

## LAMPIRAN 1

## KUESIONER PRASURVEI

1. Nomor Responden :
2. Tanggal pengisian kuesioner :

Selamat pagi/ siang/ sore

Dibawah ini adalah daftar pertanyaan mengenai Salon Angella. Berkenaan dengan hal tersebut, kami mohon bantuan saudara/saudari untuk mengisi daftar pertanyaan dibawah ini dan kiranya saudara/saudari mengisi daftar pertanyaan tersebut sesuai dengan keadaan sebenarnya. Sebelumnya kami ucapkan terima kasih atas kerja sama saudara/saudari.

### Identitas Responden

1. Nama Responden :
2. Alamat Rumah :
3. Nomor Telepon :
4. Jenis Kelamin :  Pria  Wanita
5. Umur : ..... Tahun

### SCREENING

Anda pernah menggunakan jasa perawatan rambut di Salon Angella

Pernah  Tidak Pernah ( Stop )

1. Mengapa anda memilih untuk datang ke Salon Angella?  
.....
2. Berapa kali rata-rata per bulan anda pergi ke Salon Angella ?  
.....
3. Anda datang ke Salon Angella untuk (boleh lebih dari satu) :
- |                                 |                   |
|---------------------------------|-------------------|
| a. Potong rambut                | g. Perawatan muka |
| b. Cuci rambut / blow           | h. Lulur          |
| c. Creambath                    | i. Rias wajah     |
| d. Meluruskan / keriting rambut | j. Sanggul        |
| e. Mengecat rambut              |                   |
| f. Lainnya (sebutkan).....      |                   |
4. Dari pertanyaan diatas ( no.3 ) mana yang paling sering anda lakukan?  
.....

5.

No	Hal-hal yang membuat saya puas	Harus ada	Tidak perlu ada
1	Lokasi Salon Angella strategis / mudah dijangkau		
2	Tempat parkir yang cukup luas		
3	Ruang tunggu yang nyaman		
4	Ruang salon yang tidak panas / sejuk		
5	Ruang salon luas / tidak sempit		
6	Tempat cuci rambut yang nyaman		
7	Tempat untuk lulur yang nyaman		
8	Tempat duduk ruang salon yang nyaman		
9	Adanya kamar kecil (WC) yang bersih		
10	Kapster yang ramah dan sopan		
11	Penampilan kapster yang menarik		
12	Kapster yang cekatan		
13	Kemampuan yang baik dari kapster tentang model rambut terbaru		
14	Kemampuan dari kapster mengenai produk yang sebaiknya digunakan untuk konsumen		
15	Kapster memberikan informasi seputar kecantikan yang cocok untuk saya.		
16	Kapster mudah memahami keinginan saya.		
17	Hasil potong rambut sesuai dengan yang saya inginkan.		
18	Pijatan creambath sesuai dengan keinginan saya.		
19	Pijatan creambath membuat rileks		
20	Pijatan creambath cukup lama		
21	Diberi pijatan tambahan pada punggung dan tangan.		
22	Hasil cuci rambut bersih		
23	Hasil blow rambut bagus dan sesuai keinginan saya		
24	Hasil rias wajah sesuai dengan wajah / keinginan saya.		
25	Hasil facial membuat wajah saya tampak lebih bersih.		
26	Pijatan lulur sesuai dengan keinginan saya.		
27	Pijatan lulur cukup lama		
28	Pijatan lulur membuat saya rileks		
29	Hasil dari luluran membuat kulit saya bersih dan segar.		
30	Harga produk jasa di salon Angella dibandingkan dengan salon lain lebih murah		
31	Potongan harga (diskon) untuk produk jasa sering dilaksanakan di salon Angella		
32	Ruang yang salon selalu bersih.		
33	Sebutkan jenis pelayanan lainnya yang membuat anda puas : .....		

# Reliability Prasurevei

\*\*\*\*\* Method 1 (space saver) will be used for this analysis \*\*\*\*\*

## RELIABILITY ANALYSIS - SCALE (ALPHA A)

### Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
VAR1	78.1000	187.5684	.6768	.9714
VAR2	78.5500	188.0500	.5724	.9720
VAR3	78.3500	187.3974	.6475	.9716
VAR4	78.1500	187.8184	.6413	.9716
VAR5	78.4000	187.9368	.5404	.9723
VAR6	78.4500	186.7868	.7074	.9713
VAR7	78.6500	190.8711	.4580	.9726
VAR8	78.6000	187.0947	.6538	.9716
VAR9	78.2500	186.8289	.6828	.9714
VAR10	77.9500	186.7868	.8566	.9707
VAR11	78.3000	184.8526	.8036	.9708
VAR12	78.2000	185.8526	.7525	.9710
VAR13	78.1500	185.3974	.7969	.9708
VAR14	78.2500	185.0395	.7949	.9708
VAR15	78.2000	185.1158	.7992	.9708
VAR16	78.3000	186.4316	.7049	.9713
VAR17	78.2500	184.8289	.8081	.9707
VAR18	78.3000	184.9579	.7970	.9708
VAR19	78.2500	186.0921	.7288	.9712
VAR20	78.2500	184.7237	.7123	.9713
VAR21	78.1500	185.6079	.7833	.9709
VAR22	78.1500	185.5026	.7901	.9708
VAR23	78.2000	186.0632	.7391	.9711
VAR24	78.2000	185.7474	.7591	.9710
VAR25	78.2000	184.4842	.8394	.9706
VAR26	78.3500	185.8184	.7460	.9711
VAR27	78.4500	186.7868	.7074	.9713
VAR28	78.4000	185.2000	.7939	.9708
VAR29	78.3000	185.4842	.7640	.9710
VAR30	78.1500	187.0816	.6885	.9714
VAR31	78.1500	187.3974	.6682	.9715
VAR32	78.2000	190.4842	.4628	.9725

### Reliability Coefficients

N of Cases = 20.0

N of Items = 32

Alpha = .9721

## A. PENGANTAR

Kuesioner ini khusus ditujukan bagi konsumen yang pernah / telah menggunakan produk / jasa Salon Angella Jl. Veteran Semarang. Hasil penelitian ini semata-mata digunakan untuk menyusun skripsi, guna mengetahui faktor-faktor apa saja yang mempengaruhi kepuasan konsumen Salon Angella.

Atas kesediaan Anda meluangkan waktu untuk mengisi pertanyaan-pertanyaan dibawah ini, saya ucapkan terima kasih.

## B. KUESIONER

Nomor Responden : \_\_\_\_\_

Tanggal pengisian kuesioner : \_\_\_\_\_

### *Identitas Responden :*

1. Nama Responden : .....
2. Alamat Rumah : .....
3. Nomor Telepon : .....
4. Jenis Kelamin :  Pria  Wanita
5. Umur : ..... Tahun

### *Petunjuk Pengerjaan :*

- ☆ Baca pertanyaan secara teliti dan jawablah dengan sejujur-jujurnya.
- ☆ Pada pernyataan ANGKET terdapat pertanyaan yang membutuhkan tanggapan anda. Pilih salah satu tanggapan yang anda anggap paling sesuai dengan perasaan dan keadaan anda sekarang.
- ☆ Anda diminta membuat tanda cek ( ✓ ) pada kolom yang tersedia disamping pernyataan. Alternatif yang dapat anda pilih adalah :
  - SS : jika anda *Sangat Setuju* dengan pernyataan.
  - S : jika anda *Setuju dengan* pernyataan.

BS : jika anda *Biasa Saja* dengan pernyataan.

TS : jika anda *Tidak Setuju* dengan pernyataan.

STS : jika anda *Sangat Tidak Setuju* dengan pernyataan.

- ★ Pertanyaan dalam angket ini berhubungan dengan kepuasan yang anda rasakan dalam menerima/membeli produk dan jasa pada Salon Angella.
- ★ Jika anda menjawab sangat setuju berarti anda merasa sangat puas dengan jasa yang anda terima, dan seterusnya jika anda menjawab sangat tidak setuju berarti anda merasa sangat tidak puas dengan jasa yang anda terima.

### ANGKET

No	KETERANGAN	STS	TS	BS	S	SS
1	Lokasi salon strategis/mudah dijangkau dengan kendaraan pribadi/umum.					
2	Tersedia tempat parkir untuk kendaraan roda dua dan roda empat.					
3	Menyediakan ruang tunggu yang nyaman.					
4	Ada fasilitas untuk menunggu, misalnya majalah, musik, dan tv.					
5	Ruangan salon tidak panas/sejuk.					
6	Ruang salon selalu bersih.					
7	Ada kamar kecil (WC) yang bersih.					
8	Tempat cuci rambutnya nyaman dan bersih.					
9	Tempat duduk untuk perawatan rambut nyaman.					
10	Harga di salon Angella lebih murah dibandingkan dengan salon lain.					
11	Sering diberikan potongan harga (diskon).					
12	Penampilan kapster rapi dan menarik.					
13	Kapster mengingat nama pelanggan.					
14	Kapster mengingat masalah pelanggan dan referensi yang diberikan sebelumnya.					
15	Kapster menanggapi keinginan pelanggan.					
16	Kapster selalu ramah dan sopan dalam melayani pelanggan.					

No	KETERANGAN	TST	TS	BS	S	SS
17	Kapster menanggapi keluhan yang disampaikan pelanggan dengan baik dan sabar.					
18	Kapster mampu memberikan penyelesaian dari keluhan yang disampaikan pelanggan.					
19	Kapster membantu dalam memilih potongan rambut yang cocok untuk pelanggan.					
20	Kapster memberikan informasi produk perawatan rambut yang cocok bagi pelanggannya.					
21	Kapster tidak membuat pelanggan lama menunggu.					
22	Kapster dapat menanggapi dengan cepat permintaan pelanggan.					
23	Kapsternya cekatan.					
24	Hasil cuci rambutnya bersih.					
25	Hasil blow sesuai dengan keinginan pelanggan.					
26	Anda merasakan perubahan pada rambut anda setelah dicreambath.					
27	Hasil potongan rambut sesuai dengan keinginan pelanggan.					
28	Hasil kerja kapster memuaskan pelanggan.					
29	Kapster memiliki pengetahuan tentang perawatan rambut yang baik.					
30	Perawatan rambut yang anda terima sesuai dengan keadaan rambut anda.					
31	Hasil yang anda terima setelah perawatan rambut memuaskan.					

NO	NAMA	ALAMAT	UMUR	JENIS KELAMIN
1	Sulistyowati	Jl. Tlogosari Raya No. 12 SMG	36 th.	Perempuan
2	Dewi Widyaningrum.SE	Jl. Hasil Raya No. 18 SMG	30 th.	Perempuan
3	Yuyun	Jl. Diponegoro 26 SMG	37 th.	Perempuan
4	Widya	Jl. Banteng Raya 22 SMG	32 th.	Perempuan
5	Irma Yasmin	Mangga Raya 51 SMG	24 th.	Perempuan
6	Winnugroho W	Jl. Veteran 32 SMG	20 th.	Laki-laki
7	Wiwit	Lempong Sari Smg.	23 th.	Perempuan
8	Rini	Lempong Sari 35 Smg.	33 th.	Perempuan
9	Harwindo	Jl. Sriwijaya No. 36 Smg.	27 th.	Laki-laki
10	Beg	Indraprasta Smg.	39 th.	Laki-laki
11	Elly	Gombel	24 th.	Perempuan
12	Sulistyaningsih	Jl. Plamongan Indah Blok E III/29 SMG	34 th.	Perempuan
13	Sari	Jl. Dukuh No. 50 Smg.	26 th.	Perempuan
14	Winarto	Semarang Indah	50 th.	Laki-laki
15	Dewi	Jl. Kesambi No. 45 Smg.	39 th.	Perempuan
16	N. Rina Resqiana Wati	Tlogosari Raya no. 12 SMG	17 th.	Perempuan
17	Nenen	Ksatrian no. 43 SMG	23 th.	Perempuan
18	Hani	Jl. Jambu no. 8 SMG	15 th.	Perempuan
19	Adil	Jl. Kyai Saleh 18 Smg.	37 th.	Laki-laki
20	Hari	Dewi Satika Barat SMG	28 th.	Laki-laki
21	Yemey	Jl. Gundi No. 6 SMG	21 th.	Perempuan
22	Rike Meiseli B	Jl. WR. Supratman 23 A SMG	27 th.	Perempuan
23	Ismoyoto	Jl. Veteran No.39 Smg.	65 th.	Perempuan
24	Juyung	Puri Anjasmoro	33 th.	Perempuan
25	Dwi Astitu W	Jl. Kelut Utara No. 12 Smg.	23 th.	Perempuan
26	Annis	Wologito Barat Raya o. 6 SMG	25 th.	Perempuan
27	Adi Pratomo	Jl. Gunung Jati Utara No. 178 Mangkang	24 th.	Laki-laki



NO	NAMA	ALAMAT	UMUR	JENIS KELAMIN
28	Ratna K.S	Jl. Tegalsari X/199 SMG	25 th.	Perempuan
29	Ria Silviani r	Jl. Singosari II/2 SMG	24 th.	Perempuan
30	Dian L	Jl. Trangkil No. 30 SmG	22 th.	Perempuan
31	Ria	Jl. Siblat Smg.	27 th.	Perempuan
32	Dea	Jl. Kesambi No. 10 Smg.	15 th.	Perempuan
33	Nunik Sudarmaji	Jl. Keranji 59 Smg.	31 th.	Perempuan
34	Frida	Jl. Musi II/5 Smg.	23 th.	Perempuan
35	Asri	Jl. Vteran 25 Smg	49 th.	Perempuan
36	Sendy	Jl. Karang Rejo Timur III Smg	22 th.	Perempuan
37	Dewi Suryono	Jl. Kesambi No. 10 Smg.	42 th.	Perempuan
38	Alex Sofian H	Jl. Penaton 34 Smg.	27 th.	Laki-laki
39	Rahman	Lemponh Sari	32 th.	Perempuan
40	Karjiyo	Jl. Veteran 39 Smg.	22 th.	Laki-laki
41	Handoko	Jl. Dr. Karyadi kp. Bergota	26 th.	Laki-laki
42	Indun	Mugas Dalam 5/24 Smg.	27 th.	Perempuan
43	Emmy Pancawati	Jl. Tengger Timur No. 21 Smg.	45 th.	Perempuan
44	Yan	Jl. Dahlia Utara No. 26 Smg.	42 th.	Laki-laki
45	Sandara Dewi	Jl. Plamomongan Abadi A/179 Smg	22 th.	Perempuan
46	Klistiyani	Minjojiwo Dalam 3 No. 33 Smg	27 th.	Perempuan
47	Widyadhara M	Jl. Tengger Timur No. 21 Smg.	22 th.	Perempuan
48	Kiki	Tanah Mas	23 th.	Perempuan
49	Dewi	Jl. Wologito Utara I/ 23 Smg.	28 th.	Perempuan
50	Rahman	Lempong Sari Smg.	32 th.	Perempuan
51	Yuni Wulandari	Jl. Tinjomoyo No. 7 Smg.	23 th.	Perempuan
52	Uul	Kyai Saleh Smg	54 th.	Perempuan

<b>NO</b>	<b>NAMA</b>	<b>ALAMAT</b>	<b>UMUR</b>	<b>JENIS KWLAMIN</b>
53	Asih Budiastuti. SH.CN	Jl. Sinar Waluyo Utara 918 Smg.	40 th.	Perempuan
54	Ariani	Jl. Solo 7 Smg.	22 th.	Perempuan
55	Dimas	Jl. Solo 7 Smg.	24 th.	Perempuan
56	Maman	Jl. Renjana IV/25 Smg.	50 th.	Laki-laki
57	Ayuning	Jl. Rejosari 9 blok A/6 Smg.	23 th.	Perempuan
58	Juli	Jl. Rejosari 9 blok A/6 Smg.	20 th.	Perempuan
59	Hiqma	Tanah Mas Smg.	21 th.	Perempuan
60	Widayu	Perum PJKA	25 th.	Perempuan
61	Dadang Dimas	Jl. Suimbing 575 B Smg.	25 th.	Laki-laki
62	Dina Novita	Perum Semarang Indah Blok C XX/4 Smg.	25 th.	Perempuan
63	Dian Indah	Kintelan Baru 14	24 th.	Perempuan
64	Enny	Jl. Jogja No. 18	25 th.	Perempuan
65	Rini	Jl. Deltamas Selatan No. 207 Smg.	26 th.	Perempuan
66	Mey	Rejosari 8 Smg.	30 th.	Perempuan
67	Agus W	Surtikanti Tengah 3/18 Smg	27 th.	Laki-laki
68	Unggul Susetyo A	Jl. Dr. Karyadi No. 551 Smg.	22 th.	Laki-laki
69	Arum Fitri	Jl/ Gandekan No. 7 Smg.	22 th.	Perempuan
70	Tya	Kaligawe Smg.	25 th.	Perempuan
71	Fitri	Jl. Kintelan Smg.	25 th.	Perempuan
72	Dimdim	Jl. Sumbing Smg.	25 th.	Laki-laki

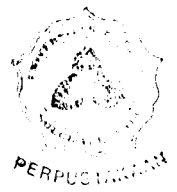




	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11
STS	0	0	0	0	0	0	0	0	0	0	0
TS	1	2	2	1	2	1	0	3	2	2	4
BS	14	10	11	13	14	9	14	6	8	14	10
SS	41	42	46	42	39	43	39	45	43	37	37
SS	16	18	13	16	17	19	19	18	19	19	21

	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22
STS	0	0	0	0	0	0	0	0	0	0	0
TS	0	2	3	2	2	2	3	0	0	2	2
BS	16	12	13	13	13	19	12	15	16	13	12
SS	39	34	30	35	24	35	30	33	40	33	31
SS	17	24	26	22	23	16	27	19	16	24	27

	X23	X24	X25	X26	X27	X28	X29	X30	X31
STS	0	0	0	0	0	0	0	0	0
TS	2	0	0	0	0	0	3	2	0
BS	11	21	18	18	15	21	11	13	23
SS	36	35	39	39	29	34	34	36	33
SS	23	16	15	15	28	17	24	21	16



## LAMPIRAN 2

# Reliability

## RELIABILITY ANALYSIS - SCALE (ALPHA)

### Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X1	120.3000	150.9759	.6067	.9433
X2	120.3333	147.5402	.6864	.9423
X3	120.5000	149.2241	.6001	.9432
X4	120.3000	150.6310	.6344	.9431
X5	120.4667	150.8092	.5080	.9440
X6	120.3000	148.5621	.8017	.9418
X7	120.3000	151.8034	.5406	.9438
X8	120.2667	147.9954	.7915	.9417
X9	120.2333	148.8747	.7695	.9420
X10	120.1333	150.2575	.4726	.9445
X11	120.1000	152.3690	.4025	.9449
X12	120.4333	145.9092	.7297	.9418
X13	120.4667	146.0506	.7066	.9420
X14	119.9000	151.4034	.3771	.9456
X15	120.4667	149.9816	.6256	.9430
X16	119.8667	151.3609	.4037	.9452
X17	120.3667	148.7920	.6405	.9428
X18	119.8333	151.3161	.4027	.9452
X19	120.5333	147.1540	.6211	.9429
X20	120.4000	145.5586	.8340	.9409
X21	120.4667	143.9816	.7324	.9417
X22	119.8333	151.3161	.4027	.9452
X23	120.3333	146.0920	.7803	.9414
X24	120.1000	149.8172	.4523	.9449
X25	120.0333	152.1023	.3948	.9451
X26	120.1333	151.4299	.3752	.9456
X27	120.0000	149.4483	.4453	.9451
X28	119.9667	151.4126	.4568	.9445
X29	120.3667	145.7575	.8470	.9409
X30	120.3667	145.7575	.8470	.9409
X31	119.9000	151.2655	.5539	.9436

### Reliability Coefficients

N of Cases = 30.0

N of Items = 31

Alpha = .9451

TABULASI DATA HASIL UJI COBA INSTRUMEN

No	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25	X26	X27	X28	X29	X30	X31					
1	3	3	4	3	3	4	3	3	3	5	5	4	3	4	3	4	3	5	3	4	3	5	4	4	4	4	4	5	4	5	3	4				
2	4	4	4	4	3	4	4	4	4	4	4	3	4	5	4	5	4	5	4	4	3	4	4	4	4	4	4	4	3	4	4	3				
3	3	3	3	3	3	3	3	3	3	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	4	4	4	4	4	4	3	4				
4	4	4	4	4	4	4	4	4	4	4	5	4	4	5	4	5	4	5	4	4	4	4	5	4	4	4	4	4	4	5	4	4				
5	5	4	5	5	5	5	4	5	4	4	4	4	4	3	5	3	5	3	5	4	5	4	5	4	4	4	4	4	5	3	4	4				
6	4	4	4	4	4	4	3	4	4	4	5	5	4	5	4	5	5	5	4	4	4	4	5	4	5	5	5	5	5	4	4	5				
7	5	4	5	5	5	5	5	5	5	3	3	3	5	4	4	4	5	4	5	4	5	4	5	3	3	3	3	3	3	4	5	3				
8	5	5	5	5	4	5	5	5	5	4	5	3	5	4	5	4	5	4	5	3	5	4	5	3	3	4	4	4	3	4	4	3				
9	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	3	3	4	3	3	3	3	4	3	4	3	3				
10	4	5	5	5	5	5	5	4	5	4	4	5	5	2	5	3	4	2	4	4	5	5	2	5	5	5	5	5	2	5	5	5				
11	5	5	4	5	5	5	5	5	5	5	5	4	4	5	4	5	4	5	4	4	4	4	4	4	4	4	4	4	5	4	5	4	4			
12	4	4	4	4	3	4	4	4	3	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	4	4	4	4	4	4	3	4	4			
13	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	4	3	4	3	4	3	3	3	3	3	3	4	3	4			
14	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	3	3	3	3	3	3	4	3	2	3	3	3			
15	3	4	3	3	3	4	3	3	3	3	3	3	4	3	2	3	2	3	2	3	4	3	2	3	3	4	4	4	4	2	3	4	4			
16	5	5	5	5	5	5	5	5	5	5	5	4	5	3	5	3	5	3	5	4	5	3	5	4	4	4	4	4	5	4	3	5	4	4		
17	3	4	4	4	4	4	3	4	4	4	5	4	4	3	4	3	4	3	4	4	4	4	3	4	4	4	4	4	3	4	4	4	4	4		
18	5	5	4	5	5	5	5	5	5	4	4	3	5	4	5	4	4	4	4	5	3	5	5	3	3	3	3	3	3	4	5	3	3			
19	4	4	4	3	4	4	3	4	3	5	5	5	4	4	4	4	4	4	4	4	5	4	4	4	5	5	5	5	4	4	4	5	4	5		
20	4	4	4	4	4	4	4	4	4	4	5	4	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	3	3	4	4	4		
21	4	5	5	5	4	5	5	5	5	4	4	3	5	4	5	4	5	4	5	4	5	4	5	4	5	3	3	3	4	3	4	5	3	3		
22	4	3	4	4	4	4	4	4	4	4	5	3	4	4	4	4	3	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4		
23	5	5	5	5	5	5	5	5	5	4	4	3	5	4	5	4	5	4	4	4	3	5	4	5	3	3	3	3	3	4	5	3	3	3		
24	4	5	5	4	5	5	5	5	5	3	4	4	5	5	5	4	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	5	4	4		
25	5	5	4	5	5	5	5	4	5	4	3	4	5	4	5	4	4	4	4	5	4	5	4	5	4	4	4	4	4	4	4	5	4	4		
26	3	4	4	3	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
27	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	4	3	4	4	4	4	4	4	3	4	3	4	4	4	4	
28	5	5	5	4	5	5	5	5	5	4	4	5	5	4	5	4	5	4	4	4	5	4	5	5	5	5	5	5	5	5	4	5	5	4	5	5
29	3	3	3	3	2	3	3	2	3	5	5	4	3	5	3	5	3	5	3	4	3	5	3	4	4	4	4	4	4	4	4	5	3	4	4	4
30	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	4	4	4	4	4	5



## LAMPIRAN 3

# Factor Analysis

## Descriptive Statistics

	Mean	Std. Deviation	Analysis N
X1	4.00	.69	72
X2	4.06	.71	72
X3	3.97	.67	72
X4	4.01	.68	72
X5	3.99	.74	72
X6	4.11	.66	72
X7	4.07	.68	72
X8	4.08	.71	72
X9	4.10	.70	72
X10	4.01	.76	72
X11	4.04	.81	72
X12	4.01	.68	72
X13	4.11	.78	72
X14	4.10	.84	72
X15	4.07	.78	72
X16	4.10	.79	72
X17	3.90	.77	72
X18	4.13	.84	72
X19	4.06	.69	72
X20	4.00	.67	72
X21	4.10	.79	72
X22	4.15	.80	72
X23	4.11	.76	72
X24	3.93	.72	72
X25	3.96	.68	72
X26	3.96	.68	72
X27	4.18	.76	72
X28	3.94	.73	72
X29	4.10	.81	72
X30	4.06	.77	72
X31	3.90	.73	72

## KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.789
Bartlett's Test of Sphericity	Approx. Chi-Square	3444.944
	df	465
	Sig.	.000

### Anti-image Matrices

		X1	X2	X3	X4
Anti-image Covariance	X1	.168	.001	.059	-.049
	X2	.001	.101	.015	-.012
	X3	.059	.015	.246	.011
	X4	-.049	-.012	.011	.188
	X5	-.047	-.005	-.005	.044
	X6	-.026	-.023	-.070	-.015
	X7	-.012	.009	.010	-.035
	X8	-.033	-.038	-.048	-.004
	X9	.002	-.018	-.018	-.010
	X10	-.059	.024	-.009	.043
	X11	.034	-.004	-.002	-.020
	X12	-.013	.002	.002	-.002
	X13	-.004	-.016	-.015	.011
	X14	.011	-.023	.008	.021
	X15	-.015	.002	.005	.006
	X16	.012	-.021	-.005	-.013
	X17	.024	.015	-.010	-.024
	X18	-.013	.015	-.008	.005
	X19	.030	-.008	.025	-.033
	X20	.013	-.003	-.003	.003
	X21	-.005	.007	-.002	-.006
	X22	-.011	.009	.001	.001
	X23	.011	-.015	-.001	.006
	X24	-.001	-.003	.010	-.002
	X25	-.007	-.007	.002	-.022
	X26	.002	.023	-.006	-.005
	X27	-.026	-.042	-.022	.017
	X28	.003	.013	-.006	-.004
	X29	.020	.002	.024	-.032
	X30	.011	.009	.006	.000
	X31	.000	-.011	-.005	.006

**Anti-image Matrices**

		X1	X2	X3	X4
Anti-image Correlation	X1	.841 <sup>a</sup>	.008	.290	-.273
	X2	.008	.786 <sup>a</sup>	.093	-.086
	X3	.290	.093	.890 <sup>a</sup>	.053
	X4	-.273	-.086	.053	.880 <sup>a</sup>
	X5	-.289	-.037	-.027	.255
	X6	-.177	-.203	-.397	-.095
	X7	-.104	.101	.070	-.281
	X8	-.263	-.395	-.324	-.032
	X9	.027	-.255	-.161	-.110
	X10	-.282	.146	-.037	.197
	X11	.161	-.022	-.010	-.091
	X12	-.211	.048	.030	-.033
	X13	-.063	-.281	-.176	.151
	X14	.157	-.432	.091	.283
	X15	-.264	.043	.071	.105
	X16	.155	-.350	-.049	-.154
	X17	.086	.069	-.031	-.083
	X18	-.295	.447	-.158	.116
	X19	.187	-.061	.131	-.195
	X20	.194	-.069	-.040	.048
	X21	-.140	.264	-.046	-.174
	X22	-.107	.112	.011	.012
	X23	.223	-.407	-.010	.106
	X24	-.031	-.101	.189	-.035
	X25	-.040	-.050	.009	-.115
	X26	.019	.316	-.052	-.048
	X27	-.117	-.241	-.081	.072
	X28	.062	.300	-.096	-.068
	X29	.255	.039	.247	-.375
	X30	.211	.225	.106	-.002
	X31	.006	-.306	-.080	.110

### Anti-image Matrices

		X5	X6	X7	X8
Anti-image Covariance	X1	-.047	-.026	-.012	-.033
	X2	-.005	-.023	.009	-.038
	X3	-.005	-.070	.010	-.048
	X4	.044	-.015	-.035	-.004
	X5	.158	-.014	.013	-.019
	X6	-.014	.126	-.010	.007
	X7	.013	-.010	.083	-.010
	X8	-.019	.007	-.010	.091
	X9	-.033	-.002	-.037	-.004
	X10	.046	-.037	.005	.009
	X11	-.031	.017	.006	-.014
	X12	.011	.001	.019	-.003
	X13	.004	.004	-.023	.007
	X14	-.002	-.009	-.017	.007
	X15	.017	-.014	.004	-.004
	X16	-.017	.015	-.009	.016
	X17	-.017	.023	.000	-.031
	X18	.005	.000	.003	-.003
	X19	-.034	.012	-.022	-.006
	X20	-.011	.001	-.019	.003
	X21	.002	.001	.011	-.002
	X22	.005	-.002	.004	-.006
	X23	-.004	-.006	-.012	.008
	X24	.012	-.006	.006	-.004
	X25	-.009	.004	.002	.017
	X26	.003	.011	.009	-.009
	X27	.022	.008	-.016	.022
	X28	-.023	.009	-.007	-.002
	X29	.002	.000	.023	-.015
	X30	-.011	.011	.000	-.004
	X31	.002	-.005	-.002	.008

**Anti-image Matrices**

		X5	X6	X7	X8
Anti-image Correlation	X1	-.289	-.177	-.104	-.263
	X2	-.037	-.203	.101	-.395
	X3	-.027	-.397	.070	-.324
	X4	.255	-.095	-.281	-.032
	X5	.841 <sup>a</sup>	-.097	.112	-.158
	X6	-.097	.903 <sup>a</sup>	-.100	.066
	X7	.112	-.100	.768 <sup>a</sup>	-.118
	X8	-.158	.066	-.118	.893 <sup>a</sup>
	X9	-.379	-.032	-.581	-.054
	X10	.228	-.204	.033	.062
	X11	-.151	.095	.037	-.094
	X12	.182	.015	.419	-.070
	X13	.054	.062	-.452	.137
	X14	-.031	-.157	-.358	.140
	X15	.314	-.281	.101	-.088
	X16	-.223	.224	-.164	.289
	X17	-.064	.096	.002	-.154
	X18	.128	.000	.095	-.100
	X19	-.218	.087	-.200	-.054
	X20	-.176	.017	-.413	.055
	X21	.072	.019	.474	-.089
	X22	.048	-.018	.053	-.079
	X23	-.094	-.130	-.360	.218
	X24	.273	-.165	.177	-.123
	X25	-.049	.026	.013	.123
	X26	.035	.140	.129	-.136
	X27	.104	.043	-.105	.133
	X28	-.425	.200	-.177	-.062
	X29	.031	-.002	.405	-.255
	X30	-.226	.249	.005	-.115
	X31	.051	-.120	-.069	.232

**Anti-image Matrices**

		X9	X10	X11	X12
Anti-image Covariance	X1	.002	-.059	.034	-.013
	X2	-.018	.024	-.004	.002
	X3	-.018	-.009	-.002	.002
	X4	-.010	.043	-.020	-.002
	X5	-.033	.046	-.031	.011
	X6	-.002	-.037	.017	.001
	X7	-.037	.005	.006	.019
	X8	-.004	.009	-.014	-.003
	X9	.048	-.008	.006	-.010
	X10	-.008	.258	-.191	.012
	X11	.006	-.191	.262	-.009
	X12	-.010	.012	-.009	.024
	X13	.016	.005	-.001	-.003
	X14	.009	.004	-.001	-.005
	X15	.000	.013	-.015	.000
	X16	.005	-.013	.004	-.009
	X17	.005	-.013	-.012	-.023
	X18	-.004	.000	.000	.004
	X19	.019	-.082	.079	-.010
	X20	.010	-.014	.012	-.024
	X21	-.007	.008	-.005	.008
	X22	.002	.029	-.015	.001
	X23	.007	-.010	.005	-.009
	X24	-.003	.003	.007	.002
	X25	.005	-.018	-.034	-.006
	X26	-.010	.004	-.013	-.003
	X27	.020	.027	-.029	.007
	X28	.008	-.008	.013	-.006
	X29	-.008	-.004	-.003	.002
	X30	-.003	-.013	.012	-.004
	X31	.000	.003	-.013	.003

**Anti-image Matrices**

		X9	X10	X11	X12
Anti-image Correlation	X1	.027	-.282	.161	-.211
	X2	-.255	.146	-.022	.048
	X3	-.161	-.037	-.010	.030
	X4	-.110	.197	-.091	-.033
	X5	-.379	.228	-.151	.182
	X6	-.032	-.204	.095	.015
	X7	-.581	.033	.037	.419
	X8	-.054	.062	-.094	-.070
	X9	.825 <sup>a</sup>	-.071	.049	-.306
	X10	-.071	.510 <sup>a</sup>	-.734	.155
	X11	.049	-.734	.564 <sup>a</sup>	-.110
	X12	-.306	.155	-.110	.586 <sup>a</sup>
	X13	.415	.060	-.015	-.118
	X14	.235	.042	-.015	-.194
	X15	-.003	.187	-.215	-.004
	X16	.122	-.132	.038	-.310
	X17	.032	-.038	-.034	-.219
	X18	-.165	.006	.006	.244
	X19	.221	-.418	.397	-.163
	X20	.297	-.179	.150	-.969
	X21	-.398	.183	-.109	.623
	X22	.035	.226	-.117	.036
	X23	.278	-.167	.075	-.475
	X24	-.111	.047	.122	.106
	X25	.048	-.080	-.151	-.089
	X26	-.203	.036	-.108	-.092
	X27	.170	.097	-.105	.086
	X28	.257	-.125	.195	-.295
	X29	-.195	-.039	-.029	.052
	X30	-.126	-.210	.190	-.229
	X31	-.007	.043	-.214	.186



**Anti-image Matrices**

		X13	X14	X15	X16
Anti-image Covariance	X1	-.004	.011	-.015	.012
	X2	-.016	-.023	.002	-.021
	X3	-.015	.008	.005	-.005
	X4	.011	.021	.006	-.013
	X5	.004	-.002	.017	-.017
	X6	.004	-.009	-.014	.015
	X7	-.023	-.017	.004	-.009
	X8	.007	.007	-.004	.016
	X9	.016	.009	.000	.005
	X10	.005	.004	.013	-.013
	X11	-.001	-.001	-.015	.004
	X12	-.003	-.005	.000	-.009
	X13	.030	.006	.001	.005
	X14	.006	.029	-.001	.002
	X15	.001	-.001	.019	-.009
	X16	.005	.002	-.009	.035
	X17	-.003	-.011	.015	-.009
	X18	-.004	-.008	.002	-.012
	X19	.011	-.001	-.008	.011
	X20	.004	.006	.000	.009
	X21	-.007	-.004	-.003	-.001
	X22	.009	-.012	.004	.001
	X23	.006	.011	-.004	.009
	X24	.002	.000	.003	.000
	X25	.003	-.020	.004	.011
	X26	-.011	-.010	-.002	-.005
	X27	.015	.017	.015	-.012
	X28	-.004	-.004	-.003	-.002
	X29	-.008	-.007	.002	.003
	X30	-.008	-.004	-.004	-.003
	X31	.003	.006	-.001	.003

**Anti-image Matrices**

		X13	X14	X15	X16
Anti-image Correlation	X1	-.063	.157	-.264	.155
	X2	-.281	-.432	.043	-.350
	X3	-.176	.091	.071	-.049
	X4	.151	.283	.105	-.154
	X5	.054	-.031	.314	-.223
	X6	.062	-.157	-.281	.224
	X7	-.452	-.358	.101	-.164
	X8	.137	.140	-.088	.289
	X9	.415	.235	-.003	.122
	X10	.060	.042	.187	-.132
	X11	-.015	-.015	-.215	.038
	X12	-.118	-.194	-.004	-.310
	X13	.811 <sup>a</sup>	.193	.059	.151
	X14	.193	.728 <sup>a</sup>	-.057	.051
	X15	.059	-.057	.882 <sup>a</sup>	-.350
	X16	.151	.051	-.350	.775 <sup>a</sup>
	X17	-.027	-.094	.161	-.068
	X18	-.208	-.451	.163	-.636
	X19	.162	-.017	-.156	.152
	X20	.137	.228	-.009	.292
	X21	-.509	-.314	-.274	-.079
	X22	.208	-.289	.105	.029
	X23	.309	.566	-.236	.385
	X24	.121	-.024	.232	-.016
	X25	.040	-.259	.060	.133
	X26	-.273	-.256	-.068	-.123
	X27	.153	.184	.198	-.114
	X28	-.181	-.157	-.180	-.063
	X29	-.229	-.203	.066	.084
	X30	-.396	-.207	-.247	-.144
	X31	.145	.325	-.079	.121

**Anti-image Matrices**

		X17	X18	X19	X20
Anti-image Covariance	X1	.024	-.013	.030	.013
	X2	.015	.015	-.008	-.003
	X3	-.010	-.008	.025	-.003
	X4	-.024	.005	-.033	.003
	X5	-.017	.005	-.034	-.011
	X6	.023	.000	.012	.001
	X7	.000	.003	-.022	-.019
	X8	-.031	-.003	-.006	.003
	X9	.005	-.004	.019	.010
	X10	-.013	.000	-.082	-.014
	X11	-.012	.000	.079	.012
	X12	-.023	.004	-.010	-.024
	X13	-.003	-.004	.011	.004
	X14	-.011	-.008	-.001	.006
	X15	.015	.002	-.008	.000
	X16	-.009	-.012	.011	.009
	X17	.446	.007	-.018	.024
	X18	.007	.011	-.005	-.004
	X19	-.018	-.005	.151	.011
	X20	.024	-.004	.011	.025
	X21	-.014	.002	-.011	-.008
	X22	-.002	-.007	-.003	-.002
	X23	-.007	-.005	.008	.009
	X24	-.015	-.004	.002	-.001
	X25	-.010	-.001	.021	.000
	X26	.032	.007	-.006	.004
	X27	.006	-.005	-.031	-.010
	X28	.014	.004	.003	.006
	X29	.006	-.009	.001	-.002
	X30	.021	.003	.005	.004
	X31	-.004	.000	-.004	-.004

### Anti-image Matrices

		X17	X18	X19	X20
Anti-image Correlation	X1	.086	-.295	.187	.194
	X2	.069	.447	-.061	-.069
	X3	-.031	-.158	.131	-.040
	X4	-.083	.116	-.195	.048
	X5	-.064	.128	-.218	-.176
	X6	.096	.000	.087	.017
	X7	.002	.095	-.200	-.413
	X8	-.154	-.100	-.054	.055
	X9	.032	-.165	.221	.297
	X10	-.038	.006	-.418	-.179
	X11	-.034	.006	.397	.150
	X12	-.219	.244	-.163	-.969
	X13	-.027	-.208	.162	.137
	X14	-.094	-.451	-.017	.228
	X15	.161	.163	-.156	-.009
	X16	-.068	-.636	.152	.292
	X17	.865 <sup>a</sup>	.107	-.068	.229
	X18	.107	.711 <sup>a</sup>	-.130	-.251
	X19	-.068	-.130	.859 <sup>a</sup>	.186
	X20	.229	-.251	.186	.587 <sup>a</sup>
	X21	-.256	.180	-.350	-.618
	X22	-.014	-.263	-.033	-.044
	X23	-.091	-.411	.180	.476
	X24	-.212	-.331	.051	-.077
	X25	-.034	-.024	.121	.004
	X26	.207	.277	-.066	.103
	X27	.017	-.081	-.145	-.112
	X28	.161	.286	.066	.287
	X29	.044	-.446	.011	-.054
	X30	.264	.211	.104	.217
	X31	-.047	-.029	-.083	-.223

### Anti-image Matrices

		X21	X22	X23	X24
Anti-image Covariance	X1	-.005	-.011	.011	-.001
	X2	.007	.009	-.015	-.003
	X3	-.002	.001	-.001	.010
	X4	-.006	.001	.006	-.002
	X5	.002	.005	-.004	.012
	X6	.001	-.002	-.006	-.006
	X7	.011	.004	-.012	.006
	X8	-.002	-.006	.008	-.004
	X9	-.007	.002	.007	-.003
	X10	.008	.029	-.010	.003
	X11	-.005	-.015	.005	.007
	X12	.008	.001	-.009	.002
	X13	-.007	.009	.006	.002
	X14	-.004	-.012	.011	.000
	X15	-.003	.004	-.004	.003
	X16	-.001	.001	.009	.000
	X17	-.014	-.002	-.007	-.015
	X18	.002	-.007	-.005	-.004
	X19	-.011	-.003	.008	.002
	X20	-.008	-.002	.009	-.001
	X21	.007	.000	-.005	.001
	X22	.000	.065	-.006	.011
	X23	-.005	-.006	.014	-.001
	X24	.001	.011	-.001	.012
	X25	-.003	.010	-.001	-.009
	X26	.001	-.006	-.007	-.013
	X27	-.006	.009	.001	.010
	X28	-.001	-.005	-.004	-.007
	X29	.003	.003	-.005	.006
	X30	-.002	-.001	-.005	-.004
	X31	.000	-.008	.007	-.005

### Anti-image Matrices

		X21	X22	X23	X24
Anti-image Correlation	X1	-.140	-.107	.223	-.031
	X2	.264	.112	-.407	-.101
	X3	-.046	.011	-.010	.189
	X4	-.174	.012	.106	-.035
	X5	.072	.048	-.094	.273
	X6	.019	-.018	-.130	-.165
	X7	.474	.053	-.360	.177
	X8	-.089	-.079	.218	-.123
	X9	-.398	.035	.278	-.111
	X10	.183	.226	-.167	.047
	X11	-.109	-.117	.075	.122
	X12	.623	.036	-.475	.106
	X13	-.509	.208	.309	.121
	X14	-.314	-.289	.566	-.024
	X15	-.274	.105	-.236	.232
	X16	-.079	.029	.385	-.016
	X17	-.256	-.014	-.091	-.212
	X18	.180	-.263	-.411	-.331
	X19	-.350	-.033	.180	.051
	X20	-.618	-.044	.476	-.077
	X21	.751 <sup>a</sup>	-.008	-.517	.108
	X22	-.008	.880 <sup>a</sup>	-.213	.395
	X23	-.517	-.213	.715 <sup>a</sup>	-.111
	X24	.108	.395	-.111	.771 <sup>a</sup>
	X25	-.071	.092	-.010	-.176
	X26	.030	-.107	-.258	-.517
	X27	-.135	.065	.015	.177
	X28	-.121	-.157	-.236	-.494
	X29	.164	.059	-.194	.284
	X30	-.164	-.032	-.326	-.306
	X31	-.010	-.259	.479	-.360

**Anti-image Matrices**

		X25	X26	X27	X28
Anti-image Covariance	X1	-.007	.002	-.026	.003
	X2	-.007	.023	-.042	.013
	X3	.002	-.006	-.022	-.006
	X4	-.022	-.005	.017	-.004
	X5	-.009	.003	.022	-.023
	X6	.004	.011	.008	.009
	X7	.002	.009	-.016	-.007
	X8	.017	-.009	.022	-.002
	X9	.005	-.010	.020	.008
	X10	-.018	.004	.027	-.008
	X11	-.034	-.013	-.029	.013
	X12	-.006	-.003	.007	-.006
	X13	.003	-.011	.015	-.004
	X14	-.020	-.010	.017	-.004
	X15	.004	-.002	.015	-.003
	X16	.011	-.005	-.012	-.002
	X17	-.010	.032	.006	.014
	X18	-.001	.007	-.005	.004
	X19	.021	-.006	-.031	.003
	X20	.000	.004	-.010	.006
	X21	-.003	.001	-.006	-.001
	X22	.010	-.006	.009	-.005
	X23	-.001	-.007	.001	-.004
	X24	-.009	-.013	.010	-.007
	X25	.199	.005	-.031	.000
	X26	.005	.053	-.044	.011
	X27	-.031	-.044	.295	-.008
	X28	.000	.011	-.008	.018
	X29	.014	.006	-.013	-.003
	X30	.000	.013	-.007	.010
	X31	.001	-.007	.002	-.008

**Anti-image Matrices**

		X25	X26	X27	X28
Anti-image Correlation	X1	-.040	.019	-.117	.062
	X2	-.050	.316	-.241	.300
	X3	.009	-.052	-.081	-.096
	X4	-.115	-.048	.072	-.068
	X5	-.049	.035	.104	-.425
	X6	.026	.140	.043	.200
	X7	.013	.129	-.105	-.177
	X8	.123	-.136	.133	-.062
	X9	.048	-.203	.170	.257
	X10	-.080	.036	.097	-.125
	X11	-.151	-.108	-.105	.195
	X12	-.089	-.092	.086	-.295
	X13	.040	-.273	.153	-.181
	X14	-.259	-.256	.184	-.157
	X15	.060	-.068	.198	-.180
	X16	.133	-.123	-.114	-.063
	X17	-.034	.207	.017	.161
	X18	-.024	.277	-.081	.286
	X19	.121	-.066	-.145	.066
	X20	.004	.103	-.112	.287
	X21	-.071	.030	-.135	-.121
	X22	.092	-.107	.065	-.157
	X23	-.010	-.258	.015	-.236
	X24	-.176	-.517	.177	-.494
	X25	.940 <sup>a</sup>	.047	-.128	-.004
	X26	.047	.762 <sup>a</sup>	-.354	.363
	X27	-.128	-.354	.880 <sup>a</sup>	-.116
	X28	-.004	.363	-.116	.707 <sup>a</sup>
	X29	.164	.131	-.125	-.103
	X30	-.001	.478	-.104	.617
	X31	.016	-.252	.025	-.523



**Anti-image Matrices**

		X29	X30	X31
Anti-image Covariance	X1	.020	.011	.000
	X2	.002	.009	-.011
	X3	.024	.006	-.005
	X4	-.032	.000	.006
	X5	.002	-.011	.002
	X6	.000	.011	-.005
	X7	.023	.000	-.002
	X8	-.015	-.004	.008
	X9	-.008	-.003	.000
	X10	-.004	-.013	.003
	X11	-.003	.012	-.013
	X12	.002	-.004	.003
	X13	-.008	-.008	.003
	X14	-.007	-.004	.006
	X15	.002	-.004	-.001
	X16	.003	-.003	.003
	X17	.006	.021	-.004
	X18	-.009	.003	.000
	X19	.001	.005	-.004
	X20	-.002	.004	-.004
	X21	.003	-.002	.000
	X22	.003	-.001	-.008
	X23	-.005	-.005	.007
	X24	.006	-.004	-.005
	X25	.014	.000	.001
	X26	.006	.013	-.007
	X27	-.013	-.007	.002
	X28	-.003	.010	-.008
	X29	.038	.002	-.007
	X30	.002	.015	-.006
	X31	-.007	-.006	.013

**Anti-image Matrices**

		X29	X30	X31
Anti-image Correlation	X1	.255	.211	.006
	X2	.039	.225	-.306
	X3	.247	.106	-.080
	X4	-.375	-.002	.110
	X5	.031	-.226	.051
	X6	-.002	.249	-.120
	X7	.405	.005	-.069
	X8	-.255	-.115	.232
	X9	-.195	-.126	-.007
	X10	-.039	-.210	.043
	X11	-.029	.190	-.214
	X12	.052	-.229	.186
	X13	-.229	-.396	.145
	X14	-.203	-.207	.325
	X15	.066	-.247	-.079
	X16	.084	-.144	.121
	X17	.044	.264	-.047
	X18	-.446	.211	-.029
	X19	.011	.104	-.083
	X20	-.054	.217	-.223
	X21	.164	-.164	-.010
	X22	.059	-.032	-.259
	X23	-.194	-.326	.479
	X24	.284	-.306	-.360
	X25	.164	-.001	.016
	X26	.131	.478	-.252
	X27	-.125	-.104	.025
	X28	-.103	.617	-.523
	X29	.803 <sup>a</sup>	.074	-.301
	X30	.074	.777 <sup>a</sup>	-.458
	X31	-.301	-.458	.772 <sup>a</sup>

a. Measures of Sampling Adequacy(MSA)

### Communalities

	Initial	Extraction
X1	1.000	.774
X2	1.000	.817
X3	1.000	.647
X4	1.000	.728
X5	1.000	.761
X6	1.000	.834
X7	1.000	.848
X8	1.000	.896
X9	1.000	.923
X10	1.000	.866
X11	1.000	.858
X12	1.000	.636
X13	1.000	.938
X14	1.000	.945
X15	1.000	.959
X16	1.000	.934
X17	1.000	.425
X18	1.000	.980
X19	1.000	.796
X20	1.000	.621
X21	1.000	.983
X22	1.000	.917
X23	1.000	.951
X24	1.000	.927
X25	1.000	.798
X26	1.000	.857
X27	1.000	.640
X28	1.000	.903
X29	1.000	.936
X30	1.000	.943
X31	1.000	.926

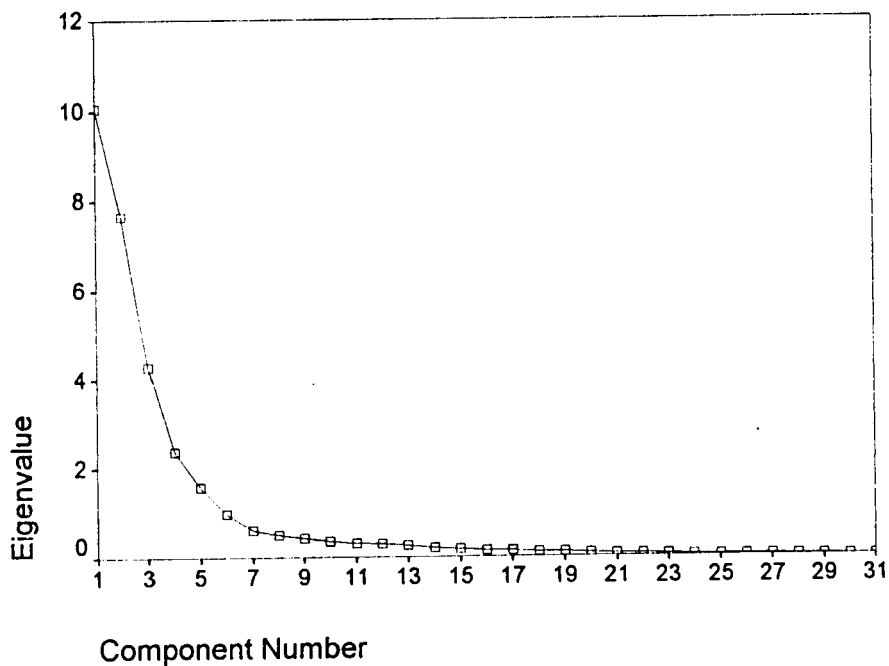
Extraction Method: Principal Component Analysis.

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	10.061	32.454	32.454	10.061	32.454	32.454	7.215	23.276	23.276
2	7.661	24.712	57.165	7.661	24.712	57.165	6.118	19.736	43.011
3	4.282	13.811	70.977	4.282	13.811	70.977	5.782	18.652	61.664
4	2.379	7.673	78.650	2.379	7.673	78.650	5.035	16.242	77.906
5	1.583	5.107	83.756	1.583	5.107	83.756	1.814	5.851	83.756
6	.983	3.171	86.928						
7	.612	1.973	88.901						
8	.507	1.637	90.538						
9	.433	1.397	91.935						
10	.363	1.170	93.105						
11	.316	1.019	94.124						
12	.294	.947	95.071						
13	.261	.842	95.913						
14	.209	.674	96.587						
15	.179	.578	97.165						
16	.149	.479	97.644						
17	.139	.447	98.091						
18	.110	.356	98.447						
19	.104	.335	98.782						
20	.084	.270	99.052						
21	.063	.202	99.254						
22	.056	.180	99.434						
23	.047	.153	99.587						
24	.030	.098	99.685						
25	.026	.085	99.770						
26	.024	.078	99.848						
27	.021	.069	99.917						
28	.009	.030	99.948						
29	.007	.023	99.971						
30	.005	.017	99.988						
31	.004	.012	100.000						

Extraction Method: Principal Component Analysis.

Scree Plot



Component Matrix<sup>a</sup>

	Component				
	1	2	3	4	5
X21	.856	.019	-.283	-.405	-.075
X15	.841	.009	-.262	-.427	-.034
X23	.823	.023	-.275	-.439	-.059
X9	.821	-.396	.148	.258	.069
X30	.820	.060	-.288	-.423	-.072
X8	.801	-.386	.186	.259	.056
X13	.800	.036	-.333	-.415	-.113
X19	.768	.088	-.377	-.197	-.131
X6	.762	-.356	.262	.162	.180
X2	.716	-.333	.354	.261	.001
X7	.708	-.482	.098	.324	-.008
X1	.707	-.314	.165	.340	.182
X4	.699	-.327	.228	.283	-.018
X3	.697	-.325	.153	.066	.164
X5	.680	-.429	.247	.231	-.011
X17	.591	-.013	.068	-.245	-.104
X27	.205	.771	.038	.010	-.033
X31	.267	.738	.546	-.052	-.092
X24	.249	.731	.559	-.043	-.127
X28	.231	.711	.550	-.113	-.167
X26	.195	.701	.559	-.093	-.078
X16	.304	.694	-.476	.366	-.028
X25	.195	.693	.519	-.073	.070
X29	.256	.691	-.508	.367	-.024
X18	.274	.686	-.529	.393	-.011
X22	.295	.654	-.537	.334	-.055
X14	.317	.643	-.506	.415	-.059
X12	.208	.586	.498	.008	.041
X20	.252	.580	.467	.030	.048
X10	.087	.359	-.102	-.205	.823
X11	.074	.381	-.111	-.148	.820

Extraction Method: Principal Component Analysis.

a. 5 components extracted.

**Rotated Component Matrix<sup>a</sup>**

	Component				
	1	2	3	4	5
X9	.916	-.041	.284	.007	-.027
X8	.909	-.011	.261	-.013	-.041
X7	.877	-.156	.195	.004	-.128
X2	.869	.127	.160	-.094	-.103
X6	.864	.051	.254	-.109	.092
X1	.864	-.013	.134	.055	.077
X5	.836	-.016	.190	-.109	-.118
X4	.825	.043	.180	-.008	-.114
X3	.725	-.005	.317	-.094	.104
X24	.002	.953	.049	.125	-.025
X31	.008	.950	.065	.133	.012
X28	-.044	.939	.093	.079	-.056
X26	-.040	.921	.038	.066	.023
X25	-.016	.874	.012	.086	.165
X12	.064	.783	-.025	.087	.107
X20	.100	.764	-.001	.123	.113
X27	-.161	.607	.145	.463	.103
X21	.306	.034	.930	.143	.051
X23	.270	.038	.926	.113	.071
X13	.234	.006	.925	.166	.021
X30	.255	.053	.921	.151	.064
X15	.302	.037	.920	.107	.090
X19	.278	-.012	.778	.334	-.022
X17	.309	.186	.539	-.047	-.046
X18	-.061	.142	.118	.966	.094
X14	-.003	.138	.130	.953	.036
X29	-.084	.159	.120	.939	.084
X16	-.043	.193	.141	.932	.081
X22	-.071	.127	.180	.928	.058
X10	-.088	.142	.097	.116	.903
X11	-.081	.144	.055	.162	.895

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

a. Rotation converged in 7 iterations.

**Component Transformation Matrix**

Component	1	2	3	4	5
1	.703	.199	.646	.216	.036
2	-.410	.697	.034	.561	.172
3	.298	.677	-.334	-.579	-.080
4	.475	-.088	-.663	.547	-.166
5	.153	-.091	-.172	-.062	.967

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