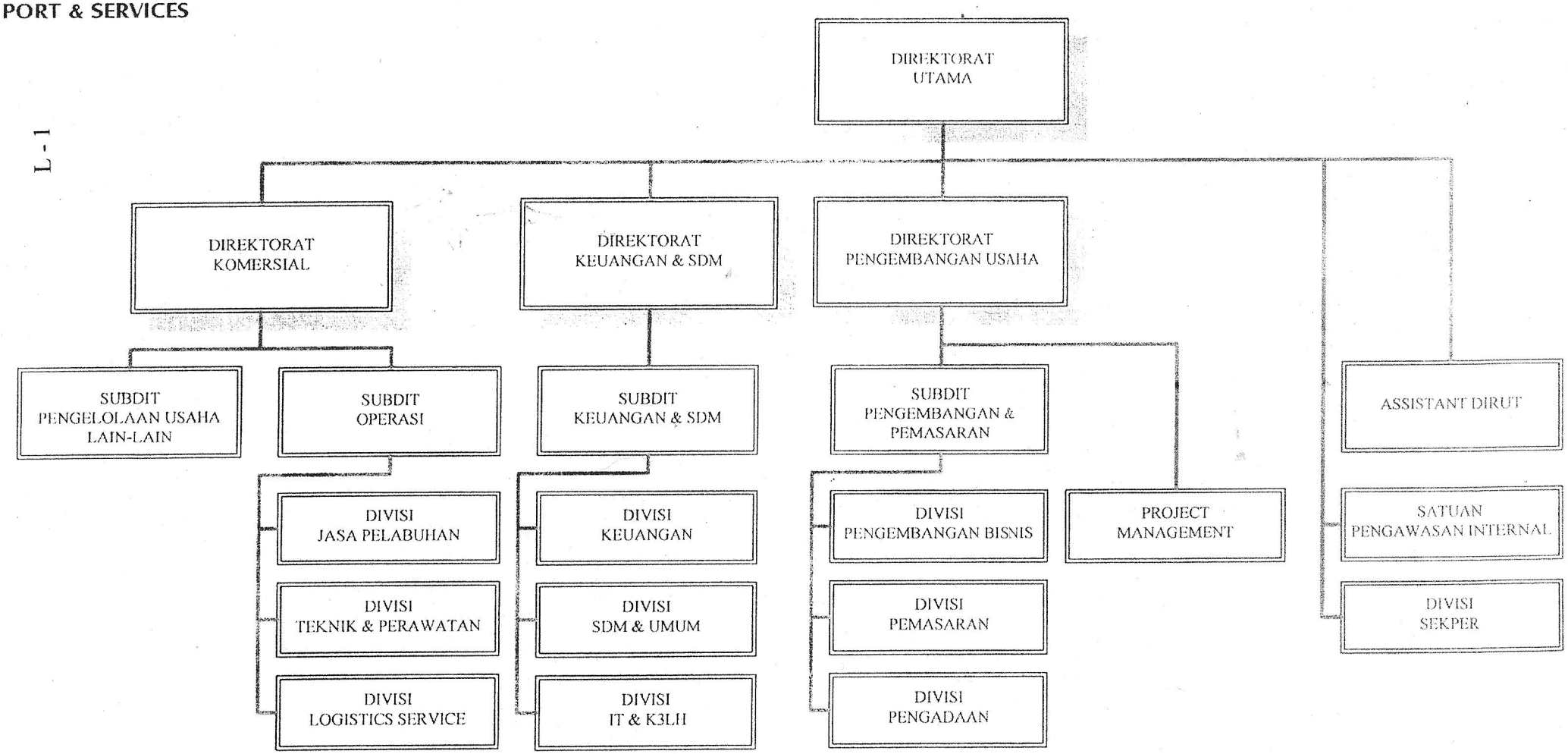
LAMPIRAN – LAMPIRAN

STRUKTUR ORGANISASI
PT KRAKATAU BANDAR SAMUDERA

PORT & SERVICES

L - 1



LAMPIRAN I SK DIREKSI PTKBS
No : HK.00.01/022 /DU/VI/2013

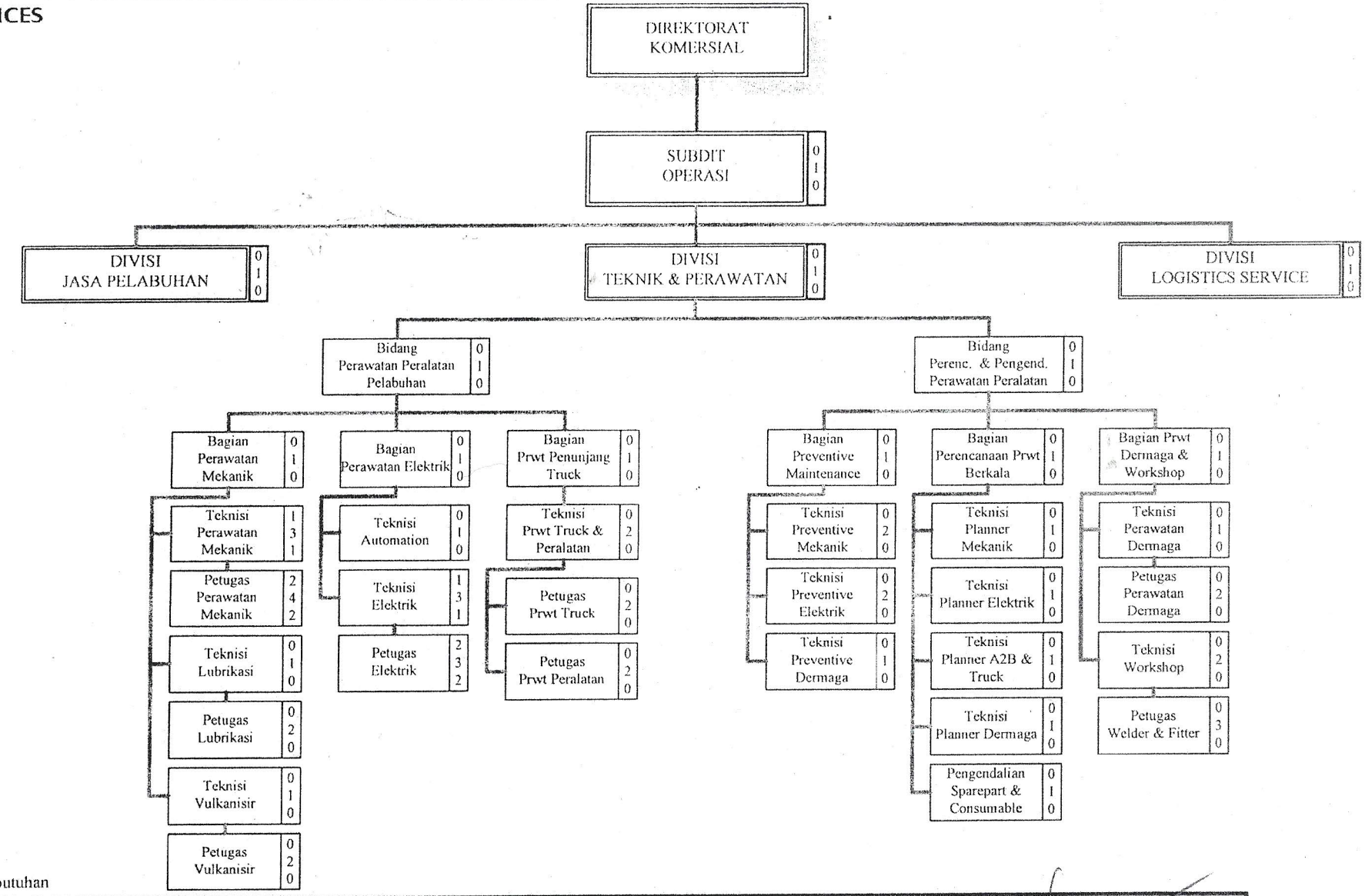
Ditetapkan di Cilegon
Pada Tanggal : 28 JUNI 2013

Dwi Soehardjo	Agung Wibowo	David Rahadian	Tb. Dony Sugihmukti
Direktur Keuangan & SDM	Direktur Komersial	Direktur Pengembangan Usaha	Direktur Utama

STRUKTUR ORGANISASI DIREKTORAT KOMERSIAL
PT KRAKATAU BANDAR SAMUDERA

PORT & SERVICES

L - 2



Keterangan :
*) = Sesuai dengan kebutuhan

LAMPIRAN III SK DIREKSI PTKBS
No : HK.00.01/ 022 /DU/VI/2013

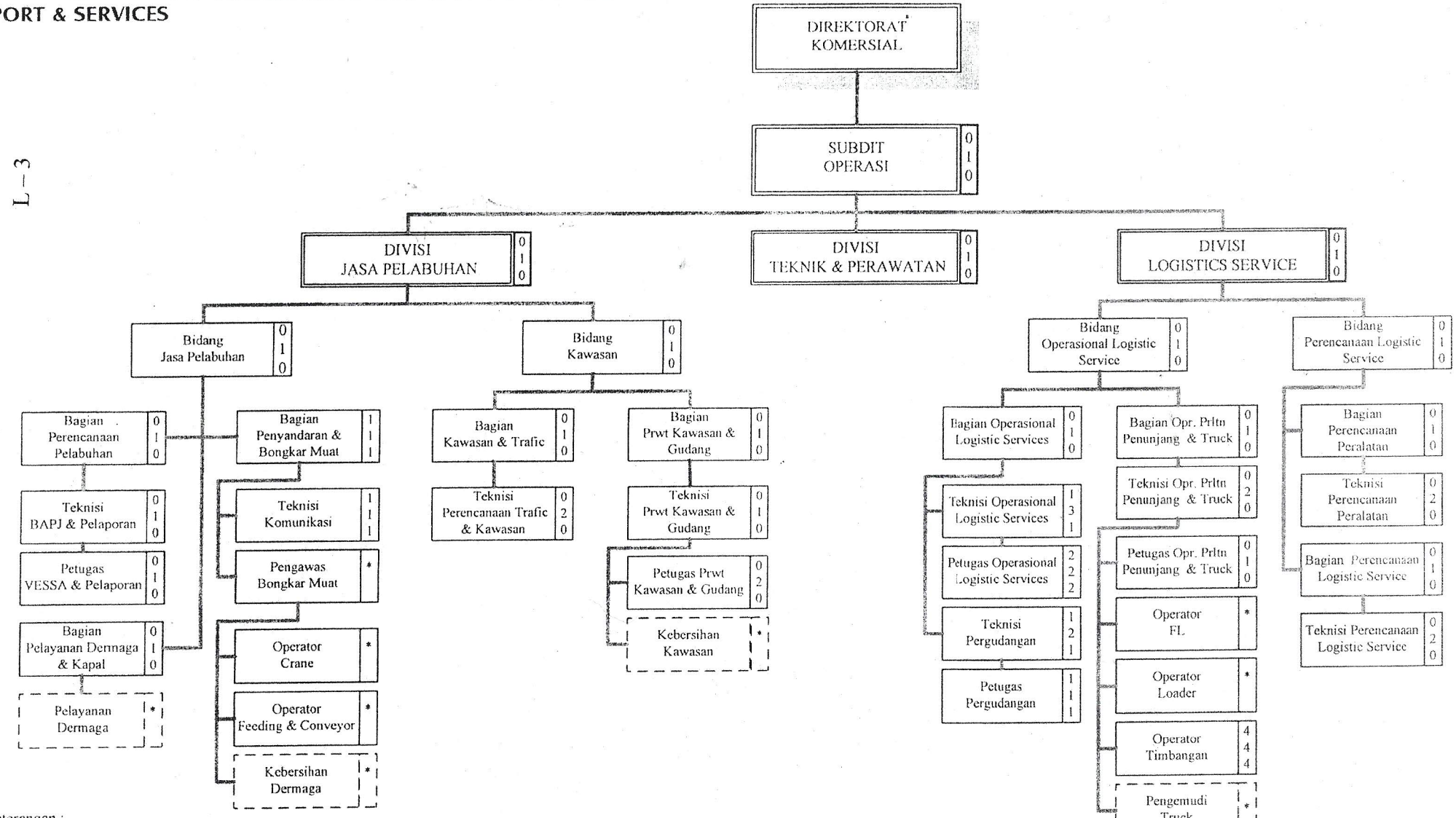
Ditetapkan di Cilegon
Pada Tanggal : 28 JUNI 2013

Dwi Soehardjo Direktur Keuangan & SDM	Agung Wibowo Direktur Komersial	David Rahadian Direktur Pengembangan Usaha	Tb. Dony Sugihmukti Direktur Utama

STRUKTUR ORGANISASI DIREKTORAT KOMERSIAL
PT KRAKATAU BANDAR SAMUDERA

PORT & SERVICES

L – 3



Keterangan :
*) = Sesuai dengan kebutuhan

LAMPIRAN III SK DIREKSI PTKBS
No : HK.00.01/022/DU/VI/2013

Ditetapkan di Cilegon
Pada Tanggal : 28 JUNI 2013

Dwi Soehardjo	David Rahadian	Agung Wibowo	Tb. Dony Sugihmukti
Direktur Keuangan & SDM	Direktur Pengembangan Usaha	Direktur Komersial	Direktur Utama

SURVEY PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN PT. KRAKATAU BANDAR SAMUDERA

Responden Yth.
Saya adalah mahasiswa Program Magister Manajemen Universitas Esa Unggul, Jakarta yang sedang mengadakan penelitian mengenai Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan PT Krakatau Bandar Samudera. Penelitian ini merupakan bagian dari tesis yang sedang saya selesaikan untuk memenuhi sebagian persyaratan dalam mencapai derajat sarjana S2.
Demi tercapainya hasil yang diinginkan, kami mohon kesediaan Anda untuk berpartisipasi dengan mengisi kuisioner ini secara lengkap dan benar. Semua informasi yang diterima sebagai hasil dari kuisioner ini bersifat rahasia dan dipergunakan untuk kepentingan akademis semata. Tidak ada jawaban yang dinilai salah dalam pengisian kuisioner ini. Atas kerjasamanya, kami mengucapkan banyak terima kasih.

Cara pengisiannya ?

1. Isi identitas anda dan perusahaan bawah ini :

Nama : .....

Perusahaan/instansi : .....

Jabatan : .....

Alamat Perusahaan : .....

Jenis Usaha : .....

Berapa prosentase cargo perusahaan saudara yang dilayani di Pelabuhan PT Krakatau Bandar Samudera, dibandingkan Pelabuhan Ciwandan dan Pelabuhan Merak Mas ?
:…….%.

Tanggal, / / 2015

Arti angka dari penilaian

SKOR	NILAI KEPUASAN
1	Sangat Tidak Setuju
2	Tidak Setuju
3	Antara Setuju dan Tidak Setuju
4	Setuju
5	Sangat Setuju

3. Berilah tanda (X) pada kolom nilai yang dipilih

No	Pernyataan	Skala Likert				
		1	2	3	4	5
1	PT Krakatau Bandar Samudera memiliki peralatan bongkar muat cargo yang terbaru					
2	Fasilitas fisik yang dimiliki PT Krakatau Bandar Samudera menarik secara visual					
3	Karyawan PT Krakatau Bandar Samudera berpenampilan rapi					
4	Fasilitas-fasilitas pendukung yang disediakan PT Krakatau Bandar Samudera (seperti ruangan perkantoran, pergudagan, masjid, kantin, parkir) telah memadai dengan yang dibutuhkan pelanggan.					
5	Bila PT Krakatau Bandar Samudera mempunyai program – program perbaikan pelayanan dilaksanakan sesuai dengan waktu yang dijanjikan.					
6	Bila pelanggan mempunyai permasalahan dalam pelayanan jasa, PT Krakatau Bandar Samudera bersungguh – sungguh membantu dalam mencari solusinya.					
7	PT Krakatau Bandar Samudera handal dalam pelayanan jasa pelabuhan					
8	Pelayanan jasa PT Krakatau Bandar Samudera dilaksanakan tepat waktu sesuai dengan yang dijanjikan.					
9	Akurasi dalam pencatatan transaksi PT Krakatau Bandar Samudera dapat dipercaya akuntabilitasnya.					
10	PT Krakatau Bandar Samudera telah memberikan jadwal alokasi waktu pelayanan secara rutin kepada pelanggannya.					
11	Karyawan PT Krakatau Bandar Samudera dapat diharapkan dalam melayani pelanggan secara cepat.					
12	Karyawan PT Krakatau Bandar Samudera selalu bersedia membantu pelanggan					
13	Karyawan PT Krakatau Bandar Samudera selalu tanggap dalam mengutamakan permintaan pelanggan					
14	Perilaku para karyawan PT Krakatau Bandar Samudera mampu membuat pelanggan mempercayai mereka.					
15	Pelanggan merasa aman dalam bertransaksi dengan karyawan PT Krakatau Bandar Samudera					
16	Karyawan PT Krakatau Bandar Samudera secara konsisten bersikap sopan terhadap para pelanggan					

17	Karyawan PT Krakatau Bandar Samudera mendapat dukungan yang memadai dari perusahaan untuk melayani pelanggan dengan baik					
18	PT Krakatau Bandar Samudera memberikan perhatian khusus secara individual kepada setiap pelanggannya.					
19	PT Krakatau Bandar Samudera memberikan perhatian yang adil dalam pelayanan kepada setiap pelanggannya.					
20	Karyawan PT Krakatau Bandar Samudera dapat diharapkan memahami kebutuhan pelanggan.					
21	PT Krakatau Bandar Samudera mengutamakan pelayanan terbaik bagi para pelanggannya.					
22	PT Krakatau Bandar Samudera telah mengatur jam kerja perusahaan sesuai kebutuhan operasional pelanggan.					
23	PT Krakatau Bandar Samudera memberikan pelayanan jasa sesuai janjinya..					
24	PT Krakatau Bandar Samudera tulus dalam melayani pelanggan					
25	PT Krakatau Bandar Samudera dapat diandalkan dalam melaksanakan tugasnya.					
26	PT Krakatau Bandar Samudera bersikap jujur dalam melayani pelanggan					
27	Saya senang dengan hasil pelayanan PT Krakatau Bandar Samudera.					
28	Saya puas dengan kinerja pelayanan PT Krakatau Bandar Samudera.					
29	Saya puas dengan keseluruhan jasa yang diberikan oleh PT Krakatau Bandar Samudera.					
30	Hubungan yang baik dengan PT Krakatau Bandar Samudera merupakan suatu hal yang penting					
31	Hubungan yang baik dengan PT Krakatau Bandar Samudera harus dipelihara					
32	Saya menjaga hubungan baik dengan PT Krakatau Bandar Samudera untuk waktu yang tidak terbatas.					
33	Hubungan saya dengan PT Krakatau Bandar Samudera seperti keluarga					

TERIMA KASIH

Daftar Pelanggan PT Krakatau Bandar Samudera

No	Nama Perusahaan	Person In Charge	Alamat	Jenis Usaha
1	PT Cargill Trading Indonesia	Bapak Nanang	Wisma 46 - Kota BNI 28th floor, Suite 2801	Perusahaan Trading
2	PT. Cabot Indonesia	Ibu Enin Juwarni	Kawasan Krakatau Steel, Cilegon	Perusahaan Pabrik bahan baku ban
3	PT. Cheetham Garam Indonesia	Bapak Frengky	Jl. Australia II Kav.D1-1 KIEC	Pabrik pengolah garam
4	PT Bara Raya Sukses	Bapak Markus Wahono	JL. RAYA BOJONEGARA NO.22 LINK. KARANG TENGAH	Perusahaan Trading
5	PT. Bintang Samudera Utama	Bapak Suhemi	Komplek Argobromo, Jl Argabaja, Grogol, Cilegon	Perusahaan Bongkar Muat
6	PT Krakatau Posco	Bapak Wurtjhayo	Jl. Afrika No. 2, Cilegon	Perusahaan Baja
7	PT. Krakatau Steel	Bapak Eddy Mustofa	Kawasan Krakatau Steel, Cilegon	Perusahaan Baja
8	PT. Charoen Pokphand Indonesia	Bapak Supianto	Jl. Raya Serang, Balaraja, Serang	Perusahaan Pakan Ternak
9	PT. Pelayaran Samudera Karana Lines	Bapak Ubay Suryadi	Komplek PCI, Cilegon	Perusahaan Pelayaran
10	Bea Cukai Merak	Bapak Husni	Kantor Bea Cukai Merak, Banten	Kementerian Keuangan
11	PT Cakrawala Nusantara Sampurna Lines	Bapak Ahmad	Jl. Argobromo Blok A6 no. 31, Cilegon	Perusahaan Pelayaran
12	PT Rizka Tama Lines	Bp Toto	Komplek Argabaja, Cilegon	Perusahaan Pelayaran
13	PT DAEWOO Logistic	Bapak Andrew, Mr Y.S. Kim	Artha Graha Building 23rd Floor Suite 06	Perusahaan Logistic
14	PT Surya Artha Binanusa	Bp Ganda Wijaya	Jl. Perak Timur No.226 Perak Utara Pabean Cantian	Perusahaan Forwarder
15	PT PBM Wahana Intradermaga Niaga	Bp. H Sentot Teguh Waluyo	Kawasan PT KBS, Cigadiing, Cilegon	Perusahaan Bongkar Muat
16	PT Bahari Eka Nusantara	Bp Rifky Ghazna Saputra	Perum Arga Baja Pura D4/5, Cilegon	Perusahaan Pelayaran
17	PT Buana Indah Gemaca	Bapak Abdullah	Jl. Sunan Gunung Jati No. 1 Cilegon	Perusahaan Pelayaran
18	PT Japfa Comfeed Indonesia	Bp Komarudin	Wisma Milinia, Jl. MT Haryono, Jakarta Selatan	Perusahaan Pakan Ternak
19	PT Tirta Indra Kencana	Bapak Agustono	Perkantoran Kelapa Gading Square, Jakarta Utara	Perusahaan Logistic
20	PT Gemar Perkasa Biru Samudera	Bapak Setiawan	Jl. Raya Anyer KM-13, Cigading, Cilegon	Perusahaan Bongkar Muat

Daftar Pelanggan PT Krakatau Bandar Samudera

No	Nama Perusahaan	Person In Charge	Alamat	Jenis Usaha
21	PT Petrojaya Boral Plasterboard	Bapak Dedi Doloksaribu	Kawasan Industri Krakatau Steel, Cilegon	Perusahaan Gypsum
22	PT Jawa Manis Rafinasi	Bapak Puji Kawedar	Jl. Raya Anyer KM.11 RT 019 RW 001 Gunungsugih	Pabrik Gula Rafinasi
23	PT Petrokimia Gresik	Bpk Nelson Saut Manurung	Jl A Yani, Gresik	Perusahaan Pupuk
24	PT Gurita Lintas Samudera	Bp. Imam Trisusilo	Perum Puri Krakatau Hijau, Kotasari, Cilegon	Perusahaan Pelayaran
25	PT Louis Dryefus Commodities Ind.	Bapak Hen Sen	Suite 01 10 - 12 Jl. Jendral Sudirman Kav. 1	Perusahaan Trading
26	PT Malindo	Bapak Jordan	Kawasan Industri Modern Land, Cikande, Serang	Pabrik Pakan Ternak
27	PT Multipanel Intermitra Mandiri	Bapak Danar	Kawasan Industri Krakatau Steel, Cilegon	Pabrikasi Project
28	PHE ONWJ	Bapak Syamsudin	Menara PHE, Jl. Simatupang, Jakarta	Oil & Gas
29	PT Pelat Timah Nusantara	Bp. Agung Kurnanto	Kawasan Industri Krakatau Steel, Cilegon	Pabrik Baja
30	PK Global	Mr Andrew	Komplek Perkantoran Bonakarta, Cilegon	Trading
31	PT PUPUK SRIWIDJAJA PALEMBANG	Bapak Sutisna	Jl. Sumur Pecung Serang	Pabrik Pupuk
32	PT Pupuk Kaltim	Bapak Ngadimin	Kalimantan Timur	Pabrik Pupuk
33	PT Pupuk Kujang	Bapak Kunto, Bapak Boyke, Bapak Tatang	Kawasan Industri Cikampek	Pabrk Pupuk
34	PT Pundi Kencana	Bp. Supriyadi	Kawasan Industri Krakatau Steel, Cilegon	Pabrik Tepung
35	PT Permata Dunia Sukses Usaha	Bp. Hans Valita Utama	Desa Tegal Ratu, Ciwandan, Cilegon	Pabrik Gula Rafinasi
36	PT Redwood	Bapak Baron Setiawan	Kawasan Pelabuhan Cigading	Pabrik Pengolahan Jagung
37	PT SENTRAL GRAIN TERMINAL	Bapak Ade Respati	Kawasan Pelabuhan Cigading	Trading Grain
38	PT Sentra Usahatama Jaya	Bapak Benny Nova	Ciwandan, Cilegon	Pabrik Gula Rafinasi
39	PT SIERAD Produce	Bapak Asep Supriyadi	JL. Raya Balaraja, Serang	Pabrik Pakan Ternak
40	PT Setya Cipta Ekatama	Bapak Wayan Sumantra	Plaza Chace Podium Lt.7, JL. Jend. Sudirman Kav. 21 Karet Setiabudi, Jakarta Selatan	Perusahaan Trading

Daftar Pelanggan PT Krakatau Bandar Samudera

No	Nama Perusahaan	Person In Charge	Alamat	Jenis Usaha
41	PT Sentana Adidaya Pratama	Bapak Alfredo	Jalan Putri Hijau No. 10 Kesawan Medan Barat, Medan	Perusahaan Trading
42	PT Timas	Bapak Supiyanto	Petojo Selatan - Gambir Jakarta Pusat	Perusahaan Kontraktor Oil & Gas
43	PT Tawu Inti Baja	Wongso Indrajit		Perusahaan Trading
44	PT Universal Agribisnis Indonesia	Ibu Ika	JL. RAYA NAROGONG KM. 14 BANTAR GEBANG, BEKASI,	Pabrik Pakan Ternak
45	PT Wonokoyo Jayakusuma	Bp. Doni S	Jl. Raya Rangkas Bitung Km 2 Cikande - Serang	Pabrik Pakan Ternak
46	PT Sujaya	Bp Rudianvie	Jl. Raya Rangkas Bitung KM-3, Serang	Pabrik Pakan Ternak
47	PT ANDHIKA LINES	Agus Dahlan	Kom. Arga Baja Pura Cilego	Perusahaan Pelayaran
48	PT ARGHANIAGA PANCATUNGGAL	Bp. Rino Supriyadi	Perum Arga Baja Pura Jl. Arga Gede Blok D1 No.3 Lt.1 Kotasari Cilegon - Banten 42436	Perusahaan Pelayaran
49	PT ADMIRAL LINES	Bp Rolyawan S	Jl. Arga Gede Blok D1 No.3 Lt.1	Perusahaan Pelayaran
50	PT AMASNUSA PERSADA	Sulistiyo	Kotasari Cilegon - Banten 42436	Perusahaan Pelayaran
51	PT BAHARI EKA NUSANTARA LINES	Achmad Sumanang	PERUMAHAN ARGA BAJA PURA JL. ARGA TELAGA BODAS D4 NO. 5, CILEGON	Perusahaan Pelayaran
52	PT BAHTERA ADIGUNA	Agus Tapada	Jl. Plorida No. 193 Merak Cilegon	Perusahaan Pelayaran
53	PT BAHTERA BESTARI SHIPPING	Slamet M	Jl.Kamojang No.5 Suralaya Cilegon	Perusahaan Pelayaran
54	PT TRI ELANG MARITIM	Bapak Muklis, Ridwan	Jl. Arga Bromo A6 No 28 Kotasari Cilegon	Perusahaan Pelayaran
55	PT BINTANG SAMUDERA UTAMA	Agus Sutanto	Jl.RayaMerak KM116 No.25,Gerem,CLGN	Perusahaan Pelayaran
56	PT BUMI LAUT SHIPPING SERVICE		PETOJO SELATAN GAMBIR	Perusahaan Pelayaran
57	PT CAKRAWALA NUSANTARA SAMPURNA LINE	Bp. Fauzi/ Bp. Ahmad	Jl. Arga Bromo 6 No. 31 CILEGON - BANTEN	Perusahaan Pelayaran
58	PT TIRTA SAMUDERA CARAKA	Bp. Basuki Rahmat	Jl. Jombang Masjid No 11 B Cilegon - Banten	Perusahaan Pelayaran
59	PT GLOBAL ANTAR NUSANTARA LINES	Bp. Tusabih	JL. ARGA WELIRANG BLOK A6 NO 6	Perusahaan Pelayaran
60	PT GESURI LLYOD	Bp. Ramidin	JL.Raya Anyer - Cigading,Cilegon	Perusahaan Pelayaran

Daftar Pelanggan PT Krakatau Bandar Samudera

No	Nama Perusahaan	Person In Charge	Alamat	Jenis Usaha
61	PT INDO DHARMA TRANSPORT	Bp. Krist Matea	Indah Blok KK 2 No. 7 Cilegon 4242	Perusahaan Pelayaran
62	PT JASA MARITIM	Bp. Bambang Sumarto	Suralaya Merak - Banten	Perusahaan Pelayaran
63	PT KARANA LINES	Bapak Ubay	Blok B 18. No 15 Cilegon 42422 - Banten	Perusahaan Pelayaran
64	PT PELABUHAN CILEGON MANDIRI	Bp. Aldino Agus S	Jl. Arga Malabar Blok 9 No 17 Cilegon - Banten	Perusahaan Pelayaran
65	PT SAMUDERA INDONESIA	MR. AGUS ABDULLAH	Jl. Letjen S.Parman Kav. 35 Jakarta Barat 11480	Perusahaan Pelayaran
66	PT SRIJAYA SEGARA UTAMA	P' Aris Hartoyo	Jl. Arga Gede, Blok D II, No. 12 Cilegon	Perusahaan Pelayaran
67	PT SERASI SHIPPING INDONESIA	Bp. Erwin Sudaryanto	Ling Gerem Raya Rt. 02 Rw. 04 Grogol - Cilegon	Perusahaan Pelayaran
68	PT. Buana Centra Swakarsa	Bapak Cahyo	Tegalwangi Cilegon - Banten	Freight Forwarder
69	PT. Daisy Mutiara Raya	Bapak Berty	Jl. Arga Gede Blok D2 No.12 Cilegon.	Freight Forwarder
70	PT Gerbang Permata Samudera	Bapak Kusnan	Blok H No. 30, Jl. Outer Ring Road Cengkareng	Freight Forwarder
71	PT Jaya Karya Perdana	Bapak Didi	Blok T.7 No.36 Puri Indah Kembangan Jakarta Barat	Freight Forwarder
72	PT Jatim Petroluem Transport	Bapak Hermanto	Jl. Teluk Kumai Timur No. 133 Surabaya	Freight Forwarder
73	PT MAB	Bapak Jonny, Bapak Yansen	Lt II Jl. Enggano Raya Tg. Priok Jakarta Utara	Freight Forwarder
74	PT Sankyu	Bapak Apriyadi	Jl. Jend.Sudirman Kav.61-62 Jakarta 12190	Freight Forwarder
75	PT Tubagus Jaya Mahakarya	Bapak Tb. Masduki	01/01 Penancangan - Kota Serang - Banten - 42124	Perusahaan Bongkar Muat
76	PT Wahana Sentana Baja	Bp. Marmil	Perawatan CM I PT. Krakatau Steel Cilegon - Banten	Perusahaan Bongkar Muat
77	PT Bintang Mustika Sakti	Bapak Lada	Ruko PCI Blok B2/5	Perusahaan Bongkar Muat
78	PT Ciomas Arya Berkah	Bapak Arief rahman	Desa Bojongkoneng, Bojonegara, Serang	Perusahaan Bongkar Muat
79	PT. Daisy Kalimaya Samudra	Bapak Charles	Arga Baja V no. 21, Grogol Cilegon	Perusahaan Bongkar Muat
80	PT KARYATAMA INTI LESTARI	Bapak Ubay	Perumahan Pondok Cilegon B 5 no 45	Perusahaan Bongkar Muat
81	PT. Mutiara Lintas Indonesia	Bapak Hawasi, Bapak babay	Jl. Raya Anyer Ciwandan - Banten	Perusahaan Bongkar Muat
82	PT Multi Sentana Baja	Bapak Rusdi, Bapak Muksin	Jl. Brigjen. Katamso KM 10 No 11	Perusahaan Bongkar Muat
83	PT. Merak Jaya Asri	Bapak Yugo Wusono	Jl. Raya Cilegon No.90 Ketilang Cilegon	Perusahaan Bongkar Muat
84	PT. WIRAMA INDAH CIGADING	Bapak Alfius Rindengan, Bapak Sehudin	Jl. Sunan Gunung Jati No. 1 Ds. Tegal Ratu - Ciwandan	Perusahaan Bongkar Muat

85	PT Samudera Bahana	Bapak Sulistiyo	Arga Welirang IV no. 15, Grogol Cilegon	Perusahaan Bongkar Muat
86	PT Angle Product	Agus Riswanta	Bojonegara, Serang Banten 42454	Perusahaan Gula Rafinasi
87	PT. Aplus Pacific	Ibu Fifi Suryani Leo, Ibu Emmy	JL Raya Rangkas Bitung KM-32, Rangkas, Pandeglang	Pabrik Gypsum
88	PT. Bam Decorient Indonesia	Bapak Ir. Johan Ponto, M.Sc.	Kawasan Industri Krakatau Steel, Cilegon	Pabrikasi Project
89	PT Bunge Agribusiness Indonesia	Bapak Ricky Tewuh	Jl. Mega Kuningan Barat Kav. E4.3 No. 1 Kuningan Timur	Perusahaan Trading
90	PT Cemindo	Bapak Aos Gumilar, Bapak Fadlis Awang, Fadil	Kecamatan Ciwandan, Cilegon	Pabrik semen
91	PT. Cheil Jedang Superfeed	Bapak Gustaman	Jl. Lanud Gorda Ds.Julang,Cikande,Serang	Pabrik Pakan Ternak
92	PT Cigading International Bulk Terminal	Bapak Yadi Riyadi	Kawasan Area Pelabuhan Cigading	Terminal batubara
93	PT. Duta Sugar Internasional	Bapak Saronto, Ibu Themmi Chow	Kawasan Industri Bojonegara, Serang	Pabrik Gula Rafinasi
94	PT Gold Coin	S. rahmadiana	Desa Medan Satria Bekasi 17132	Pabrik Pakan Ternak
95	PT. Indocemant Tunggal Prakarsa	Bapak Maman	Jl Raya Naragong, Citeurep, Bogor	Pabrik semen
96	PT Indoferro	Bapak Suwandi	Desa Randakari, Ciwandan, Cilegon	Pabrik baja

Daftar Pelanggan PT Krakatau Bandar Samudera

No	Nama Perusahaan	Person In Charge	Alamat	Jenis Usaha
81	PT. Mutiara Lintas Indonesia	Bapak Hawasi, Bapak babay	Jl. Raya Anyer Ciwandan - Banten	Perusahaan Bongkar Muat
82	PT Multi Sentana Baja	Bapak Rusdi, Bapak Muksin	Jl. Brigjen. Katamso KM 10 No 11	Perusahaan Bongkar Muat
83	PT. Merak Jaya Asri	Bapak Yugo Wusono	Jl. Raya Cilegon No.90 Ketilang Cilegon	Perusahaan Bongkar Muat
84	PT. WIRAMA INDAH CIGADING	Bapak Alfius Rindengan, Bapak Sehudin	Jl. Sunan Gunung Jati No. 1 Ds. Tegal Ratu - Ciwandan	Perusahaan Bongkar Muat
85	PT Samudera Bahana	Bapak Sulistiyo	Arga Welirang IV no. 15, Grogol Cilegon	Perusahaan Bongkar Muat
86	PT Angle Product	Agus Riswanta	Bojonegara, Serang Banten 42454	Perusahaan Gula Rafinasi
87	PT. Aplus Pacific	Ibu Fifi Suryani Leo, Ibu Emmy	JL Raya Rangkas Bitung KM-32, Rangkas, Pandeglang	Pabrik Gypsum
88	PT. Bam Decorient Indonesia	Bapak Ir. Johan Ponto, M.Sc.	Kawasan Industri Krakatau Steel, Cilegon	Pabrikasi Project
89	PT Bunge Agribusiness Indonesia	Bapak Ricky Tewuh	Jl. Mega Kuningan Barat Kav. E4.3 No. 1 Kuningan Timur	Perusahaan Trading
90	PT Cemindo	Bapak Aos Gumilar, Bapak Fadlis Awang, Fadil	Kecamatan Ciwandan, Cilegon	Pabrik semen
91	PT. Cheil Jedang Superfeed	Bapak Gustaman	Jl. Lanud Gorda Ds.Julang,Cikande,Serang	Pabrik Pakan Ternak
92	PT Cigading International Bulk Terminal	Bapak Yadi Riyadi	Kawasan Area Pelabuhan Cigading	Terminal batubara
93	PT. Duta Sugar Internasional	Bapak Saronto, Ibu Themmi Chow	Kawasan Industri Bojonegara, Serang	Pabrik Gula Rafinasi
94	PT Gold Coin	S. rahmadiana	Desa Medan Satria Bekasi 17132	Pabrik Pakan Ternak
95	PT. Indocemant Tunggal Prakarsa	Bapak Maman	Jl Raya Naragong, Citeurep, Bogor	Pabrik semen
96	PT Indoferro	Bapak Suwandi	Desa Randakari, Ciwandan, Cilegon	Pabrik baja

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
T_1	4.0000	.66491	96
T_2	3.7813	.54682	96
T_3	3.9688	.46911	96
T_4	3.9688	.53219	96

Correlation Matrix[a]

		T_1	T_2	T_3	T_4
Correlation	T_1	1.000	.087	.202	.268
	T_2	.087	1.000	-.027	.627
	T_3	.202	-.027	1.000	.376
	T_4	.268	.627	.376	1.000
Sig. (1-tailed)	T_1		.200	.024	.004
	T_2	.200		.397	.000
	T_3	.024	.397		.000
	T_4	.004	.000	.000	

a. Determinant = .412

Inverse of Correlation Matrix

	T_1	T_2	T_3	T_4
T_1	1.097	.104	-.098	-.322
T_2	.104	1.910	.571	-1.441
T_3	-.098	.571	1.350	-.839
T_4	-.322	-1.441	-.839	2.305

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.428
Bartlett's Test of Sphericity	Approx. Chi-Square	82.319
	Df	6
	Sig.	.000

Anti-image Matrices

		T_1	T_2	T_3	T_4
Anti-image Covariance	T_1	.911	.050	-.066	-.127
	T_2	.050	.523	.222	-.327
	T_3	-.066	.222	.740	-.270
	T_4	-.127	-.327	-.270	.434
Anti-image Correlation	T_1	.695[a]	.072	-.081	-.203
	T_2	.072	.400[a]	.356	-.687
	T_3	-.081	.356	.337[a]	-.476
	T_4	-.203	-.687	-.476	.451[a]

a. Measures of Sampling Adequacy(MSA)

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.841	46.013	46.013	1.841	46.013	46.013
2	1.095	27.387	73.401	1.095	27.387	73.401
3	.812	20.312	93.713			
4	.251	6.287	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
T_1	.487	.481
T_2	.717	-.628
T_3	.503	.672
T_4	.915	-.133

Extraction Method: Principal

Component Analysis.

a. 2 components extracted.

Reproduced Correlations

		T_1	T_2	T_3	T_4
Reproduced Correlation	T_1	.468[a]	.047	.568	.381
	T_2	.047	.908[a]	-.062	.740
	T_3	.568	-.062	.705[a]	.370
	T_4	.381	.740	.370	.855[a]
Residual[b]	T_1		.040	-.366	-.113
	T_2	.040		.035	-.112
	T_3	-.366	.035		.005
	T_4	-.113	-.112	.005	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (50.0%) nonredundant residuals with absolute values greater than 0.05.

Communalities

	Initial	Extraction
T_1	1.000	.468
T_2	1.000	.908
T_3	1.000	.705
T_4	1.000	.855

Extraction Method: Principal Component Analysis.

Factor Analysis

Correlation Matrix[a]

		T_2	T_4	T_1
Correlation	T_2	1.000	.627	.087
	T_4	.627	1.000	.268
	T_1	.087	.268	1.000
Sig. (1-tailed)	T_2		.000	.200
	T_4	.000		.004
	T_1	.200	.004	

a. Determinant = .556

Inverse of Correlation Matrix

	T_2	T_4	T_1
T_2	1.668	-1.086	.146
T_4	-1.086	1.784	-.383
T_1	.146	-.383	1.090

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.494
Bartlett's Test of Sphericity	Approx. Chi-Square	54.623
	Df	3
	Sig.	.000

Anti-image Matrices

		T_2	T_4	T_1
Anti-image Covariance	T_2	.599	-.365	.080
	T_4	-.365	.561	-.197
	T_1	.080	-.197	.917
Anti-image Correlation	T_2	.496[a]	-.629	.108
	T_4	-.629	.497[a]	-.275
	T_1	.108	-.275	.476[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
T_2	1.000	.710
T_4	1.000	.813
T_1	1.000	.193

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.717	57.220	57.220	1.717	57.220	57.220
2	.938	31.259	88.479			
3	.346	11.521	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
T_2	.843
T_4	.902
T_1	.439

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		T_2	T_4	T_1
Reproduced Correlation	T_2	.710[a]	.760	.370
	T_4	.760	.813[a]	.396
	T_1	.370	.396	.193[a]
Residual[b]	T_2		-.133	-.283
	T_4	-.133		-.128
	T_1	-.283	-.128	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100.0%) nonredundant residuals with absolute values greater than 0.05.

Component Score Coefficient Matrix

	Component
	1
T_2	.491
T_4	.525
T_1	.256

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Factor Analysis

Correlation Matrix[a]

		R_1	R_2	R_3	R_4	R_5
Correlation	R_1	1.000	.169	.186	.338	.117
	R_2	.169	1.000	.489	.300	.110
	R_3	.186	.489	1.000	.586	.603
	R_4	.338	.300	.586	1.000	.441
	R_5	.117	.110	.603	.441	1.000
Sig. (1-tailed)	R_1		.050	.035	.000	.129
	R_2	.050		.000	.001	.142
	R_3	.035	.000		.000	.000
	R_4	.000	.001	.000		.000
	R_5	.129	.142	.000	.000	

a. Determinant = .254

Inverse of Correlation Matrix

	R_1	R_2	R_3	R_4	R_5
R_1	1.139	-.106	.064	-.397	.016
R_2	-.106	1.427	-.903	-.048	.421
R_3	.064	-.903	2.537	-.750	-1.107
R_4	-.397	-.048	-.750	1.697	-.245
R_5	.016	.421	-1.107	-.245	1.727

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.636
Bartlett's Test of Sphericity	Approx. Chi-Square	126.795
	df	10
	Sig.	.000

Anti-image Matrices

		R_1	R_2	R_3	R_4	R_5
Anti-image Covariance	R_1	.878	-.065	.022	-.206	.008
	R_2	-.065	.701	-.249	-.020	.171
	R_3	.022	-.249	.394	-.174	-.253
	R_4	-.206	-.020	-.174	.589	-.084
	R_5	.008	.171	-.253	-.084	.579
Anti-image Correlation	R_1	.679[a]	-.083	.037	-.286	.011
	R_2	-.083	.548[a]	-.475	-.031	.268
	R_3	.037	-.475	.606[a]	-.361	-.529
	R_4	-.286	-.031	-.361	.761[a]	-.143
	R_5	.011	.268	-.529	-.143	.611[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
R_1	1.000	.185
R_2	1.000	.332
R_3	1.000	.774
R_4	1.000	.643
R_5	1.000	.491

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.425	48.506	48.506	2.425	48.506	48.506
2	.960	19.203	67.709			
3	.877	17.538	85.247			
4	.477	9.539	94.786			
5	.261	5.214	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
R_1	.431
R_2	.576
R_3	.880
R_4	.802
R_5	.700

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		R_1	R_2	R_3	R_4	R_5
Reproduced Correlation	R_1	.185[a]	.248	.379	.345	.302
	R_2	.248	.332[a]	.507	.462	.403
	R_3	.379	.507	.774[a]	.706	.616
	R_4	.345	.462	.706	.643[a]	.562
	R_5	.302	.403	.616	.562	.491[a]
Residual[b]	R_1		-.079	-.193	-.007	-.185
	R_2	-.079		-.018	-.162	-.293
	R_3	-.193	-.018		-.119	-.013
	R_4	-.007	-.162	-.119		-.121
	R_5	-.185	-.293	-.013	-.121	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 7 (70.0%) nonredundant residuals with absolute values greater than 0.05.

Component Score Coefficient Matrix

	Component
	1
R_1	.178
R_2	.237
R_3	.363
R_4	.331
R_5	.289

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Factor Analysis

Correlation Matrix[a]

		Res_1	Res_2	Res_3	Res_4
Correlation	Res_1	1.000	.215	.196	.339
	Res_2	.215	1.000	.570	.207
	Res_3	.196	.570	1.000	.548
	Res_4	.339	.207	.548	1.000
Sig. (1-tailed)	Res_1		.018	.028	.000
	Res_2	.018		.000	.022
	Res_3	.028	.000		.000
	Res_4	.000	.022	.000	

a. Determinant = .395

Inverse of Correlation Matrix

	Res_1	Res_2	Res_3	Res_4
Res_1	1.168	-.244	.142	-.424
Res_2	-.244	1.568	-1.020	.318
Res_3	.142	-1.020	2.094	-.985
Res_4	-.424	.318	-.985	1.618

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.527
Bartlett's Test of Sphericity	Approx. Chi-Square	86.307
	df	6
	Sig.	.000

Anti-image Matrices

		Res_1	Res_2	Res_3	Res_4
Anti-image Covariance	Res_1	.856	-.133	.058	-.224
	Res_2	-.133	.638	-.311	.125
	Res_3	.058	-.311	.478	-.291
	Res_4	-.224	.125	-.291	.618
Anti-image Correlation	Res_1	.595[a]	-.181	.091	-.308
	Res_2	-.181	.515[a]	-.563	.200
	Res_3	.091	-.563	.520[a]	-.535
	Res_4	-.308	.200	-.535	.521[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
Res_1	.535
Res_2	.707
Res_3	.855
Res_4	.744

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		Res_1	Res_2	Res_3	Res_4
Reproduced Correlation	Res_1	.286[a]	.378	.457	.398
	Res_2	.378	.499[a]	.604	.526
	Res_3	.457	.604	.732[a]	.636
	Res_4	.398	.526	.636	.553[a]
Residual[b]	Res_1		-.163	-.261	-.058
	Res_2	-.163		-.034	-.319
	Res_3	-.261	-.034		-.088
	Res_4	-.058	-.319	-.088	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 5 (83.0%) nonredundant residuals with absolute values greater than 0.05.

Component Score Coefficient Matrix

	Component
	1
Res_1	.258
Res_2	.341
Res_3	.413
Res_4	.359

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Factor Analysis

Correlation Matrix[a]

		As_1	As_2	As_3	As_4
Correlation	As_1	1.000	.593	.285	-.122
	As_2	.593	1.000	.484	.337
	As_3	.285	.484	1.000	.444
	As_4	-.122	.337	.444	1.000
Sig. (1-tailed)	As_1		.000	.002	.118
	As_2	.000		.000	.000
	As_3	.002	.000		.000
	As_4	.118	.000	.000	

a. Determinant = .310

Inverse of Correlation Matrix

	As_1	As_2	As_3	As_4
As_1	1.936	-1.277	-.288	.796
As_2	-1.277	2.180	-.367	-.729
As_3	-.288	-.367	1.521	-.587
As_4	.796	-.729	-.587	1.604

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.511
Bartlett's Test of Sphericity	Approx. Chi-Square	108.826
	df	6
	Sig.	.000

Anti-image Matrices

		As_1	As_2	As_3	As_4
Anti-image Covariance	As_1	.516	-.302	-.098	.256
	As_2	-.302	.459	-.111	-.208
	As_3	-.098	-.111	.658	-.241
	As_4	.256	-.208	-.241	.623
Anti-image Correlation	As_1	.420[a]	-.622	-.168	.451
	As_2	-.622	.547[a]	-.202	-.390
	As_3	-.168	-.202	.709[a]	-.376
	As_4	.451	-.390	-.376	.396[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
As_1	1.000	.900
As_2	1.000	.801
As_3	1.000	.687
As_4	1.000	.864

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.069	51.718	51.718	2.069	51.718	51.718
2	1.183	29.579	81.297	1.183	29.579	81.297
3	.490	12.246	93.543			
4	.258	6.457	100.000			

Extraction Method: Principal Component Analysis.

Reproduced Correlations

		As_1	As_2	As_3	As_4
Reproduced Correlation	As_1	.900[a]	.687	.314	-.202
	As_2	.687	.801[a]	.640	.322
	As_3	.314	.640	.687[a]	.617
	As_4	-.202	.322	.617	.864[a]
Residual[b]	As_1		-.094	-.029	.079
	As_2	-.094		-.156	.015
	As_3	-.029	-.156		-.172
	As_4	.079	.015	-.172	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 4 (66.0%) nonredundant residuals with absolute values greater than 0.05.

Component Score Covariance Matrix

Component	1	2
1	1.000	.000
2	.000	1.000

Correlation Matrix[a]

		E_1	E_2	E_3	E_4	E_5
Correlation	E_1	1.000	.603	.442	.242	.471
	E_2	.603	1.000	.359	.197	.383
	E_3	.442	.359	1.000	.006	.388
	E_4	.242	.197	.006	1.000	.332
	E_5	.471	.383	.388	.332	1.000
Sig. (1-tailed)	E_1		.000	.000	.009	.000
	E_2	.000		.000	.027	.000
	E_3	.000	.000		.476	.000
	E_4	.009	.027	.476		.000
	E_5	.000	.000	.000	.000	

a. Determinant = .311

Inverse of Correlation Matrix

	E_1	E_2	E_3	E_4	E_5
E_1	1.880	-.819	-.395	-.172	-.362
E_2	-.819	1.622	-.162	-.070	-.149
E_3	-.395	-.162	1.372	.239	-.364
E_4	-.172	-.070	.239	1.179	-.376
E_5	-.362	-.149	-.364	-.376	1.493

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.722
Bartlett's Test of Sphericity	Approx. Chi-Square	107.892
	df	10
	Sig.	.000

Anti-image Matrices

		E_1	E_2	E_3	E_4	E_5
Anti-image Covariance	E_1	.532	-.268	-.153	-.077	-.129
	E_2	-.268	.616	-.073	-.037	-.061
	E_3	-.153	-.073	.729	.148	-.177
	E_4	-.077	-.037	.148	.848	-.214
	E_5	-.129	-.061	-.177	-.214	.670
Anti-image Correlation	E_1	.711[a]	-.469	-.246	-.115	-.216
	E_2	-.469	.735[a]	-.109	-.051	-.096
	E_3	-.246	-.109	.734[a]	.188	-.254
	E_4	-.115	-.051	.188	.612[a]	-.283
	E_5	-.216	-.096	-.254	-.283	.758[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
E_1	.834	-.089
E_2	.766	-.109
E_3	.650	-.500
E_4	.420	.844
E_5	.748	.172

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

		E_1	E_2	E_3	E_4	E_5
Reproduced Correlation	E_1	.704[a]	.649	.587	.275	.609
	E_2	.649	.599[a]	.552	.230	.554
	E_3	.587	.552	.672[a]	-.150	.400
	E_4	.275	.230	-.150	.889[a]	.459
	E_5	.609	.554	.400	.459	.589[a]
Residual[b]	E_1		-.047	-.145	-.033	-.138
	E_2	-.047		-.194	-.033	-.172
	E_3	-.145	-.194		.156	-.012
	E_4	-.033	-.033	.156		-.127
	E_5	-.138	-.172	-.012	-.127	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (60.0%) nonredundant residuals with absolute values greater than 0.05.

Component Score Coefficient Matrix

	Component	
	1	2
E_1	.342	-.088
E_2	.314	-.108
E_3	.266	-.494
E_4	.172	.834
E_5	.306	.170

Extraction Method: Principal Component Analysis.

Component Scores.

Component Score Covariance Matrix

Component	1	2
1	1.000	.000
2	.000	1.000

Extraction Method: Principal Component Analysis.

Component Scores.

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
S_1	4.0313	.46911	96
S_2	4.0313	.30619	96
S_3	4.0313	.39612	96
S_4	4.0625	.43073	96
S_5	4.1563	.62117	96
S_6	4.0625	.61237	96
S_7	3.9375	.55843	96
S_8	4.2813	.51714	96
S_9	4.2813	.45197	96
S_10	4.3125	.46595	96
S_11	4.1875	.58602	96

Correlation Matrix[a]

		S_1	S_2	S_3	S_4	S_5	S_6	S_7	S_8	S_9	S_10	S_11
Correlation	S_1	1.000	.213	.165	.303	.091	.323	.369	.224	.256	.244	.323
	S_2	.213	1.000	.773	.464	.638	.663	.566	.343	.164	.152	.319
	S_3	.165	.773	1.000	.359	.493	.643	.580	.419	.303	.289	.519
	S_4	.303	.464	.359	1.000	.435	.584	.673	.204	.233	.374	.454
	S_5	.091	.638	.493	.435	1.000	.721	.575	.452	.404	.375	.439
	S_6	.323	.663	.643	.584	.721	1.000	.843	.442	.278	.263	.495
	S_7	.369	.566	.580	.673	.575	.843	1.000	.390	.321	.319	.615
	S_8	.224	.343	.419	.204	.452	.442	.390	1.000	.874	.811	.762
	S_9	.256	.164	.303	.233	.404	.278	.321	.874	1.000	.928	.753
	S_10	.244	.152	.289	.374	.375	.263	.319	.811	.928	1.000	.824
	S_11	.323	.319	.519	.454	.439	.495	.615	.762	.753	.824	1.000
Sig. (1-tailed)	S_1		.019	.054	.001	.188	.001	.000	.014	.006	.008	.001
	S_2	.019		.000	.000	.000	.000	.000	.000	.055	.069	.001
	S_3	.054	.000		.000	.000	.000	.000	.000	.001	.002	.000
	S_4	.001	.000	.000		.000	.000	.000	.023	.011	.000	.000
	S_5	.188	.000	.000	.000		.000	.000	.000	.000	.000	.000
	S_6	.001	.000	.000	.000	.000		.000	.000	.003	.005	.000
	S_7	.000	.000	.000	.000	.000	.000		.000	.001	.001	.000
	S_8	.014	.000	.000	.023	.000	.000	.000		.000	.000	.000
	S_9	.006	.055	.001	.011	.000	.003	.001	.000		.000	.000
	S_10	.008	.069	.002	.000	.000	.005	.001	.000	.000		.000
	S_11	.001	.001	.000	.000	.000	.000	.000	.000	.000	.000	

a. Determinant = 9.662E-6

Inverse of Correlation Matrix

	S_1	S_2	S_3	S_4	S_5	S_6	S_7	S_8	S_9	S_10	S_11
S_1	1.503	-.926	.822	.039	.975	-1.115	.215	1.020	-1.462	.543	-.768
S_2	-.926	5.468	-3.740	-1.363	-2.531	2.133	-.989	-3.500	3.074	-.258	2.343
S_3	.822	-3.740	4.554	.873	1.699	-2.572	1.004	2.422	-2.596	1.200	-2.801
S_4	.039	-1.363	.873	3.346	.504	-.933	-1.783	1.696	1.645	-4.122	.655
S_5	.975	-2.531	1.699	.504	3.815	-3.362	.954	2.283	-2.781	.177	-1.008
S_6	-1.115	2.133	-2.572	-.933	-3.362	8.221	-4.599	-4.695	4.271	-.716	2.626
S_7	.215	-.989	1.004	-1.783	.954	-4.599	7.209	2.427	-4.673	5.316	-4.756
S_8	1.020	-3.500	2.422	1.696	2.283	-4.695	2.427	9.095	-7.337	.966	-3.613
S_9	-1.462	3.074	-2.596	1.645	-2.781	4.271	-4.673	-7.337	16.799	-12.779	5.551
S_10	.543	-.258	1.200	-4.122	.177	-.716	5.316	.966	-12.779	18.067	-7.846
S_11	-.768	2.343	-2.801	.655	-1.008	2.626	-4.756	-3.613	5.551	-7.846	8.766

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.638
Bartlett's Test of Sphericity	Approx. Chi-Square	1045.033
	df	55
	Sig.	.000

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.638
Bartlett's Test of Sphericity	Approx. Chi-Square	1045.033
	df	55
	Sig.	.000

Anti-image Matrices

		S_1	S_2	S_3	S_4	S_5	S_6	S_7	S_8	S_9	S_10	S_11
Anti-image Covariance	S_1	.665	-.113	.120	.008	.170	-.090	.020	.075	-.058	.020	-.058
	S_2	-.113	.183	-.150	-.074	-.121	.047	-.025	-.070	.033	-.003	.049
	S_3	.120	-.150	.220	.057	.098	-.069	.031	.058	-.034	.015	-.070
	S_4	.008	-.074	.057	.299	.039	-.034	-.074	.056	.029	-.068	.022
	S_5	.170	-.121	.098	.039	.262	-.107	.035	.066	-.043	.003	-.030
	S_6	-.090	.047	-.069	-.034	-.107	.122	-.078	-.063	.031	-.005	.036
	S_7	.020	-.025	.031	-.074	.035	-.078	.139	.037	-.039	.041	-.075
	S_8	.075	-.070	.058	.056	.066	-.063	.037	.110	-.048	.006	-.045
	S_9	-.058	.033	-.034	.029	-.043	.031	-.039	-.048	.060	-.042	.038
	S_10	.020	-.003	.015	-.068	.003	-.005	.041	.006	-.042	.055	-.050
	S_11	-.058	.049	-.070	.022	-.030	.036	-.075	-.045	.038	-.050	.114
Anti-image Correlation	S_1	.501[a]	-.323	.314	.018	.407	-.317	.065	.276	-.291	.104	-.212
	S_2	-.323	.579[a]	-.750	-.319	-.554	.318	-.158	-.496	.321	-.026	.338
	S_3	.314	-.750	.608[a]	.224	.408	-.420	.175	.376	-.297	.132	-.443
	S_4	.018	-.319	.224	.706[a]	.141	-.178	-.363	.307	.219	-.530	.121
	S_5	.407	-.554	.408	.141	.639[a]	-.600	.182	.388	-.347	.021	-.174
	S_6	-.317	.318	-.420	-.178	-.600	.653[a]	-.597	-.543	.363	-.059	.309
	S_7	.065	-.158	.175	-.363	.182	-.597	.679[a]	.300	-.425	.466	-.598
	S_8	.276	-.496	.376	.307	.388	-.543	.300	.645[a]	-.594	.075	-.405
	S_9	-.291	.321	-.297	.219	-.347	.363	-.425	-.594	.599[a]	-.734	.457
	S_10	.104	-.026	.132	-.530	.021	-.059	.466	.075	-.734	.658[a]	-.623
	S_11	-.212	.338	-.443	.121	-.174	.309	-.598	-.405	.457	-.623	.673[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
S_1	1.000	.746
S_2	1.000	.787
S_3	1.000	.702
S_4	1.000	.626
S_5	1.000	.692
S_6	1.000	.840
S_7	1.000	.814
S_8	1.000	.873
S_9	1.000	.938
S_10	1.000	.930
S_11	1.000	.835

Extraction Method: Principal Component Analysis.

Communalities

	Initial	Extraction
S_1	1.000	.746
S_2	1.000	.787
S_3	1.000	.702
S_4	1.000	.626
S_5	1.000	.692
S_6	1.000	.840
S_7	1.000	.814
S_8	1.000	.873
S_9	1.000	.938
S_10	1.000	.930
S_11	1.000	.835

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component		
	1	2	3
S_1	.402	.005	.765
S_2	.673	.525	-.243
S_3	.714	.331	-.287
S_4	.639	.297	.360
S_5	.730	.251	-.311
S_6	.803	.442	.019
S_7	.801	.358	.211
S_8	.769	-.497	-.186
S_9	.712	-.654	-.066
S_10	.719	-.643	.009
S_11	.841	-.352	.068

Extraction Method: Principal Component Analysis.

a. 3 components extracted.

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
S	.0000000	1.00000000	96
R	.0000000	1.00000000	96
Res	.0000000	1.00000000	96
As	.000000	1.0000000	96
E	.0000000	1.00000000	96
T	.0000000	1.00000000	96

Reproduced Correlations

		S_1	S_2	S_3	S_4	S_5	S_6	S_7	S_8	S_9	S_10	S_11
Reproduced Correlation	S_1	.746[a]	.087	.069	.533	.057	.339	.485	.164	.232	.293	.388
	S_2	.087	.787[a]	.724	.499	.698	.768	.675	.301	.152	.144	.364
	S_3	.069	.724	.702[a]	.452	.693	.714	.630	.438	.311	.299	.465
	S_4	.533	.499	.452	.626[a]	.429	.651	.694	.277	.237	.272	.458
	S_5	.057	.698	.693	.429	.692[a]	.691	.608	.494	.376	.361	.504
	S_6	.339	.768	.714	.651	.691	.840[a]	.805	.394	.281	.294	.521
	S_7	.485	.675	.630	.694	.608	.805	.814[a]	.399	.322	.348	.562
	S_8	.164	.301	.438	.277	.494	.394	.399	.873[a]	.884	.871	.809
	S_9	.232	.152	.311	.237	.376	.281	.322	.884	.938[a]	.931	.824
	S_10	.293	.144	.299	.272	.361	.294	.348	.871	.931	.930[a]	.831
	S_11	.388	.364	.465	.458	.504	.521	.562	.809	.824	.831	.835[a]
Residual[b]	S_1		.126	.096	-.231	.035	-.016	-.116	.059	.024	-.049	-.065
	S_2	.126		.049	-.035	-.060	-.105	-.109	.042	.013	.008	-.045
	S_3	.096	.049		-.093	-.200	-.071	-.050	-.019	-.008	-.010	.054
	S_4	-.231	-.035	-.093		.006	-.068	-.022	-.073	-.004	.101	-.004
	S_5	.035	-.060	-.200	.006		.030	-.034	-.043	.028	.014	-.065
	S_6	-.016	-.105	-.071	-.068	.030		.038	.048	-.003	-.031	-.026
	S_7	-.116	-.109	-.050	-.022	-.034	.038		-.009	-.002	-.030	.053
	S_8	.059	.042	-.019	-.073	-.043	.048	-.009		-.010	-.060	-.047
	S_9	.024	.013	-.008	-.004	.028	-.003	-.002	-.010		-.004	-.071
	S_10	-.049	.008	-.010	.101	.014	-.031	-.030	-.060	-.004		-.007
	S_11	-.065	-.045	.054	-.004	-.065	-.026	.053	-.047	-.071	-.007	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 20 (36.0%) nonredundant residuals with absolute values greater than 0.05.

Hasil Uji Reliabilitas

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
Bukti_Fisik	20.4822	2.016	.696	.572	.880
Kehandalan	20.3494	2.113	.616	.426	.892
Daya Tanggap	20.2478	1.905	.775	.671	.867
Jaminan	20.2869	2.113	.695	.625	.880
Empati	20.4056	2.191	.746	.658	.875
Kepuasan_Pelanggan	20.2875	1.953	.809	.742	.861

Correlations

		S	R	Res	As	E	T
Pearson Correlation	S	1.000	.295	.566	.050	-.034	.045
	R	.295	1.000	.508	-.406	-.029	.471
	Res	.566	.508	1.000	-.426	.085	.489
	As	.050	-.406	-.426	1.000	-.200	-.292
	E	-.034	-.029	.085	-.200	1.000	.077
	T	.045	.471	.489	-.292	.077	1.000
Sig. (1-tailed)	S	.	.002	.000	.315	.371	.333
	R	.002	.	.000	.000	.390	.000
	Res	.000	.000	.	.000	.205	.000
	As	.315	.000	.000	.	.025	.002
	E	.371	.390	.205	.025	.	.227
	T	.333	.000	.000	.002	.227	.
N	S	96	96	96	96	96	96
	R	96	96	96	96	96	96
	Res	96	96	96	96	96	96
	As	96	96	96	96	96	96
	E	96	96	96	96	96	96
	T	96	96	96	96	96	96

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	T, E, As, R, Res[b]	.	Enter

a. Dependent Variable: S

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df 1	df2	Sig. F Change	
1	.711[a]	.505	.477	.72293297	.505	18.354	5	90	.000	2.264

a. Predictors: (Constant), T, E, As, R, Res

b. Dependent Variable: S

Lampiran Hasil Analisa Regresi

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients			95.0% Confidence Interval for B		Correlations			Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	1.483E-17	.074		.000	1.000	-.147	.147					
	R	.203	.093	.203	2.167	.033	.017	.388	.295	.223	.161	.629	1.589
	Res	.779	.094	.779	8.261	.000	.592	.966	.566	.657	.613	.619	1.616
	As	.370	.086	.370	4.281	.000	.198	.542	.050	.411	.318	.736	1.358
	E	.005	.077	.005	.059	.953	-.148	.157	-.034	.006	.004	.939	1.065
	T	-.324	.089	-.324	-3.630	.000	-.501	-.147	.045	-.357	-.269	.690	1.448

a. Dependent Variable: S

Tabel Daftar Muatan, Jumlah Pendapatan dan Jumlah Kapal tahun 2008 s/d 2010 di Pelabuhan PT Krakatau Bandar Samudera

No	Kriteria	Tahun 2008		Tahun 2009		Tahun 2010	
1	Jenis Cargo	KS Group	Non KS	KS Group	Non KS	KS Group	Non KS
	Krakatau Steel & Group						
	Iron Ore Pellet	2.340.040	-	1.256.495	-	2.202.874	-
	Steel Scrap	290.011	-	96.374	-	113.640	-
	Steel Slab	555.346	-	604.966	-	598.572	-
	HBI, Pig Iron & DRI	199.041	-	109.966	-	-	-
	Steel Billet	22.868	-	120.541	-	83.184	-
	TMBP	-	-	70.566	-	110.761	-
	Steel Product	571.671	-	353.076	-	144.710	-
	Sub Total	3.978.977	-	2.611.986	-	3.253.741	-
	Non Krakatau Steel						
	Steel Product	-	17.303	-	19.271	-	51.777
	Batubara	-	835.957	-	995.087	-	618.310
	Grain	-	1.041.209	-	1.426.231	-	2.224.634
	Raw Sugar	-	954.871	-	602.470	-	1.119.388
	General cargo	-	25.108	-	36.872	-	96.135
	Gypsum	-	215.257	-	165.303	-	248.198
	Garam	-	55.001	-	76.197	-	78.331
	Semen	-	387.786	-	383.532	-	5.865
	Steel Scrap	-	-	-	17.027	-	47.589
	Carbon Black	-	227.230	-	73.062	-	170.090
	Pupuk	-	79.114	-	329.155	-	438.533
	Iron Concentrate	-	-	-	11.921	-	-
	Lain – lain	-	-	-	231.098	-	-
	Sub Total	-	3.838.837	-	4.367.227		5.098.851
	Total KS Group & Non KS	7.817.814		6.979.213		8.352.592	
	Prosentase (%)	50,90	49,10	37,43	62,57	38,95	61,05
2	Pendapatan (Rp. 1.000)	50.356.807	97.059.413	37.105.731	159.291.568	61.556.921	198.742.232
	Prosentase (%)	34,16	65,84	18,89	81,89	23,65	76,35
3	Jumlah kapal (unit)	257	282	189	361	172	318
	Prosentase (%)	47,68	52,32	34,36	65,64	35,10	64,90

Sumber : Data Laporan Tahunan PT Krakatau Bandar Samudera tahun 2008 s/d 2010