38	0.376	0.766	1	0.312	0.146	0.303	0.191	0.206	0.211	0.315
0.169	0.135	0.308	0.312	1	0.381	0.364	0.309	0.316	0.413	0.258
0.38	0.358	0.19	0.146	0.381	1	0.378	0.414	0.526	0.656	0.345
0.265	0.277	0.325	0.303	0.364	0.378	1	0.309	0.237	0.321	0.264
0.266	0.295	0.259	0.191	0.309	0.414	0.309	1	0.673	0.462	0.331
0.511	0.538	0.267	0.206	0.316	0.526	0.237	0.673	1	0.664	0.449
0.365	0.308	0.226	0.211	0.413	0.656	0.321	0.462	0.664	1	0.409
0.369	0.409	0.324	0.315	0.258	0.345	0.264	0.331	0.449	0.409	1
0.271	0.352	0.267	0.28	0.093	0.304	0.216	0.202	0.29	0.209	0.663
0.184	0.207	0.241	0.239	0.076	0.196	0.206	0.227	0.121	0.052	0.46
0.159	0.183	0.252	0.266	0.071	0.148	0.203	0.166	0.054	-0.02	0.41
0.608	0.61	0.339	0.28	0.052	0.289	0.257	0.234	0.469	0.211	0.371
0.534	0.527	0.285	0.264	0.217	0.529	0.326	0.25	0.52	0.488	0.407
0.487	0.521	0.242	0.189	0.206	0.587	0.324	0.336	0.553	0.519	0.409
0.498	0.479	0.253	0.226	0.213	0.557	0.328	0.279	0.49	0.514	0.351
0.557	0.552	0.258	0.224	0.199	0.524	0.335	0.233	0.511	0.503	0.414
0.257	0.271	0.185	0.191	0.206	0.472	0.218	0.292	0.417	0.442	0.365
0.14	0.052	0.16	0.185	0.304	0.345	0.132	0.19	0.26	0.533	0.242
0.002	-0.106	0.123	0.089	0.224	0.285	0.171	0.192	0.092	0.308	0.278
0	-0.097	0.153	0.128	0.293	0.171	0.227	0.168	0.093	0.263	0.215
0.313	0.339	0.277	0.197	0.057	0.285	0.249	0.322	0.29	0.204	0.369

0.626	0.637	0.413	0.378	0.088	0.425	0.328	0.31	0.513	0.281	0.318
0	0	0	0	0.009	0	0	0	0	0	0
0	0	0	0	0.004	0.004	0	0	0	0.003	0
0	0	0	0	0.179	0.001	0.001	0	0	0.01	0
0	0	0	0	0.235	0	0.005	0	0	0.001	0
0	0	0	0	0	0	0.008	0	0	0	0
0	0	0	0	0	0	0.001	0	0	0	0
0	0	0	0	0.006	0.006	0.002	0	0	0.003	0
0	0	0	0.001	0.059	0	0.001	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0.008	0	0	0	0	0	0
0		0	0	0.028	0	0	0	0	0	0
0	0		0	0	0.004	0	0	0	0.001	0
0	0	0		0	0.02	0	0.003	0.002	0.001	0
0.008	0.028	0	0		0	0	0	0	0	0
0	0	0.004	0.02	0		0	0	0	0	0
0	0	0	0	0	0		0	0	0	0
0	0	0	0.003	0	0	0		0	0	0
0	0	0	0.002	0	0	0	0		0	0
0	0	0.001	0.001	0	0	0	0	0		0
0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0.094	0	0.001	0.002	0	0.001	0
0.004	0.002	0	0	0.142	0.003	0.002	0.001	0.044	0.23	0
0.012	0.005	0	0	0.157	0.018	0.002	0.009	0.225	0.387	0
0	0	0	0	0.23	0	0	0	0	0.001	0
0	0	0	0	0.001	0	0	0	0	0	0
0	0	0	0.004	0.002	0	0	0	0	0	0
0	0	0	0.001	0.001	0	0	0	0	0	0
0	0	0	0.001	0.002	0	0	0	0	0	0
0	0	0.004	0.003	0.002	0	0.001	0	0	0	0
0.024	0.233	0.012	0.004	0	0	0.03	0.003	0	0	0
0.491	0.067	0.041	0.106	0.001	0	0.008	0.003	0.098	0	0
0.497	0.084	0.015	0.035	0	0.008	0.001	0.008	0.094	0	0.001
0	0	0	0.003	0.211	0	0	0	0	0.002	0
0	0	0	0	0.106	0	0	0	0	0	0

FAC21	FAC22	FAC23	FAC24	FAC25	FAC26	FAC27	FAC28	FAC29	FAC30	FAC31
0.273	0.237	0.236	0.537	0.483	0.45	0.349	0.378	0.16	0.01	-0.001
0.194	0.181	0.241	0.519	0.397	0.356	0.301	0.276	0.077	-0.096	-0.017
0.365	0.336	0.308	0.63	0.429	0.404	0.338	0.327	0.13	-0.069	-0.07
0.333	0.282	0.191	0.562	0.461	0.416	0.398	0.41	0.253	-0.017	0.023
0.277	0.258	0.161	0.472	0.376	0.347	0.288	0.265	0.2	0.132	0.194
0.339	0.264	0.138	0.401	0.384	0.403	0.425	0.372	0.258	0.156	-0.004
0.364	0.279	0.182	0.46	0.375	0.349	0.253	0.331	0.189	-0.009	-0.033
0.371	0.239	0.159	0.651	0.535	0.515	0.409	0.473	0.272	-0.076	-0.112
0.322	0.229	0.149	0.611	0.543	0.521	0.502	0.567	0.258	0.105	-0.047
0.271	0.184	0.159	0.608	0.534	0.487	0.498	0.557	0.257	0.14	0.002
0.352	0.207	0.183	0.61	0.527	0.521	0.479	0.552	0.271	0.052	-0.106
0.267	0.241	0.252	0.339	0.285	0.242	0.253	0.258	0.185	0.16	0.123
0.28	0.239	0.266	0.28	0.264	0.189	0.226	0.224	0.191	0.185	0.089
0.093	0.076	0.071	0.052	0.217	0.206	0.213	0.199	0.206	0.304	0.224
0.304	0.196	0.148	0.289	0.529	0.587	0.557	0.524	0.472	0.345	0.285
0.216	0.206	0.203	0.257	0.326	0.324	0.328	0.335	0.218	0.132	0.171
0.202	0.227	0.166	0.234	0.25	0.336	0.279	0.233	0.292	0.19	0.192
0.29	0.121	0.054	0.469	0.52	0.553	0.49	0.511	0.417	0.26	0.092
0.209	0.052	-0.02	0.211	0.488	0.519	0.514	0.503	0.442	0.533	0.308
0.663	0.46	0.41	0.371	0.407	0.409	0.351	0.414	0.365	0.242	0.278
1	0.624	0.523	0.413	0.354	0.353	0.333	0.372	0.363	0.152	0.18
0.624	1	0.617	0.365	0.201	0.163	0.181	0.17	0.14	0.056	0.141
0.523	0.617	1	0.345	0.171	0.103	0.158	0.101	0.094	-0.031	0.118
0.413	0.365	0.345	1	0.632	0.548	0.505	0.523	0.233	-0.076	-0.117
0.354	0.201	0.171	0.632	1	0.842	0.71	0.759	0.497	0.221	0.014
0.353	0.163	0.103	0.548	0.842	1	0.81	0.819	0.544	0.243	0.028
0.333	0.181	0.158	0.505	0.71	0.81	1	0.829	0.572	0.34	0.13
0.372	0.17	0.101	0.523	0.759	0.819	0.829	1	0.537	0.246	0.026
0.363	0.14	0.094	0.233	0.497	0.544	0.572	0.537	1	0.355	0.189
0.152	0.056	-0.031	-0.076	0.221	0.243	0.34	0.246	0.355	1	0.618
0.18	0.141	0.118	-0.117	0.014	0.028	0.13	0.026	0.189	0.618	1
0.069	0.078	0.153	-0.132	-0.083	-0.09	0.014	-0.107	0.051	0.524	0.657
0.398	0.334	0.34	0.452	0.329	0.327	0.308	0.308	0.191	0.045	0.162
0.324	0.265	0.219	0.659	0.539	0.503	0.445	0.447	0.231	0.055	-0.017

0	0	0	0	0	0	0	0	0.011	0.447	0.492
0.003	0.005	0	0	0	0	0	0	0.14	0.087	0.408
0	0	0	0	0	0	0	0	0.033	0.164	0.163
0	0	0.003	0	0	0	0	0	0	0.403	0.374
0	0	0.011	0	0	0	0	0	0.002	0.031	0.003
0	0	0.025	0	0	0	0	0	0	0.013	0.475
0	0	0.005	0	0	0	0	0	0.004	0.448	0.319
0	0	0.012	0	0	0	0	0	0	0.14	0.056
0	0.001	0.017	0	0	0	0	0	0	0.07	0.253
0	0.004	0.012	0	0	0	0	0	0	0.024	0.491
0	0.002	0.005	0	0	0	0	0	0	0.233	0.067
0	0	0	0	0	0	0	0	0.004	0.012	0.041
0	0	0	0	0	0.004	0.001	0.001	0.003	0.004	0.106
0.094	0.142	0.157	0.23	0.001	0.002	0.001	0.002	0.002	0	0.001
0	0.003	0.018	0	0	0	0	0	0	0	0
0.001	0.002	0.002	0	0	0	0	0	0.001	0.03	0.008
0.002	0.001	0.009	0	0	0	0	0	0	0.003	0.003
0	0.044	0.225	0	0	0	0	0	0	0	0.098
0.001	0.23	0.387	0.001	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0.015	0.005
0		0	0	0.002	0.01	0.005	0.008	0.024	0.215	0.023
0	0		0	0.008	0.074	0.013	0.077	0.092	0.33	0.048
0	0	0		0	0	0	0	0	0.143	0.049
0	0.002	0.008	0		0	0	0	0	0.001	0.423
0	0.01	0.074	0	0		0	0	0	0	0.346
0	0.005	0.013	0	0	0		0	0	0	0.033
0	0.008	0.077	0	0	0	0		0	0	0.359
0	0.024	0.092	0	0	0	0	0		0	0.004
0.015	0.215	0.33	0.143	0.001	0	0	0	0		0
0.005	0.023	0.048	0.049	0.423	0.346	0.033	0.359	0.004	0	
0.167	0.134	0.015	0.03	0.12	0.101	0.424	0.065	0.234	0	0
0	0	0	0	0	0	0	0	0.003	0.262	0.011
0	0	0.001	0	0	0	0	0	0	0.219	0.406

FAC32	FAC33	FAC34

-0.013	0.31	0.661
0.046	0.311	0.559
-0.023	0.433	0.612
-0.086	0.297	0.586
0.108	0.295	0.473
0.073	0.257	0.449
-0.031	0.344	0.469
-0.044	0.358	0.586
-0.05	0.308	0.59
0	0.313	0.626
-0.097	0.339	0.637
0.153	0.277	0.413
0.128	0.197	0.378
0.293	0.057	0.088
0.171	0.285	0.425
0.227	0.249	0.328
0.168	0.322	0.31
0.093	0.29	0.513
0.263	0.204	0.281
0.215	0.369	0.318
0.069	0.398	0.324
0.078	0.334	0.265
0.153	0.34	0.219
-0.132	0.452	0.659
-0.083	0.329	0.539
-0.09	0.327	0.503
0.014	0.308	0.445
-0.107	0.308	0.447
0.051	0.191	0.231
0.524	0.045	0.055
0.657	0.162	-0.017
1	0.268	0.02
0.268	1	0.503
0.02	0.503	1
0.428	0	0

0.258	0	0
0.371	0	0
0.113	0	0
0.063	0	0
0.152	0	0
0.332	0	0
0.267	0	0
0.241	0	0
0.497	0	0
0.084	0	0
0.015	0	0
0.035	0.003	0
0	0.211	0.106
0.008	0	0
0.001	0	0
0.008	0	0
0.094	0	0
0	0.002	0
0.001	0	0
0.167	0	0
0.134	0	0
0.015	0	0.001
0.03	0	0
0.12	0	0
0.101	0	0
0.424	0	0
0.065	0	0
0.234	0.003	0
0	0.262	0.219
0	0.011	0.406
	0	0.388
0		0
0.388	0	

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.904
Bartlett's Test of Sphericity	Approx. Chi-Square	4873.377
	df	561
	Sig.	.000

Communalities

	Initial	Extraction
FAC1	1.000	.675
FAC2	1.000	.715
FAC3	1.000	.727
FAC4	1.000	.638
FAC5	1.000	.630
FAC6	1.000	.491
FAC7	1.000	.530
FAC8	1.000	.661
FAC9	1.000	.686
FAC10	1.000	.686
FAC11	1.000	.677
FAC12	1.000	.796
FAC13	1.000	.809
FAC14	1.000	.652
FAC15	1.000	.639
FAC16	1.000	.752
FAC17	1.000	.716

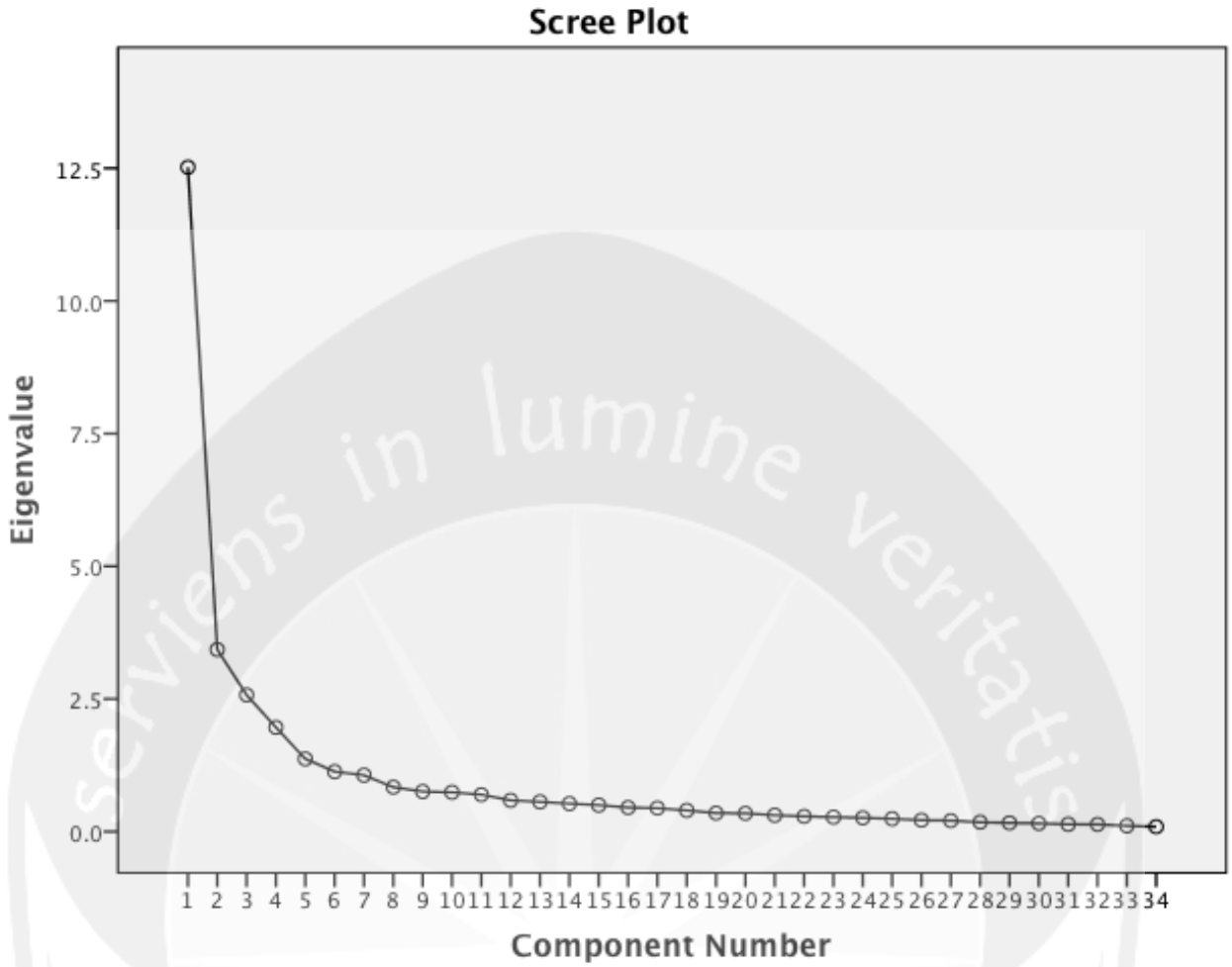
FAC18	1.000	.791
FAC19	1.000	.748
FAC20	1.000	.650
FAC21	1.000	.782
FAC22	1.000	.716
FAC23	1.000	.706
FAC24	1.000	.731
FAC25	1.000	.773
FAC26	1.000	.833
FAC27	1.000	.796
FAC28	1.000	.842
FAC29	1.000	.568
FAC30	1.000	.781
FAC31	1.000	.798
FAC32	1.000	.800
FAC33	1.000	.554
FAC34	1.000	.707

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	12.520	36.825	36.825	12.520	36.825	36.825	7.462	21.948	21.948
2	3.430	10.089	46.914	3.430	10.089	46.914	5.377	15.815	37.763
3	2.575	7.574	54.488	2.575	7.574	54.488	2.954	8.687	46.451
4	1.963	5.774	60.262	1.963	5.774	60.262	2.522	7.417	53.868
5	1.371	4.032	64.294	1.371	4.032	64.294	2.371	6.973	60.841
6	1.130	3.322	67.616	1.130	3.322	67.616	2.121	6.240	67.080
7	1.064	3.129	70.745	1.064	3.129	70.745	1.246	3.665	70.745
8	.837	2.462	73.207						
9	.754	2.219	75.425						
10	.740	2.177	77.603						
11	.697	2.049	79.651						
12	.589	1.732	81.383						
13	.559	1.645	83.028						
14	.527	1.551	84.579						
15	.499	1.467	86.047						
16	.453	1.332	87.378						
17	.442	1.301	88.679						
18	.399	1.174	89.853						
19	.348	1.024	90.876						
20	.343	1.010	91.886						
21	.308	.906	92.793						
22	.286	.841	93.634						
23	.272	.801	94.435						
24	.259	.762	95.197						
25	.241	.710	95.907						
26	.216	.635	96.542						
27	.205	.603	97.145						
28	.176	.519	97.664						
29	.165	.486	98.149						
30	.155	.456	98.605						
31	.137	.403	99.008						
32	.137	.402	99.410						
33	.109	.321	99.732						
34	.091	.268	100.000						

Extraction Method: Principal Component Analysis.



Component Matrix[a]

	Component						
	1	2	3	4	5	6	7
FAC1	.712						
FAC2	.638						
FAC3	.705						
FAC4	.692						

FAC5	.644						
FAC6	.617						
FAC7	.608						
FAC8	.720						
FAC9	.782						
FAC10	.752						
FAC11	.754						
FAC12	.558				-.513		
FAC13	.497				-.593		
FAC14		.427					
FAC15	.601	.452					
FAC16	.460						.665
FAC17	.533				.432		
FAC18	.728						
FAC19	.565	.571					
FAC20	.602						
FAC21	.548			-.564			
FAC22	.408		.509	-.510			
FAC23			.555	-.482			
FAC24	.747						
FAC25	.760						
FAC26	.750		-.445				
FAC27	.703						
FAC28	.720		-.450				
FAC29	.489	.404					
FAC30		.763					

FAC31		.681					
FAC32		.587	.494				
FAC33	.523						
FAC34	.761						

Extraction Method: Principal Component Analysis.

a. 7 components extracted.

Rotated Component Matrix[a]

	Component						
	1	2	3	4	5	6	7
FAC1	.762						
FAC2	.765						
FAC3	.807						
FAC4	.740						
FAC5	.588						
FAC6							
FAC7	.553						
FAC8	.711						
FAC9	.634						
FAC10	.661	.410					
FAC11	.639	.405					
FAC12						.769	
FAC13						.823	
FAC14					.535	.405	
FAC15		.601					
FAC16							.756

FAC17					.735		
FAC18	.466	.429			.617		
FAC19		.570			.527		
FAC20			.606				
FAC21			.791				
FAC22			.821				
FAC23			.780				
FAC24	.700						
FAC25	.421	.751					
FAC26		.817					
FAC27		.828					
FAC28		.853					
FAC29		.677					
FAC30				.725			
FAC31				.872			
FAC32				.851			
FAC33	.475		.402				
FAC34	.764						

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 8 iterations.

Component Transformation Matrix

Component	1	2	3	4	5	6	7
1	.702	.531	.279	.088	.277	.230	.104
2	-.532	.391	-.003	.676	.310	.050	.092
3	.079	-.635	.583	.386	.019	.292	.120
4	.249	-.332	-.731	.185	.344	.355	.119
5	.246	-.215	.018	.198	.425	-.812	-.116
6	.307	.070	-.216	.543	-.725	-.180	.022
7	-.043	-.002	-.005	-.133	-.036	-.202	.969

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

LAMPIRAN 3

Data

PSQ1	PSQ2	PSQ3	PSQ4	PSQ5	PSQ6	PSQ7	PSQ8	PPQ1	PPQ2	PPQ3	PPF1	PPF2	PPF3	PPF4
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3	3	2	4
2	2	3	4
3	3	4	5
3	3	4	5
1	1	4	5