APPENDIX A: QUESTIONNAIRE

RESEARCH/STUDY QUESTIONNAIRE

The questions in this questionnaire aim to complete the research data in preparation for the final paper on *'Analysis on Store Loyalty of Crunchaus Pakuwon Mall in Surabaya'*. Therefore, please fill in the attached questionnaire. For your information, the answers you have given are not related to the right or wrong answers. Thank you for your time and participation to fill out this questionnaire.

INSTRUCTIONS FOR FILLING THE QUESTIONNAIRE

Please give honest answers to each questions in this questionnaire. To fill in, give a tick ( ) on the column that represents your answer.

Guide:

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

A. Characteristics of Respondent

1. Age   :   < 17 years old, stop here

                             17-65 years old

                             > 65 years old, stop here

2. Domicile   :   Surabaya Area

                             Outside of Surabaya, stop here

3. Have you purchased at least twice from Crunchaus Pakuwon Mall directly in the last two months?

              Yes   No, stop here

4. Have you ever purchased from other healthy fast food stores in the past 6 months?

              Yes   No, stop here

B. Questions of Questionnaire

No	Retailer Innovativeness Statement	Answering Options 1	2	3	4	5
1	I think Crunchaus offers many new products					
2	I think Crunchaus offers innovative products (cannot be found in other fast food healthy stores)					
3	I think Crunchaus offers innovative service (e.g. serving food in open place)					
4	I think Crunchaus offers an innovative shopping environment (e.g. decoration, ambience, etc)					

No	Healthiness of Food Statement	Answering Options 1	2	3	4	5
5	I think Crunchaus provides fresh salads (using fresh ingredients)					
6	Crunchaus sells organic salads (hygienically processed)					
7	I think Crunchaus sells natural salads (do not use many artificial food additives)					
8	I think Crunchaus sells healthy salads (composition of calories is given attention)					

	Store Prestige					
		Answering Options				
No	**Statement**	**1**	**2**	**3**	**4**	**5**
9	I think Crunchaus is prestigious because of the concept of healthy fast food offered					
10	I think Crunchaus has a high status because it is located in an upscale mall					
11	I think Crunchaus is upscale because the salads are served attractively					

	Store Trust					
		Answering Options				
No	**Statement**	**1**	**2**	**3**	**4**	**5**
12	I believe that Crunchaus' products does not use artificial ingredients					
13	I believe that Crunchaus does not use ingredients that are harmful to health					
14	I believe that Crunchaus is honest in concocting food					

	Store Loyalty					
		Answering Options				
No	**Statement**	**1**	**2**	**3**	**4**	**5**
15	I consider myself loyal to Crunchaus					
16	I will not buy products from other stores, if I can buy the same items at Crunchaus					
17	Crunchaus is my first choice					

LAMPIRAN B: KUESIONER

KUESIONER PENELITIAN

Pertanyaan yang ada di kuesioner ini bertujuan untuk melengkapi data penelitian dalam rangka penyusunan tugas akhir dengan judul **"Analisa *Store Loyalty* Crunchaus di Pakuwon Mall Surabaya".** Dengan itu, saya mohon kesediaan Anda untuk meluangkan waktu sejenak menjawab pertanyaan yang ada di kuesioner ini dan perlu diketahui jawaban yang Anda berikan, tidak berhubungan dengan jawaban benar atau salah. Atas kesediaan dan partisipasi Anda dalam menjawab kuesioner ini, saya ucapkan terima kasih.

PETUNJUK PENGISIAN

Berikan jawaban untuk setiap pertanyaan di kuesioner ini dengan sejujur-jujurnya. Untuk melakukan pengisian, berikan tanda ( ) pada kolom yang mewakili jawaban Anda.

Keterangan:

1 = Sangat Tidak Setuju

2 = Tidak Setuju

3 = Netral

4 = Setuju

5 = Sangat Setuju

A. Karakteristik Responden

1. Usia   :   < 17 tahun, berhenti di sini

                                  17-65 tahun

                                  > 65 tahun, berhenti di sini

2. Domisili   :   Area Surabaya

                               Luar Surabaya, berhenti di sini

3. Pernahkah Anda membeli dari Crunchaus Pakuwon Mall setidaknya 2 kali dalam 2 bulan terakhir?

        Iya   Tidak, berhenti di sini

4. Pernahkan Anda berbelanja dari toko makanan cepat saji sehat lainnya
    dalam 6 bulan terakhir?

    Iya   Tidak, berhenti di sini

B. Pertanyaan Kuesioner

Inovatif Toko						
No	**Statement**	**Pilihan Jawaban**				
		1	**2**	**3**	**4**	**5**
1	Menurut saya, Crunchaus menawarkan bentuk baru dalam menyajikan salad					
2	Menurut saya, Crunchaus menawarkan produk yang inovatif (tidak dapat ditemui di *fast food* makanan sehat lainnya)					
3	Menurut saya, Crunchaus menawarkan layanan yang inovatif (contoh: pembuatan makanan ditempat terbuka)					
4	Menurut saya, Crunchaus menawarkan lingkungan belanja yang inovatif (conth: dekorasi, suasana, dll)					

Kesehatan Makanan						
No	**Statement**	**Pilihan Jawaban**				
		1	**2**	**3**	**4**	**5**
5	Menurut saya, Crunchaus menjual salad yang segar (menggunakan bahan yang segar)					
6	Menurut saya, Crunchaus menjual salad yang organik (diolah secara higienis)					
7	Menurut saya, Crunchaus menjual salad yang alami (tidak banyak bahan penambah makanan buatan)					
8	Menurut saya, Crunchaus menjual salad yang sehat (komposisi kalorinya diperhatikan)					

Prestise Toko					
No	**Statement**	**Pilihan Jawaban**				
		1	**2**	**3**	**4**	**5**
9	Menurut saya, Crunchaus bergensi karena konsep fast food sehat yang ditawarkan					
10	Menurut saya, Crunchaus berstatus tinggi karena terletak di mall kelas atas					
11	Saya pikir Crunchaus mewah karena disajikan dengan menarik					

Kepercayaan Toko					
No	**Statement**	**Pilihan Jawaban**				
		1	**2**	**3**	**4**	**5**
12	Saya percaya Crunchaus tidak menggunakan bahan-bahan atifisial					
13	Saya percaya Crunchaus tidak menggunakan bahan-bahan yang berbahaya bagi kesehatan					
14	Saya percaya Crunchaus jujur dalam meramu makanan					

Loyalitas Toko					
No	**Statement**	**Pilihan Jawaban**				
		1	**2**	**3**	**4**	**5**
15	Saya menganggap diri saya setia kepada Crunchaus					
16	Saya tidak akan membeli produk dari toko lain, jika saya dapat membeli barang yang sama di Crunchaus					
17	Crunchaus adalah pilihan pertama saya					

APPENDIX C: TABULATION OF QUESTIONNAIRE DATA

Usia	RIQ1	RIQ2	RIQ3	RIQ4	RIQ	HFQ1	HFQ2	HFQ3	HFQ4	HFQ	SPQ1	SPQ2	SPQ3	SPQ
17 - 25 Tahun	4,0	4,0	5,0	4,0	4,3	4,0	4,0	4,0	5,0	4,5	5,0	4,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,0	4,8	5,0	5,0	5,0	5,0	5,0	5,0	4,0	4,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,0	4,3	3,0	3,0	3,0	4,0	4,3	4,0	4,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	2,0	3,0	3,8	4,0	4,0	4,0	3,0	3,8	4,0	4,0	3,0	3,7
17 - 25 Tahun	4,0	5,0	4,0	4,0	4,3	5,0	3,0	3,0	4,0	3,8	5,0	5,0	5,0	5,0
17 - 25 Tahun	2,0	4,0	3,0	5,0	3,5	3,0	4,0	3,0	4,0	3,5	4,0	2,0	3,0	3,0
17 - 25 Tahun	5,0	4,0	2,0	3,0	3,5	4,0	4,0	3,0	4,0	3,8	4,0	4,0	2,0	3,3
17 - 25 Tahun	3,0	2,0	3,0	3,0	2,8	4,0	4,0	4,0	4,0	4,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	3,0	2,0	3,0	3,0	3,5	4,0	4,0	4,0	4,0	4,0	4,0	5,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	4,0	4,3	5,0	3,0	3,0	4,0	3,8	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	2,0	3,0	3,8	4,0	4,0	4,0	3,0	3,8	4,0	4,0	3,0	3,7
17 - 25 Tahun	5,0	5,0	4,0	4,0	4,3	3,0	3,0	3,0	4,0	4,3	5,0	4,0	4,0	4,7
17 - 25 Tahun	3,0	4,0	3,0	3,0	2,8	4,0	4,0	4,0	4,0	4,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	3,0	2,0	3,0	3,0	3,0	4,0	4,0	4,0	4,0	4,0	4,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	5,0	4,0	4,3	5,0	5,0	5,0	5,0	5,0	5,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	5,0	4,0	4,3	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	3,0	1,0	4,0	4,0	3,0	4,0	4,0	4,0	5,0	4,5	4,0	5,0	4,0	4,3

17 - 25 Tahun	4,0	5,0	5,0	4,8	5,0	4,0	5,0	4,5	5,0	4,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,5	5,0	5,0	4,0	5,0	3,0	5,0	4,0	3,3
17 - 25 Tahun	5,0	2,0	3,0	3,8	5,0	4,0	4,0	4,0	4,0	4,0	4,0	3,3
17 - 25 Tahun	4,0	5,0	4,0	4,8	5,0	5,0	4,0	4,5	5,0	4,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,5	5,0	5,0	5,0	5,0	4,0	5,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	5,0	4,0	4,0	5,0	5,0	5,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	3,0	4,0	3,0	3,5	3,0	3,0	3,0	3,0	3,0	3,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	5,0	4,8	4,0	5,0	5,0	4,5	5,0	5,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,3	5,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	3,8	5,0	5,0	5,0	5,0	5,0	3,0	4,0	4,0
17 - 25 Tahun	4,0	2,0	4,0	4,3	5,0	5,0	5,0	4,8	4,0	4,0	4,0	3,7
17 - 25 Tahun	4,0	5,0	4,0	4,3	5,0	5,0	4,0	4,8	4,0	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,3	5,0	5,0	5,0	5,0	5,0	3,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	3,0	3,0	4,0	3,0	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,0	5,0	4,0	5,0	5,0	4,0	4,0	4,0	3,0
17 - 25 Tahun	5,0	5,0	4,0	3,8	4,0	4,0	3,0	4,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,3	5,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	3,0	5,0	4,0	3,0	3,0	5,0	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	5,0	4,0	3,0	4,5	5,0	3,0	5,0	3,3
17 - 25 Tahun	5,0	4,0	4,0	4,0	5,0	5,0	4,0	4,8	5,0	4,0	4,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,3	5,0	5,0	3,0	4,0	3,0	4,0	4,0	4,3
17 - 25 Tahun	3,0	4,0	4,0	3,8	4,0	3,0	5,0	4,0	4,0	4,0	4,0	4,0

17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,0	3,0	3,8	4,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	3,0	3,0	4,0	3,0	3,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	3,0	1,0	3,0	2,0	3,0	2,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	3,0	3,0	3,0	3,8	3,0	3,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	3,3	2,0	4,0	5,0	3,8	4,0	4,0	3,3
17 - 25 Tahun	4,0	3,0	4,0	3,3	4,0	5,0	4,0	4,5	3,0	4,0	3,3
17 - 25 Tahun	4,0	5,0	4,0	4,3	5,0	4,0	5,0	4,3	4,0	3,0	3,7
17 - 25 Tahun	5,0	4,0	4,0	4,8	4,0	4,0	3,0	4,3	5,0	4,0	3,3
17 - 25 Tahun	5,0	5,0	5,0	4,3	4,0	4,0	4,0	4,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,8	4,0	4,0	4,0	4,3	5,0	3,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	4,0	4,0	4,3	5,0	3,0	4,3
17 - 25 Tahun	4,0	3,0	4,0	3,8	4,0	4,0	4,0	4,3	4,0	4,0	4,3
17 - 25 Tahun	4,0	2,0	4,0	3,0	5,0	5,0	5,0	4,5	4,0	4,0	3,7
17 - 25 Tahun	3,0	4,0	2,0	3,3	4,0	4,0	5,0	3,8	3,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	5,0	4,3	4,0	4,0	4,0	4,5	4,0	4,0	3,3
17 - 25 Tahun	5,0	4,0	4,0	4,8	5,0	4,0	4,0	4,3	5,0	4,0	3,7
17 - 25 Tahun	5,0	4,0	4,0	4,3	4,0	4,0	4,0	4,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	3,0	4,0	3,8	4,0	4,0	4,0	4,3	5,0	4,0	4,3
17 - 25 Tahun	4,0	2,0	4,0	3,0	5,0	5,0	5,0	4,5	4,0	3,0	3,7
17 - 25 Tahun	4,0	4,0	3,0	4,0	3,0	5,0	5,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,0	4,0	4,0	5,0	4,3	5,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	5,0	4,8	5,0	4,0	4,0	4,5	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	5,0	5,0	4,0	4,0	4,0	5,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	4,5	4,0	4,0	4,0	4,3	4,0	4,0	4,0

17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,0	4,0	5,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	4,0	3,0	4,0	5,0	5,0	5,0	5,0	4,0	4,7
17 - 25 Tahun	5,0	5,0	3,0	4,0	4,8	3,0	5,0	3,8	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	4,0	4,0	4,3	4,0	4,0	4,3	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	5,0	5,0	4,3	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	4,0	4,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,3	4,0	4,0	4,5	5,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	5,0	4,5	3,0	4,0	4,5	4,0	4,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	4,0	4,8	4,0	5,0	4,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	4,0	4,3	4,0	4,0	4,5	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	5,0	4,5	5,0	5,0	4,5	5,0	5,0	4,7
17 - 25 Tahun	5,0	4,0	5,0	4,0	4,3	5,0	4,0	4,5	4,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,5	5,0	4,0	4,3	5,0	5,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,0	4,8	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	5,0	4,3	5,0	5,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,3	5,0	5,0	4,0	5,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	5,0	4,8	5,0	5,0	4,0	5,0	4,0	5,0
3,0	4,0	4,0	4,3	5,0	5,0	5,0	4,0	3,7	4,0	4,0	3,0

17 - 25 Tahun	4,0	5,0	4,0	4,3	5,0	5,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,8	5,0	4,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	4,0	4,5	4,0	5,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	5,0	4,5	5,0	5,0	4,5	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	5,0	5,0	4,0	4,7
17 - 25 Tahun	5,0	5,0	4,0	4,0	5,0	5,0	4,5	5,0	4,7
17 - 25 Tahun	5,0	4,0	5,0	4,3	5,0	5,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	4,0	4,5	4,0	5,0	4,5	5,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,5	4,0	4,0	5,0	4,0	5,0
17 - 25 Tahun	5,0	5,0	4,0	4,5	5,0	4,0	4,5	4,0	4,3
17 - 25 Tahun	5,0	5,0	4,0	4,8	5,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,5	5,0	5,0	5,0	4,0	5,0
17 - 25 Tahun	4,0	5,0	4,0	4,5	5,0	4,0	5,0	4,0	5,0
17 - 25 Tahun	5,0	4,0	5,0	4,5	4,0	5,0	4,3	5,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	5,0	5,0	4,5	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	4,3	5,0	5,0	4,5	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	5,0	4,0	5,0	5,0	4,0
17 - 25 Tahun	4,0	4,0	5,0	4,5	4,0	5,0	4,5	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	4,0	5,0	5,0	4,5	4,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	4,0	4,0	5,0	4,0	4,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	5,0	5,0	4,0	4,0	4,7
17 - 25 Tahun	5,0	4,0	4,0	4,5	5,0	4,0	4,8	4,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	4,5	4,0	5,0
17 - 25 Tahun	5,0	5,0	4,0	5,0	5,0	5,0	4,8	4,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	4,5	4,0	5,0	4,3	4,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	4,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	5,0	4,3	4,0	4,0
17 - 25 Tahun	4,0	5,0	5,0	4,3	5,0	4,0	4,8	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	5,0	4,8	5,0	4,7

Usia													
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	4,0	4,0	4,8	3,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	4,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	3,0	4,0	3,0	3,0	4,0	4,0	4,0	3,8	4,0	4,0	4,0	4,0	3,3
17 - 25 Tahun	3,0	2,0	3,0	3,0	4,0	4,0	4,0	3,0	4,0	4,0	4,0	4,0	3,3
26 - 35 Tahun	3,0	3,0	3,0	3,0	3,0	3,0	4,0	4,0	4,0	3,0	3,0	3,0	3,3
26 - 35 Tahun	2,0	3,0	3,0	2,8	3,0	3,0	3,0	3,0	3,0	3,0	3,0	3,3	3,3
26 - 35 Tahun	3,0	4,0	3,0	3,3	4,0	4,0	5,0	4,5	4,0	4,0	4,0	3,0	3,0
26 - 35 Tahun	4,0	4,0	4,0	3,8	4,0	4,0	4,0	4,0	4,0	4,0	4,0	3,3	3,3
26 - 35 Tahun	4,0	3,0	4,0	3,5	4,0	4,0	4,0	4,0	5,0	4,0	4,0	3,0	3,0
26 - 35 Tahun	3,0	3,0	4,0	3,0	5,0	5,0	4,0	4,0	5,0	3,0	2,0	2,3	2,3
36 - 50 Tahun	2,0	3,0	3,0	2,8	4,0	4,0	4,0	4,3	3,0	2,0	3,0	4,7	4,7
36 - 50 Tahun	4,0	5,0	5,0	4,5	5,0	5,0	5,0	4,8	5,0	4,0	5,0	4,3	4,3
36 - 50 Tahun	4,0	3,0	3,0	3,5	4,0	4,0	4,0	4,5	5,0	5,0	4,0	4,3	4,3
36 - 50 Tahun	4,0	4,0	4,0	4,5	5,0	5,0	5,0	4,5	4,0	4,0	5,0	2,3	2,3
36 - 50 Tahun	5,0	4,0	5,0	4,5	4,0	5,0	4,0	4,3	4,0	5,0	4,0	4,3	4,3
36 - 50 Tahun	3,0	3,0	3,0	3,0	3,0	3,0	3,0	3,3	3,0	3,0	4,0	3,3	3,3
36 - 50 Tahun	4,0	4,0	5,0	4,5	4,0	5,0	4,0	4,3	4,0	5,0	5,0	4,3	4,3
26 - 35 Tahun	3,0	3,0	4,0	3,0	4,0	4,0	3,0	3,8	3,0	4,0	4,0	3,0	3,0
26 - 35 Tahun	4,0	3,0	3,0	3,5	3,0	3,0	5,0	3,3	4,0	4,0	4,0	3,0	3,0
26 - 35 Tahun	3,0	3,0	3,0	3,0	4,0	3,0	4,0	3,3	4,0	2,0	3,0	2,0	2,0
26 - 35 Tahun	4,0	3,0	4,0	3,8	3,0	4,0	4,0	4,3	5,0	3,0	4,0	3,3	3,3
26 - 35 Tahun	3,0	4,0	5,0	4,5	4,0	5,0	5,0	4,5	5,0	4,0	3,0	4,3	4,3
26 - 35 Tahun	4,0	3,0	4,0	3,8	4,0	4,0	4,0	3,8	4,0	4,0	4,0	4,3	4,3
26 - 35 Tahun	4,0	4,0	5,0	4,5	5,0	5,0	5,0	4,5	5,0	4,0	5,0	4,3	4,3

26 - 35 Tahun	3,0	4,0	4,0	3,5	5,0	4,0	4,5	4,0	4,0	4,0
26 - 35 Tahun	3,0	5,0	4,0	4,0	4,0	5,0	4,0	4,0	5,0	4,7
17 - 25 Tahun	5,0	4,0	5,0	4,5	5,0	4,0	5,0	4,0	5,0	4,3
36 - 50 Tahun	5,0	5,0	5,0	4,5	5,0	5,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	5,0	4,0	4,0	4,8	5,0	4,0	4,5	4,0	5,0	4,0
17 - 25 Tahun	4,0	4,0	5,0	4,0	5,0	5,0	4,5	4,0	4,0	4,0
26 - 35 Tahun	4,0	4,0	4,0	4,0	5,0	5,0	4,5	5,0	4,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	4,5	5,0	5,0	5,0	5,0	4,0	4,7
17 - 25 Tahun	3,0	3,0	4,0	3,3	5,0	3,0	3,5	4,0	5,0	4,0
26 - 35 Tahun	3,0	4,0	4,0	3,8	4,0	4,0	4,5	3,0	4,0	5,0
17 - 25 Tahun	3,0	4,0	5,0	4,0	4,0	4,0	4,8	3,0	5,0	4,0
26 - 35 Tahun	4,0	1,0	3,0	2,3	4,0	4,0	4,0	2,0	2,0	1,7
26 - 35 Tahun	3,0	4,0	4,0	4,0	4,0	4,0	4,5	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	4,0	4,5	4,0	5,0	4,5	4,0	4,0	4,3
36 - 50 Tahun	5,0	4,0	4,0	4,5	4,0	4,0	4,5	5,0	5,0	4,3
17 - 25 Tahun	3,0	4,0	4,0	3,8	5,0	4,0	4,0	4,0	5,0	5,0
17 - 25 Tahun	3,0	4,0	4,0	3,8	5,0	5,0	5,0	4,0	3,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	5,0	5,0	4,5	4,0	5,0	4,3

26 - 35 Tahun	5,0	4,0	4,5	5,0	4,0	4,5	4,0	5,0	4,7
26 - 35 Tahun	4,0	4,0	4,0	4,0	4,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	5,0	4,0	4,5	5,0	4,0	4,3
17 - 25 Tahun	3,0	4,0	5,0	4,0	4,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	4,0	5,0	4,0	5,0	4,0	4,5	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,0	4,0	4,3	5,0	5,0	4,3
17 - 25 Tahun	4,0	5,0	4,0	5,0	5,0	4,5	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	5,0	4,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	5,0	4,0	4,8	4,0	4,0	4,3	4,0	5,0	4,3
36 - 50 Tahun	3,0	4,0	3,8	5,0	5,0	4,5	3,0	4,0	3,7
17 - 25 Tahun	5,0	5,0	4,5	4,0	4,0	4,5	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,3	4,0	4,0	4,5	4,0	4,0	4,3
17 - 25 Tahun	4,0	5,0	4,5	5,0	5,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	3,0	3,0	3,5	4,0	4,0	4,5	3,0	4,0	3,3
26 - 35 Tahun	4,0	4,0	4,5	4,0	5,0	4,5	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,5	5,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,5	4,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,5	4,0	5,0	3,8	4,0	5,0	4,0
26 - 35 Tahun	4,0	5,0	4,0	5,0	5,0	4,3	4,0	4,0	4,3
17 - 25 Tahun	5,0	4,0	4,5	5,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	3,0	4,0	3,0	3,0	3,8	4,0	5,0	4,3
26 - 35 Tahun	4,0	5,0	4,5	4,0	5,0	4,5	5,0	5,0	5,0

26 - 35 Tahun	3,0	4,0	3,0	3,8	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,0	4,0	5,0	4,7	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,5	5,0	4,0	4,5	5,0	4,3
17 - 25 Tahun	4,0	5,0	4,0	4,5	4,0	4,0	4,5	4,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,5	4,0	5,0	4,0	4,0	4,3
17 - 25 Tahun	4,0	5,0	5,0	3,8	5,0	4,0	4,3	5,0	4,7
17 - 25 Tahun	4,0	4,0	5,0	4,5	4,0	5,0	4,3	3,0	3,3
17 - 25 Tahun	4,0	3,0	4,0	4,0	5,0	4,0	4,0	3,0	3,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	4,0	4,8	3,0	4,0
26 - 35 Tahun	4,0	4,0	5,0	4,3	4,0	4,0	4,5	3,0	4,0
17 - 25 Tahun	4,0	5,0	5,0	4,3	5,0	5,0	4,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	4,0	4,5	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,0	5,0	4,0	3,8	4,0	3,0
17 - 25 Tahun	3,0	4,0	4,0	3,8	4,0	4,0	4,0	3,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	3,8	4,0	4,0	4,5	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,0	4,3
17 - 25 Tahun	3,0	4,0	4,0	4,0	4,0	4,0	4,3	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	4,3	5,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,0	5,0	5,0	4,0	4,0	4,0
17 - 25 Tahun	2,0	3,0	4,0	3,0	5,0	4,0	4,3	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,3	5,0	4,7
17 - 25 Tahun	2,0	3,0	4,0	3,0	5,0	4,0	4,3	4,0	4,3

Usia	STQ1	STQ2	STQ3	STQ	SLQ1	SLQ2	SLQ3	SLQ
17 - 25 Tahun	4,0	5,0	5,0	4,7	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	1,0	1,0	1,0	1,0
17 - 25 Tahun	2,0	2,0	4,0	2,7	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	3,0	3,0	3,0
17 - 25 Tahun	4,0	4,0	5,0	4,3	3,0	4,0	4,0	3,7
17 - 25 Tahun	4,0	4,0	3,0	3,7	1,0	1,0	1,0	1,0
17 - 25 Tahun	5,0	4,0	5,0	4,0	5,0	4,0	2,0	3,7
17 - 25 Tahun	4,0	2,0	4,0	4,0	3,0	4,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	4,0	5,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	2,0	2,0	2,7
17 - 25 Tahun	4,0	5,0	4,0	4,3	2,0	2,0	1,0	1,7
17 - 25 Tahun	5,0	5,0	4,0	4,7	1,0	5,0	5,0	3,7

17 - 25 Tahun	4,0	3,0	4,0	3,7	1,0	1,0	1,0
17 - 25 Tahun	4,0	4,0	5,0	4,3	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	5,0	4,3	5,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	5,0	4,0	4,0	4,3
17 - 25 Tahun	2,0	3,0	3,0	2,7	2,0	3,0	2,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	3,0	3,0
17 - 25 Tahun	5,0	4,0	5,0	4,7	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	5,0	2,0	2,0	2,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	3,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,0	4,3	3,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	4,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	4,0	3,3
17 - 25 Tahun	5,0	4,0	5,0	5,0	4,0	4,0	3,3
17 - 25 Tahun	4,0	5,0	5,0	5,0	4,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	4,7	4,0	4,0	4,0	4,0
17 - 25 Tahun	3,0	5,0	4,0	4,0	3,0	4,0	3,3

17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	3,0	3,0	3,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	3,0	3,0	3,0	3,3
17 - 25 Tahun	4,0	4,0	3,0	3,7	3,0	2,0	2,0	2,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	2,0	2,0	2,0	2,3
17 - 25 Tahun	4,0	5,0	5,0	4,3	3,0	3,0	3,0	3,3
17 - 25 Tahun	3,0	4,0	4,0	3,0	4,0	5,0	5,0	4,7
17 - 25 Tahun	2,0	3,0	3,0	3,0	4,0	4,0	3,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	2,0	5,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	4,0	4,0	3,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	4,0	3,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	3,0	2,0	4,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	2,0	2,0	3,0	2,3
17 - 25 Tahun	5,0	4,0	4,0	4,3	4,0	2,0	4,0	3,3
17 - 25 Tahun	5,0	4,0	4,0	4,3	4,0	4,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	4,7	4,0	5,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,0	5,0	4,0	4,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	5,0	5,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	5,0	4,0	4,0	5,0	4,3
17 - 25 Tahun	5,0	4,0	4,0	4,3	5,0	4,0	4,0	4,3

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17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,0	3,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	3,3
17 - 25 Tahun	3,0	4,0	3,0	3,0	3,0	4,0	4,0
17 - 25 Tahun	2,0	4,0	3,0	3,7	3,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,7
17 - 25 Tahun	5,0	5,0	4,0	5,0	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,3	5,0	4,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,3

Usia							
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,0	4,3	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	4,0	4,7	5,0	4,0	4,3
17 - 25 Tahun	4,0	5,0	4,0	4,7	5,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,3	4,0	4,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	4,7	5,0	4,0	5,0
17 - 25 Tahun	5,0	5,0	4,0	5,0	4,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,3	4,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	4,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,7	4,0	5,0	4,7
17 - 25 Tahun	5,0	4,0	5,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	4,0	4,7	4,0	5,0	4,7
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	5,0	4,3	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	4,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	4,3	5,0	4,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	5,0	4,7

Usia							
17 - 25 Tahun	3,0	4,0	4,0	3,7	3,0	3,0	3,0
17 - 25 Tahun	4,0	3,0	4,0	3,7	3,0	3,0	3,0
26 - 35 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,0
26 - 35 Tahun	3,0	4,0	4,0	3,7	3,0	3,0	3,3
26 - 35 Tahun	4,0	5,0	4,0	4,3	2,0	2,0	2,3
26 - 35 Tahun	3,0	4,0	4,0	3,7	2,0	2,0	2,0
36 - 50 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
36 - 50 Tahun	4,0	4,0	4,0	4,0	5,0	4,0	4,3
36 - 50 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,0
36 - 50 Tahun	3,0	3,0	3,0	3,0	1,0	3,0	2,7
36 - 50 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0
26 - 35 Tahun	5,0	5,0	5,0	5,0	4,0	4,0	4,3
26 - 35 Tahun	3,0	3,0	3,0	3,7	4,0	4,0	4,3
26 - 35 Tahun	4,0	3,0	4,0	3,7	4,0	4,0	4,3
26 - 35 Tahun	5,0	5,0	5,0	5,0	4,0	4,0	4,3
26 - 35 Tahun	5,0	5,0	4,0	4,0	5,0	5,0	5,0
26 - 35 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
26 - 35 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
26 - 35 Tahun	5,0	4,0	5,0	4,7	4,0	4,0	4,7

26 - 35 Tahun	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	5,0	4,0	3,0	3,3
36 - 50 Tahun	5,0	4,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	4,7	4,0	3,0	4,7
26 - 35 Tahun	3,0	4,0	3,7	4,0	5,0	4,7
17 - 25 Tahun	4,0	5,0	4,3	5,0	4,0	4,3
17 - 25 Tahun	4,0	5,0	4,3	4,0	5,0	4,3
26 - 35 Tahun	4,0	5,0	4,7	4,0	4,0	4,3
26 - 35 Tahun	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	3,0	2,0	2,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	4,3
36 - 50 Tahun	5,0	5,0	5,0	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	5,0	5,0	4,3
17 - 25 Tahun	4,0	5,0	4,7	4,0	4,0	4,3
26 - 35 Tahun	4,0	5,0	4,3	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,3	4,0	4,0	4,3
26 - 35 Tahun	4,0	5,0	4,3	5,0	5,0	4,7

26 - 35 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	5,0	5,0	5,0
17 - 25 Tahun	4,0	4,0	4,0	4,7	5,0	5,0	4,7
17 - 25 Tahun	5,0	5,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,7	5,0	5,0	4,3
17 - 25 Tahun	4,0	5,0	5,0	4,3	5,0	5,0	4,3
17 - 25 Tahun	5,0	4,0	5,0	4,0	4,0	4,0	4,0
36 - 50 Tahun	4,0	5,0	4,0	4,3	3,0	3,0	3,3
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	5,0	4,3
26 - 35 Tahun	4,0	4,0	5,0	4,3	4,0	4,0	4,3
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	5,0	4,3
17 - 25 Tahun	4,0	4,0	4,0	4,0	4,0	4,0	3,7
17 - 25 Tahun	5,0	5,0	5,0	5,0	4,0	5,0	4,7
17 - 25 Tahun	4,0	4,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,0
26 - 35 Tahun	4,0	4,0	5,0	4,3	4,0	5,0	4,3
26 - 35 Tahun	4,0	5,0	4,0	4,3	4,0	4,0	4,3
26 - 35 Tahun	4,0	5,0	4,0	4,3	5,0	5,0	4,3

Usia						
17 - 25 Tahun	5,0	4,0	4,7	4,0	5,0	4,3
17 - 25 Tahun	4,0	5,0	4,3	5,0	4,0	4,7
17 - 25 Tahun	4,0	4,0	3,3	3,0	4,0	3,3
17 - 25 Tahun	3,0	3,0	4,3	5,0	4,0	4,7
17 - 25 Tahun	4,0	4,0	4,3	4,0	3,0	3,7
17 - 25 Tahun	5,0	4,0	5,0	4,0	3,0	3,3
17 - 25 Tahun	4,0	5,0	4,7	4,0	4,0	4,0
17 - 25 Tahun	5,0	4,0	4,3	3,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	5,0	5,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	4,0	4,7	5,0	4,0	4,0
26 - 35 Tahun	5,0	4,0	5,0	4,0	5,0	5,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	5,0
17 - 25 Tahun	4,0	5,0	4,7	4,0	4,0	4,7
17 - 25 Tahun	4,0	5,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	4,0	5,0	4,3	4,0	4,0	4,0
17 - 25 Tahun	5,0	5,0	4,7	4,0	4,0	3,3
17 - 25 Tahun	4,0	4,0	5,0	3,0	3,0	4,7
17 - 25 Tahun	4,0	5,0	5,0	4,0	5,0	4,0
17 - 25 Tahun	5,0	5,0	5,0	5,0	5,0	4,7
17 - 25 Tahun	4,0	5,0	4,3	5,0	4,0	4,3

APPENDIX C: RESULTS OF DESCRIPTIVE STATISTIC

1. DESCRIPTIVE STATISTIC OF *RETAILER INNOVATIVENESS*

Descriptive Statistics

	Mean	Std. Deviation	N
RIQ1	4.024	.7837	123
RIQ2	4.098	.8628	123
RIQ3	4.179	.7792	123
RIQ4	4.179	.6899	123
RIQ	4.120	.5557	123

2. DESCRIPTIVE STATISTIC OF *HEALTHINESS OF FOOD*

Descriptive Statistics

	Mean	Std. Deviation	N
HFQ1	4.423	.6274	123
HFQ2	4.358	.6158	123
HFQ3	4.325	.7520	123
HFQ4	4.382	.7188	123
HFQ	4.372	.4497	123

3. DESCRIPTIVE STATISTIC OF *STORE PRESTIGE*

Descriptive Statistics

	Mean	Std. Deviation	N
SPQ1	4.154	.6899	123
SPQ2	4.244	.7612	123
SPQ3	4.008	.8636	123
SPQ	4.136	.6093	123

4. DESCRIPTIVE STATISTIC OF *STORE TRUST*

Descriptive Statistics

	Mean	Std. Deviation	N
STQ1	4.228	.7222	123
STQ2	4.496	.6699	123
STQ3	4.455	.5902	123
STQ	4.393	.5262	123

5. DESCRIPTIVE STATISTIC OF *STORE LOYALTY*

Descriptive Statistics

	Mean	Std. Deviation	N
SLQ1	4.041	.9530	123
SLQ2	3.894	.9985	123
SLQ3	4.146	.9640	123
SLQ	4.027	.8489	123

APPENDIX C: VALIDITY, RELIABILITY AND CLASSICAL ASSUMPTION

<u>VALIDITY</u>

1. Retailer Innovativeness

Correlations

		RIQ1	RIQ2	RIQ3	RIQ4	RIQ
RIQ1	Pearson Correlation	1	.469**	.261**	.234**	.699**
	Sig. (2-tailed)		.000	.004	.009	.000
	N	123	123	123	123	123
RIQ2	Pearson Correlation	.469**	1	.303**	.384**	.779**
	Sig. (2-tailed)	.000		.001	.000	.000
	N	123	123	123	123	123
RIQ3	Pearson Correlation	.261**	.303**	1	.397**	.684**
	Sig. (2-tailed)	.004	.001		.000	.000
	N	123	123	123	123	123
RIQ4	Pearson Correlation	.234**	.384**	.397**	1	.681**
	Sig. (2-tailed)	.009	.000	.000		.000
	N	123	123	123	123	123
RIQ	Pearson Correlation	.699**	.779**	.684**	.681**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	123	123	123	123	123

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

2. Healthiness of Food

Correlations

		HFQ1	HFQ2	HFQ3	HFQ4	HFQ
HFQ1	Pearson Correlation	1	.221[*]	.314[**]	.039	.571[**]
	Sig. (2-tailed)		.014	.000	.671	.000
	N	123	123	123	123	123
HFQ2	Pearson Correlation	.221[*]	1	.225[*]	.448[**]	.692[**]
	Sig. (2-tailed)	.014		.012	.000	.000
	N	123	123	123	123	123
HFQ3	Pearson Correlation	.314[**]	.225[*]	1	.253[**]	.706[**]
	Sig. (2-tailed)	.000	.012		.005	.000
	N	123	123	123	123	123
HFQ4	Pearson Correlation	.039	.448[**]	.253[**]	1	.672[**]
	Sig. (2-tailed)	.671	.000	.005		.000
	N	123	123	123	123	123
HFQ	Pearson Correlation	.571[**]	.692[**]	.706[**]	.672[**]	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	123	123	123	123	123

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

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

3. Store Prestige

Correlations

		SPQ1	SPQ2	SPQ3	SPQ
SPQ1	Pearson Correlation	1	.334[**]	.493[**]	.749[**]
	Sig. (2-tailed)		.000	.000	.000
	N	123	123	123	123
SPQ2	Pearson Correlation	.334[**]	1	.458[**]	.759[**]
	Sig. (2-tailed)	.000		.000	.000
	N	123	123	123	123
SPQ3	Pearson Correlation	.493[**]	.458[**]	1	.849[**]
	Sig. (2-tailed)	.000	.000		.000
	N	123	123	123	123
SPQ	Pearson Correlation	.749[**]	.759[**]	.849[**]	1
	Sig. (2-tailed)	.000	.000	.000	
	N	123	123	123	123

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

4. Store Trust

Correlations

		STQ1	STQ2	STQ3	STQ
STQ1	Pearson Correlation	1	.442**	.659**	.891**
	Sig. (2-tailed)		.000	.000	.000
	N	123	123	123	123
STQ2	Pearson Correlation	.442**	1	.233**	.714**
	Sig. (2-tailed)	.000		.010	.000
	N	123	123	123	123
STQ3	Pearson Correlation	.659**	.233**	1	.774**
	Sig. (2-tailed)	.000	.010		.000
	N	123	123	123	123
STQ	Pearson Correlation	.891**	.714**	.774**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	123	123	123	123

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

5. Store Loyalty

Correlations

		SLQ1	SLQ2	SLQ3	SLQ
SLQ1	Pearson Correlation	1	.590**	.672**	.860**
	Sig. (2-tailed)		.000	.000	.000
	N	123	123	123	123
SLQ2	Pearson Correlation	.590**	1	.672**	.867**
	Sig. (2-tailed)	.000		.000	.000
	N	123	123	123	123
SLQ3	Pearson Correlation	.672**	.672**	1	.893**
	Sig. (2-tailed)	.000	.000		.000
	N	123	123	123	123
SLQ	Pearson Correlation	.860**	.867**	.893**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	123	123	123	123

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

RELIABILITY

1. Retailer Innovativeness

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.674	.675	4

2. Healthiness of Food

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.635	.637	4

3. Store Prestige

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.691	.692	3

4. Store Trust

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.706	.706	3

5. Store Loyalty

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.844	.845	3

CLASSICAL ASSUMPTION TEST OF NORMALITY

1. **MODEL PROBABILITY PLOT** *RETAILER INNOVATIVENESS, HEALTHINESS OF FOOD * STORE PRESTIGE*
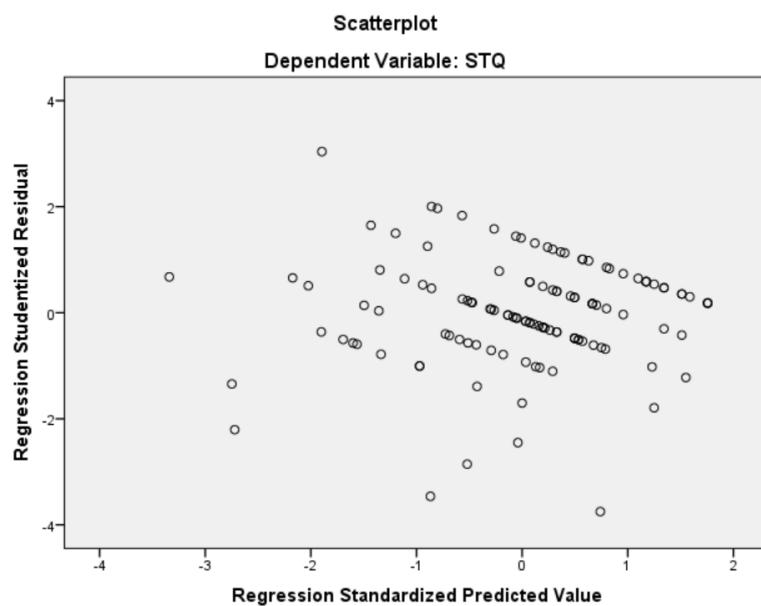
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		123
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	.50598948
Most Extreme Differences	Absolute	.077
	Positive	.043
	Negative	-.077
Test Statistic		.077
Asymp. Sig. (2-tailed)		.067[c]
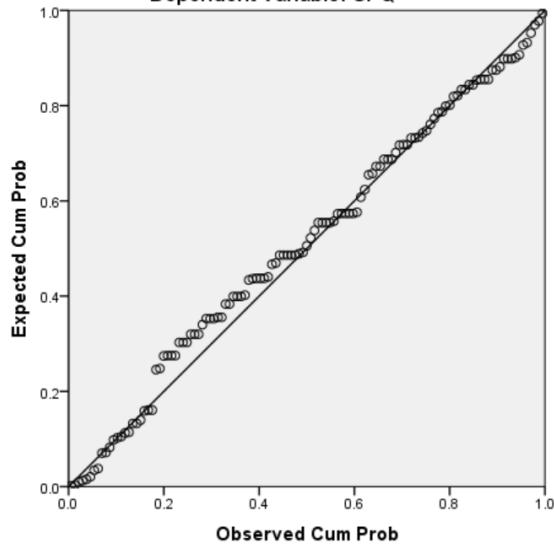
a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Normal P-P Plot of Regression Standardized Residual
Dependent Variable: SPQ
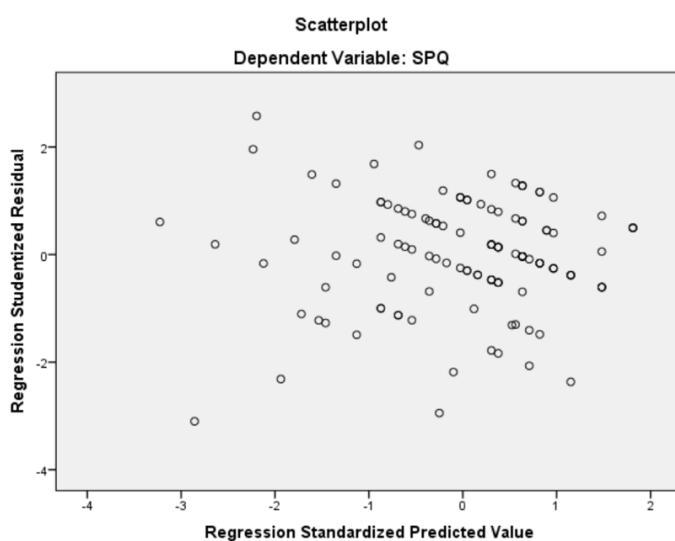
HOMOCEDASTICITY

Correlations

			RIQ	HFQ	Unstandardized Residual
Spearman's rho	RIQ	Correlation Coefficient	1.000	.329**	-.060
		Sig. (2-tailed)	.	.000	.512
		N	123	123	123
	HFQ	Correlation Coefficient	.329**	1.000	-.021
		Sig. (2-tailed)	.000	.	.816
		N	123	123	123
	Unstandardized Residual	Correlation Coefficient	-.060	-.021	1.000
		Sig. (2-tailed)	.512	.816	.
		N	123	123	123

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

Scatterplot
Dependent Variable: SPQ

2. MODEL PROBABILITY PLOT *RETAILER INNOVATIVENESS, HEALTHINESS OF FOOD, STORE PRESTIGE * STORE TRUST*

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		65
Normal Parameters[a,b]	Mean	.5012
	Std. Deviation	.21823
Most Extreme Differences	Absolute	.096
	Positive	.096
	Negative	-.046
Test Statistic		.096
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

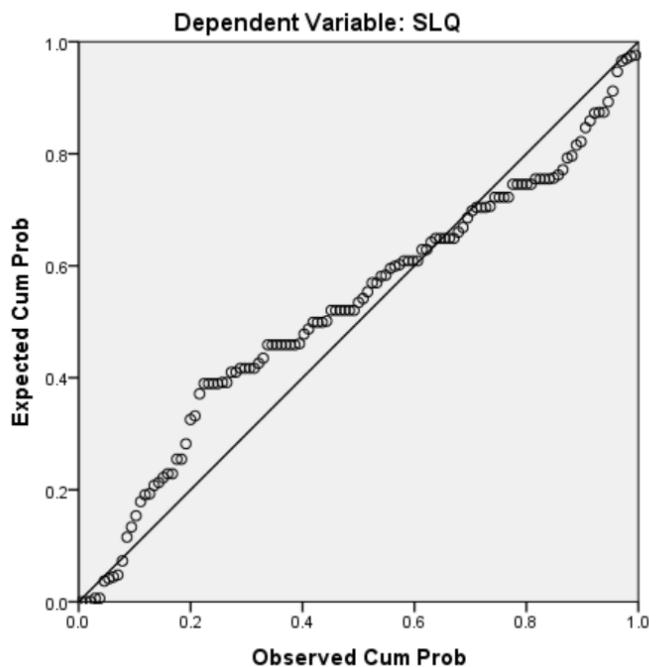### Scatterplot
Dependent Variable: STQ
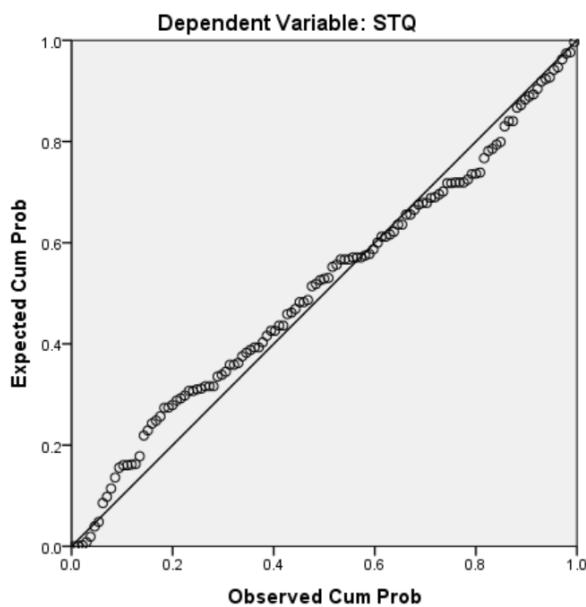
HOMOCEDASTICITY

Correlations

			RIQ	HFQ	SPQ	Unstandardized Residual
Spearman's rho	RIQ	Correlation Coefficient	1.000	.329**	.426**	-.012
		Sig. (2-tailed)	.	.000	.000	.898
		N	123	123	123	123
	HFQ	Correlation Coefficient	.329**	1.000	.367**	.036
		Sig. (2-tailed)	.000	.	.000	.692
		N	123	123	123	123
	SPQ	Correlation Coefficient	.426**	.367**	1.000	.131
		Sig. (2-tailed)	.000	.000	.	.149
		N	123	123	123	123
	Unstandardized Residual	Correlation Coefficient	-.012	.036	.131	1.000
		Sig. (2-tailed)	.898	.692	.149	.
		N	123	123	123	123

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

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: STQ
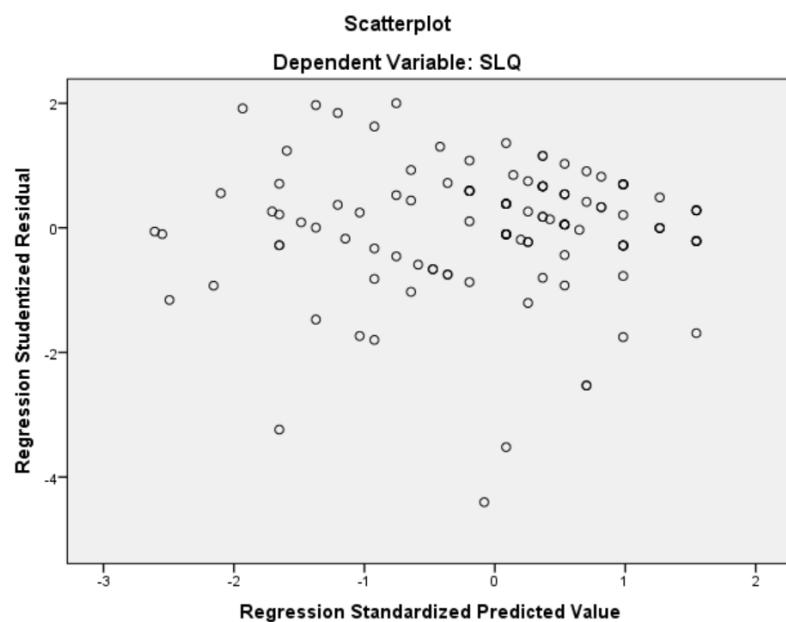
3. MODEL PROBABILITY PLOT *STORE PRESTIGE, STORE TRUST * STORE LOYALTY*

One-Sample Kolmogorov-Smirnov Test

		Unstandardiz ed Residual
N		69
Normal Parameters[a,b]	Mean	.5917
	Std. Deviation	.25392
Most Extreme Differences	Absolute	.089
	Positive	.089
	Negative	-.046
Test Statistic		.089
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Scatterplot
Dependent Variable: SLQ

HOMOCEDASTICITY

Correlations

			SPQ	STQ	Unstandardiz ed Residual
Spearman's rho	SPQ	Correlation Coefficient	1.000	.385**	.025
		Sig. (2-tailed)	.	.000	.782
		N	123	123	123
	STQ	Correlation Coefficient	.385**	1.000	-.004
		Sig. (2-tailed)	.000	.	.966
		N	123	123	123
	Unstandardized Residual	Correlation Coefficient	.025	-.004	1.000
		Sig. (2-tailed)	.782	.966	.
		N	123	123	123

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

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: SLQ

LINEARITY

1. **MODEL PROBABILITY PLOT** *RETAILER INNOVATIVENESS, HEALTHINESS OF FOOD * STORE PRESTIGE*

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
SPQ * RIQ	Between Groups	(Combined)	16.157	10	1.616	6.210	.000
		Linearity	11.432	1	11.432	43.938	.000
		Deviation from Linearity	4.725	9	.525	2.018	.044
	Within Groups		29.140	112	.260		
	Total		45.297	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
SPQ * HFQ	Between Groups	(Combined)	8.475	8	1.059	3.280	.002
		Linearity	7.443	1	7.443	23.043	.000
		Deviation from Linearity	1.032	7	.147	.456	.864
	Within Groups		36.822	114	.323		
	Total		45.297	122			

2. **MODEL PROBABILITY PLOT** *RETAILER INNOVATIVENESS, HEALTHINESS OF FOOD, STORE PRESTIGE * STORE TRUST*

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
STQ * RIQ	Between Groups	(Combined)	6.375	10	.638	2.605	.007
		Linearity	5.169	1	5.169	21.122	.000
		Deviation from Linearity	1.206	9	.134	.548	.837
	Within Groups		27.410	112	.245		
	Total		33.785	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
STQ * HFQ	Between Groups	(Combined)	10.957	8	1.370	6.840	.000
		Linearity	9.454	1	9.454	47.214	.000
		Deviation from Linearity	1.503	7	.215	1.072	.386
	Within Groups		22.828	114	.200		
	Total		33.785	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
STQ * SPQ	Between Groups	(Combined)	6.862	9	.762	3.200	.002
		Linearity	3.546	1	3.546	14.882	.000
		Deviation from Linearity	3.317	8	.415	1.740	.097
	Within Groups		26.923	113	.238		
	Total		33.785	122			

3. **MODEL PROBABILITY PLOT** *STORE PRESTIGE, STORE TRUST
    * STORE LOYALTY*

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
SLQ * STQ	Between Groups	(Combined)	28.146	7	4.021	7.737	.000
		Linearity	23.988	1	23.988	46.158	.000
		Deviation from Linearity	4.158	6	.693	1.334	.248
	Within Groups		59.764	115	.520		
	Total		87.910	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
SLQ * SPQ	Between Groups	(Combined)	21.687	9	2.410	4.112	.000
		Linearity	17.299	1	17.299	29.518	.000
		Deviation from Linearity	4.388	8	.548	.936	.490
	Within Groups		66.223	113	.586		
	Total		87.910	122			

MULTICOLINEARITY

1. **MODEL PROBABILITY PLOT** *RETAILER INNOVATIVENESS,
    HEALTHINESS OF FOOD * STORE PRESTIGE*

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Tolerance	VIF
1	(Constant)	.755	.491		1.537	.127		
	RIQ	.449	.089	.410	5.043	.000	.871	1.148
	HFQ	.350	.110	.258	3.179	.002	.871	1.148

a. Dependent Variable: SPQ

2. **MODEL PROBABILITY PLOT** *RETAILER INNOVATIVENESS,
    HEALTHINESS OF FOOD, STORE PRESTIGE * STORE TRUST*

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Tolerance	VIF
1	(Constant)	1.184	.425		2.786	.006		
	SPQ	.034	.078	.039	.435	.665	.690	1.450
	RIQ	.203	.084	.215	2.422	.017	.719	1.391
	HFQ	.510	.098	.436	5.196	.000	.803	1.245

a. Dependent Variable: STQ

3. **MODEL PROBABILITY PLOT** *STORE PRESTIGE, STORE TRUST*
   * STORE LOYALTY

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.737	.587		-1.255	.212		
	SPQ	.427	.108	.307	3.962	.000	.895	1.117
	STQ	.682	.125	.423	5.468	.000	.895	1.117

a. Dependent Variable: SLQ

APPENDIX C: LINEAR REGRESSION ANALYSIS

1. **Multiple Linear Regression Analysis of** *Retailer Innovativeness,*
   Healthiness of Food **on** *Store Prestige*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.557[a]	.310	.299	.5102

a. Predictors: (Constant), HFQ, RIQ

b. Dependent Variable: SPQ

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14.062	2	7.031	27.012	.000[b]
	Residual	31.235	120	.260		
	Total	45.297	122			

a. Dependent Variable: SPQ

b. Predictors: (Constant), HFQ, RIQ

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.755	.491		1.537	.127		
	RIQ	.449	.089	.410	5.043	.000	.871	1.148
	HFQ	.350	.110	.258	3.179	.002	.871	1.148

a. Dependent Variable: SPQ

2. **Multiple Linear Regression Analysis of** *Retailer Innovativeness,* *Healthiness of Food, Store Prestige* **on** *Store Trust*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.572[a]	.327	.310	.4370

a. Predictors: (Constant), HFQ, RIQ, SPQ

b. Dependent Variable: STQ

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.059	3	3.686	19.304	.000[b]
	Residual	22.726	119	.191		
	Total	33.785	122			

a. Dependent Variable: STQ

b. Predictors: (Constant), HFQ, RIQ, SPQ

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.184	.425		2.786	.006		
	SPQ	.034	.078	.039	.435	.665	.690	1.450
	RIQ	.203	.084	.215	2.422	.017	.719	1.391
	HFQ	.510	.098	.436	5.196	.000	.803	1.245

a. Dependent Variable: STQ

3. Multiple Linear Regression Analysis of *Store Prestige and Store Trust* on *Store Loyalty*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.597[a]	.357	.346	.6863

a. Predictors: (Constant), STQ, SPQ

b. Dependent Variable: SLQ

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	31.382	2	15.691	33.309	.000[b]
	Residual	56.528	120	.471		
	Total	87.910	122			

a. Dependent Variable: SLQ

b. Predictors: (Constant), STQ, SPQ

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.737	.587		-1.255	.212		
	SPQ	.427	.108	.307	3.962	.000	.895	1.117
	STQ	.682	.125	.423	5.468	.000	.895	1.117

a. Dependent Variable: SLQ