Shoppers Perception

by Astrid Astrid
Shoppers’ Perception on Physical Condition of Shopping Centers’ Atmosphere at Different Lifecycle

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ABSTRACT

Shopping center with atmospheric stimuli design needs to be well formulated in marketing strategy to expose its competitive advantage. As a result, most designs included in the marketing tactic scheme pay more attention to all factors related to the lifestyle in order to make designs exist and be appreciated by the society. Design is one of the key factors of shopping center to gain its success. This research aimed to find out to what extent the visitors perception is different towards shopping centers which has different lifecycles. The research studied two things, first was exploratory research intended to find the embodiment of atmospheric (atmospheric variables). The second research was done in a quantitative method, (multiple regression). This research studied the perception of a hundred mall visitors regarding how the variables of the interior atmosphere affected their shopping habit. The independent variables in the research were the exterior features and building configuration, interior features and supporting facilities. The dependent variable was the the visitor behavior. As a conclusion, the atmospheric interior design of a mall that is embodied in its interior element supported the hypothesis which said that existence of experience which felt differently according to visitor perception at shopping centers in different lifecycle.

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In their development shopping centers can accommodate the characteristics of the modern people. They are becoming a place where everyone can easily find their spaces. In addition to making it easier for the people to do their activities inside the premises, the one stop shopping point concept is a form of comfort offered by the modern shopping center as a direct response to the demands of the increasingly faster and more challenging life. Therefore, in review, the modern society is spending more of their time inside a shopping center. With various descriptions
mentioned above, it is evident that the activities inside the mall are no longer about functional shopping with personal motive. Therefore it is fitting to say that as the place where urban people do their activities, a shopping center functions as a transactional space as well as a space for social purposes and also a liminal space. In addition to being a place for purchasing items, a shopping center has several additional functions including shopping and social activities (Alcaza, 2011).

As a transactional space, a shopping center has a lot of plus points because a comfortable design provides both trading and recreational functions. It also offers a ʌ of shopping, saves time and cost of search. As a social interaction space, the presence of a shopping center really helps. The location of a shopping center is usually carefully chosen by the developer to make sure that it is strategically located and easy to reach. A shopping center is also equipped with various forms of open plaza or atrium to replace town square as community space although it is not as open as other public areas.

Open plaza and atrium here function as a receptacle for various cultural activities, birth form and for the community, socially as well as in the function of product placement. An open plaza provides a location to interact for different communities. In addition, there are several places inside a shopping center, such as food court, which is used as the location for the city communities to independently socialize with one another. The phenomenon of the modern shopping center which also serves as a public space similar to town squares, city parks and streets, among others, has also been stated by Stachell and Mitchel (2005). In some cases, a shopping center has replicated these conditions to such extent that it resembles shopping town in a smaller scale.

As stated by Goss (2007), a shopping center is a market place where various kinds of humanity keep evolving, starting from the attractive objects on offer to the energy or spirit obtained from gathering masses where a lot of unexpected adventures, direct selling, opportunities of making encounter and community happen. (Balschon von Goss, 2007).

On the one hand, the rapid growth of retail transactional value in Indonesia is estimated to skyrocket from US$ 135 billion in 2011 to US$ 223 billion in 2015, establishing the stronger position Indonesia has in the field of retail. Coupled with the high level of trust among people in the property business, the investment level in Indonesia is expected to stay positive. Considering the abovementioned prediction, the growth of the Indonesian shopping center is certain. The existence of a shopping center will provide a positive contribution towards local as well as national economic development. On the other hand, regarding society as consumers, AC Nielsen Survey (The Marketers, November 2011) stated that Indonesia placed third out of 56 countries on the list of Consumer Confidence Index. Indonesia was behind India and Saudi Arabia but had a position higher than Singapore, China and the USA. It means that the people of Indonesia, with a sample of 18% from the respondents, stated that their economic condition and shopping activities would be fine during the year 2012.

Next, an additional survey by AC Nielsen (Marketing Mix, 2009) disclosed that 99% of the Indonesian people consider shopping centers as a place for interaction. It can be concluded that for the Indonesian people a shopping center that provides a different experience, mostly in their physical design, is highly expected, just like what has been offered by modern shopping centers today. It is in line with the term coined by Pine and Gilmore (1985b) to describe the present time, experience economy, where the functional need of a product will shift to make place for the value obtained by users as well as consumption value based on lifestyle and experience.

Therefore, in this line of thought, a shopping center is the right answer for a distribution receptacle in the retailer level that directly relates to customers. The packaging of an object, in this case a shopping center, brings added value to retailers’ products. Shopping center as a design product is a function as a creator of experience that can suit the current condition of the people, both for economic benefit (product differentiation and profit) as well as emotional benefit that is generated by the users, which in this context are visitors as the target market of a shopping center Williams (2006).

**Atmosphere of a Shopping Center Affects Shoppers’ Behavior**

According to the Oxford Dictionary, the word atmosphere has two meanings. The first is denotive, meaning the envelope of gases that surround the earth, while the second has a more connotative meaning, suggesting the mood of a place. Therefore in this context the topic puts an emphasis on layout design. Regarding the level of retail stores, Berman and Evans (2001:50) stated that in the planning of a store’s atmosphere design there are several variables that should be taken into account: store exterior, general interior, interior layout and interior display. In shopping centers, we can say that design features comprise exterior, building configuration and interior features (Kramer, 2008). Exterior and building configuration features include building materials, building entrances, canopies, signage, night lighting, truck service facilities, and building configuration. Meanwhile, interior features consists of tenant spaces, building flexibility, ideas, food court, multi levels, storefronts, store size, basement, interior wall, flooring, lighting, heating and air conditioning. These two features are integrated and regarded as atmosphere.

Shopper behavior design creates new experience through the atmosphere that is perceptually felt by the human senses. New forms and concepts as well as creative ideas regarding the creation of experience and how to have a shopping center with a point of interest for consumers should be considered. Similar to a recreational center, a unique design will help visitors creative to create a theoretical store atmosphere for visitors. This way, visitors can feel the comfort of shopping with more introductions of new experience created by retailers. This experience involves various sensory reactions (for instance visual appearance, sound, smell, and texture).

Image 1. Atmosphere that Provides Experience in a Jakarta Shopping Center
Atmosphere created from a design will provide a sense of place for the location. Atmosphere then acts as a stimulant for visitors so that in the process they will respond through their actions (whether deciding to stay in the shopping center or explore the place or leaving the shopping center). Positive actions from visitors as a result of the appropriate sense of place will provide a deep perception which leads them to go back to the place. A repetitious action to visit a shopping center is a cyclical sequence that induces place attachment (an emotional bond with a place because of an integrated condition between physical and social surrounding). Cyclical here means activities which are not related to the chronological timeline but more about the significance of meaning and how often the activities are conducted in a certain place (Altmann and Low, 1982). In some earlier researches, place attachment in a shopping center could be seen in visitors who have similar personal concept and lifestyle to the characteristic of the shopping center. Place attachment can happen through the medium of personal and social meanings if both the physical and social meaning or symbol of a place is in line with one’s personal image (sign or focus of the self) (Laurin & Aguirre, 1984; Pringle & Fray, 1983; Rapoport, 1989; on Altmann and Low (1982). Place Attachment. New York Plenum Press, p. 238.

Based on the descriptions above it can be indirectly said that the right shopping center atmosphere can boost the level of attraction, and even influence the next step: the level of attachment visitors feel towards the shopping center. From the management’s perspective, Kotler (1973) stated that the atmosphere condition of a shopping center has several desirable effects on visitors. First, atmosphere can help steer visitors’ direction and duration span, thus enhancing probability of purchase. Second, atmosphere can express various characteristics of a shopping center and conjure images for visitors. Lastly, atmosphere can provide emotional reaction from visitors such as excitement and eagerness to look around so that it can be appealing for the shopping center management. This is because, first of all, different from a lot of influential situations which are out of their control, retailers have the ability to create atmosphere as a controllable variable. Also, this influence can be directed towards visitors with the right target.

With the right design, a shopping behavior can be created. A design function as a stimulant that affects the behavior.

**Atmosphere as Marketing Tactic and Shopping Center’s Lifecycle**

The success of a shopping center is supported by various factors (Wee and Tong, 2005), including location, visibility, rate of access, dimension, planning and design, anchor tenant, tenant mix, image building strategy, marketing and management, as well as customers’ oriented thinking pattern. These nine factors are all interrelated and supportive of one another. Therefore a good design will encourage the shopping center to become visitors’ number one choice and place its image according to the required segmentation, targeting and positioning strategy. For this reason, a shopping center aims to create marketing activities in each purchasing situation and this will be interesting for the shopping center’s customers, including retailers as tenants and the society.

Furthermore, Peter and Olson (2000) divided the five genetic situations that affect consumers’ shopping behavior into information obtaining situation, shopping situation, buying situation, consumption situation and throwing away situation. In each stage of situation, a shopping center’s design can become a tool to create the best tactic according to the strategy.

In information obtaining situation, for instance, consumers find relevant background situation to select their shopping destination. Next, in shopping situation, a design can also act as a tactic. Customers must easily find products in a store according to their wiser and needs and here the tactic can be implemented—a successful shopping center layout will certainly boost the visibility of a store. The same thing happens again in each situation so it can be concluded that design is the main tactic in every integrated situation with the presence of various retailers. Also, it cannot be related to the lifecycle of the product and shopping center itself.

Regarding marketing, the lifecycle concept can also be applied to shopping center as a business entity (George, 1987; Feinberg, 2001; 14 on Nicolletia and Christians, 1988). The cycle of a shopping center can be divided into innovation (launch), growth (accelerated development), maturity and decline (Berman & Evans, 2001; 28; Lowry, 1997: 78).

In the innovation stage, the market is still very open and the competition limited, especially when a shopping center offers a new concept. So there is opportunity to rapidly develop and attract a lot of enthusiastic shoppers. The developer usually sticks to the initial concept with market demand and attempts to attract visitors with various imaging methods. It will also seek long term lease on high rental rates. Meanwhile, retailers usually try to display early imaging and minimize operational problems in the opening stage and adjust them to their design and the shop’s marketing strategy.

In the accelerated development stage, the market will develop faster than in the innovation stage. The development will be very popular and it will follow the market because of increasing retail and sales growth. The developer will keep doing promotional and imaging efforts but fewer than in the previous stage. There will also be maintenance efforts and minor renovations on the building. Retailers also lower their promotional effort, but keep them stabilized and maintain moderate discounts. This is an aggressive adjustment stage between product variety and market demand.

Next in the maturity stage, similar competition will start to emerge, limiting both the business concept and building design. Store traffic is getting steady while sales are stable, even slowing down sometimes. Developer usually push advertising and imaging efforts more to maintain its position, there will be minor renovation works and maintenance. Often in order to maintain
their position is at a major renovation or make over is necessary. Tenants will show moderate responses, still sticking with products popular with the market while assuming a more professional conduct.

In the decline stage, the shopping center is at a weakening condition, store traffic is down and the sales growth negative. The developer, should a shopping center reaches this stage, has to do an extensive reformatting and efforts to keep their tenants and visitors. In order to lease spaces, long term is reduced to short terms. Tenants usually keep advertising and promotion moderate but conduct extensive sales and price discounts. Shops dimension will be reduced and the type of store that remains is corner stores.

Table 1. Shopping Center Life Cycle

<table>
<thead>
<tr>
<th>Importance Consideration</th>
<th>Launch/ Innovation</th>
<th>Growth/ Accelerated Development</th>
<th>Maturity</th>
<th>Decline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Market Factors:</td>
<td></td>
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<td></td>
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<tr>
<td>Number of Competing Centers</td>
<td>Low</td>
<td>Rapid Growth</td>
<td>Many of the same type of center</td>
<td>Many of the same type of center</td>
</tr>
<tr>
<td>Increase of shopper traffic generated</td>
<td>Increases rapidly</td>
<td>Steady Increases</td>
<td>Stable growth</td>
<td>Slow or Negative</td>
</tr>
<tr>
<td>Rate of Sales</td>
<td>Very Rapid</td>
<td>Rapid</td>
<td>Moderate to slow</td>
<td>Slow or Negative</td>
</tr>
<tr>
<td>Vacancy Rate</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate High</td>
<td>Moderate High</td>
</tr>
<tr>
<td>Control Exercised by Developer</td>
<td>Extensive</td>
<td>Moderate</td>
<td>Extensive Moderate</td>
<td>Moderate Moderate</td>
</tr>
<tr>
<td>Shopping Center Development Strategies</td>
<td>Extensive</td>
<td>Moderate</td>
<td>Extensive Moderate</td>
<td>Moderate Moderate</td>
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<td>Time to Retailten噫</td>
<td>Extensive</td>
<td>Moderate</td>
<td>Moderate</td>
<td>Extensive</td>
</tr>
<tr>
<td>Retail Rates</td>
<td>High</td>
<td>High</td>
<td>Competitive</td>
<td>Low</td>
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<tr>
<td>Length of Lease</td>
<td>Long</td>
<td>Long</td>
<td>Moderate</td>
<td>Short</td>
</tr>
<tr>
<td>Retail-Tenant Strategies</td>
<td>Extensive</td>
<td>Moderate</td>
<td>Variable</td>
<td>Price</td>
</tr>
<tr>
<td>Special Sales and price discounts</td>
<td>Few</td>
<td>Moderate</td>
<td>Extensive</td>
<td>Price</td>
</tr>
<tr>
<td>Merchandise &amp; ofering</td>
<td>Preparedness</td>
<td>Stable and assortment</td>
<td>Stable variety</td>
<td>Reduced</td>
</tr>
<tr>
<td>Store Size and Layout</td>
<td>Prototype model</td>
<td>Adjusted to meet market demand</td>
<td>Stable Size</td>
<td>Scaled down</td>
</tr>
</tbody>
</table>

Table 1. Shopping Center Life Cycle

The four stages of lifecycle concept as mentioned above will study and identify how an age pattern can influence the existence of a shopping center. Atomosphere design as marketing tactic will also have to follow the lifecycle because it will have a different perception for each lifecycle. The difference is a result of sobriety in time, technology and lifestyle, which also change visitors’ view of the shopping center.

The research below will elaborate more about the visitors’ perspective regarding the atmosphere design of two shopping centers with different atmospheres because they were built in different eras, where atmosphere is regarded as one of the success factors of a shopping center (Woo and Tong, 2003).

METHODS
Research through Exploration and Use of Multiple Regression
The research aimed to examine the relationship between visitors’ perception of atmosphere design as stimuli. It was done in two Sundays shopping centers.

The research was divided into two stages, the first being the exploratory research and the second using multiple regression. The exploratory research was done to recognize the attributes connected to consumers according to the design features attributes of Kramer (2008). The resulting attributes were then used for the second stage research which used multiple regression to examine the relationship between them. Variables used in the research were independent variables and dependent variables where the variables from atmospheric stimuli could be defined as independent variables with exterior features, interior features and support facilities whereas dependent variable was visitors’ behavior. The research model can be seen in the schematic below.

Subject and Object of Research
The research subject was the perception of a

![Research Model](Image 3)
shopping center’s atmosphere design, obtained from 129 visitors in two shopping centers. Specifically, 60 people were surveyed in shopping center X and 60 people in shopping center Y.

The research objects were two malls in Sunbaya, one was built in the first ten and the other in the most recent era, both of them have spatial characteristic as iconic architecture and stand on different life cycles. The two retail centers in Sunbaya have a certain bond with people of city but from the research objects point of view, the malls are considered relatively successful in fulfilling the criteria for a mall to show its existence. They are shopping center X (built in 2012, just entering the phase of innovation phase in lifecycle) and shopping center Y (built in 1987 and is still in growth phase/accelerated development to maturity in lifecycle stage) in Sunbaya. Seen from their size the two are categorized as regional super shopping centers, with a gross leasable area of more than 200000 m² (square feet), with three or more department store anchor tenants alongside discount and clothes stores as well as other specialty stores, and catering to the needs of more than 100000 people.

RESULTS AND DISCUSSION
Multiple Regression on Mall X Data (Built in 2011)
All of the data analyzed in this stage had gone through assumption test and was stated as normally distributed, with no multicollinearity, autocorrelation and heteroskedasticity. This was then explained in three steps: multiple regression analysis which resulted in regression equation, influence of atmosphere design (with simultaneous variables of exterior features and building configuration, interior features, and support facilities) towards shoppers’ shopping behavior, and partially examined the significance of these variables’ contribution and finding its determination coefficient.

First, to find the influence of exterior features and building configuration (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y), a multiple linear regression analysis was used with the following equation:

\[ Y = a + b_1X_1 + b_2X_2 + b_3X_3 \]

Where:
- \( Y \) = shopping behavior
- \( X_1 \) = exterior features and building configuration
- \( X_2 \) = interior features
- \( X_3 \) = support facilities
- \( a \) = Constant
- \( b_1, b_2, b_3 \) = Regression Coefficient

Next, the result of software SPSS 13 for the double regression analysis is presented in Table 2.

According to the calculation on the above table, an equation of double linear regression was obtained:

\[ Y = 0.256 + 0.148X_1 + 0.353X_2 + 0.215X_3 \]

The regression coefficient value on the independent variables stated that if it is predicted that the independent variables has a one unit increment and the values of other independent variables are predicted to be constant or equal zero, then the dependent variable is expected to go up or go down according to the regression coefficient value.

Second, in order to find the significance of the collective independent variables’ influence mentioned above, test F was used and according to the SPSS calculation resulted in the Table 3.

From the Table 3, the value of F was calculated at 12.766. Because the calculated value of F (12.766) > F in the table (2.760), then H0 was rejected. Therefore, it can be concluded that simultaneously there is a significant influence of exterior features (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y).

Third, in order to find the significance of independent variables towards their independent variables, test t was used and according to the SPSS calculation resulted in the Table 4.

Fourth, find out about the collective relation of the exterior features & building configuration (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y), correlation analysis was used (C).

According to the calculation output of SPSS software above, the correlation coefficient (R) was calculated at 0.687. This shows there is a strong relationship between architecture (exterior features), interior features (X2) and support facilities (X3) towards shopping behavior (Y).

The large influence of exterior features & building configuration, interior features and support facilities towards shopping behavior is shown through the determination coefficient with the formula:

\[ R^2 = (0.687)^2 \times 100\% = 46.86\% \]

This means the variables of exterior features & building configuration, interior features and support facilities contribute 46.86% towards the comfort level. Meanwhile, the remaining 53.14% of the comfort level can be explained through other variables which were not tested.

Multiple Regression on Mall Y Data (Built in 1987)
First, to find the influence of exterior features & building configuration (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y), a double linear regression analysis was used with the following equation:

\[ Y = a + b_1X_1 + b_2X_2 + b_3X_3 \]
Where:

\[ Y = \text{Shopping behavior} \]
\[ X_1 = \text{Exterior Features and Building Configuration} \]
\[ X_2 = \text{Interior Features} \]
\[ X_3 = \text{Support Facilities} \]
\[ a = \text{Constant} \]
\[ b_1, b_2, b_3 = \text{Regression Coefficient} \]

Second, in order to find the significance of the collective independent variables' influence mentioned above, test F was used and according to the SPSS calculation resulted in the Table 7.

From the Table 7, the value of F was calculated at 3.791. Because the calculated value of F (3.791) > F in the table (2.769), then H0 was rejected. Therefore, it can be concluded that simultaneously there is a significant influence of exterior features (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y).

Next, the result of software SPSS 13 for the double regression analysis is presented in the Table 6.

According to the calculation on the above table, an equation of double linear regression was obtained:

\[ Y = 1.599 + 0.201X_1 + 0.163X_2 + 0.042X_3 \]

The regression coefficient value on the independent variables stated that if it is predicted that the independent variables have a one unit increment and the values of other independent variables are predicted to be constant or equal zero, then the dependent variable is expected to go up or go down according to the regression coefficient mark of the independent variables.

Third, in order to find the significance of independent variables towards their independent variables, test I was used and according to the SPSS calculation resulted in the Table 8.

For 1, to find out about the collective relation of the exterior features & building configuration (X1), interior features (X2) and support facilities (X3) towards shopping behavior (Y), double correlation analysis was used (R). According to the calculation output of SPSS software above, the correlation coefficient (R) was calculated at 0.637. This shows there is a strong relationship between architecture / exterior (X1), interior features (X2) and support facilities (X3) towards comfort level (Y).

The large influence of exterior features & building configuration, interior features and support facilities towards shopping behavior is shown through the determination coefficient with the formula:

\[ R^2 = 0.411^1 = 0.100 \]

This means the variables of exterior features & building configuration, interior features and support facilities contribute 10% towards the comfort level. Meanwhile, the remaining 90% of the comfort level can be explained through other variables which were not tested.

### Comparison Between Two Shopping Centers

Table 10 is a comparison between two shopping centers which describes lifecycle stages, respondent characteristics, multiple regression equations and hypothesis examination on overall variables, partial hypothesis testing, determination coefficient and mean of related descriptive statistic of each variable.

There are several topics to discuss here, which are:

1. Both in the cases of shopping centers X and Y, it was proven that a shopping center atmosphere is related to shopping behavior.
2. In the case of shopping center X, a facility recently built in 2012, it is different from the condition of shopping center Y which was built in the early era of shopping centerboom in Surabaya in 1987. But both shopping centers are considered successful to this day. The age of a shopping center influences its tendens because shopping activities are influenced by lifestyle and fashion. Shopping center in the innovation stage era tends to do extensive imaging and advertising efforts (Lowry, 1997). Therefore, design in innovation stage becomes very important and acts as a competitive advantage in providing shopping experience. Shopping center in accelerated development and maturity phase stages usually only do a few maintenance and simple renovation works. Therefore, perception towards atmosphere can change along with the changes of era and age of a shopping center. This is evident in the determination coefficient of shopping center X (0.40%) which is bigger than shopping center Y (36.9%), where the mean value of shopping center X in various variables tend to be higher than shopping center Y.
3. Positioning of shopping centers also influences the atmosphere design of a shopping center. Shopping center X represents a Lifestyle center with flexible format so when surveyed, most of its visitors answered they went there for recreational purposes and relaxing with family, although some went with the main reason to shop (21.67%). On the other hand, shopping center Y, with a more functional atmosphere, offers more preference for visitors with the main reason to shop (43%). With longer operational time, various leasants and their locations are already known by visitors. Also select leasants that stays in keeping with the demands of visitors is the strength of shopping center Y. As a note,
Table 10. Comparison between Two Shopping Centers in Sundowns

<table>
<thead>
<tr>
<th>Comparator</th>
<th>X Shopping Center</th>
<th>Y Shopping Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifecycle Stage</td>
<td>Inception Stage</td>
<td>Accelerated Development to Mature Stage</td>
</tr>
<tr>
<td>Respondent Characteristics</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Most respondent aged 18-30 years old (50%), 35-45 years old (30%) | 1. Most respondent aged 30-40 years old (53%), 40-50 years old (47%) | |
2. Employee of private companies (70%) | 2. Employee of private companies (75%) | |
3. Spending between 1.5 million, not including home & car installment (68.59%) | 3. Spending between 1.5 million (30%) and 1.5-5 million (31.67%) | |
4. Reason to visit mall to shop (26.67%), recreational purposes (31.67%), socializing with family (13.33%) | 4. Reason to visit mall to shop (31.67%), recreational purposes (26.67%), socializing with family (13.33%) | |
5. Location with interesting design; dining area, food court and midnight | 5. Location with interesting design; food court and midnight | |

Multiple Regression Equation

Y = 0.056 + 0.148 X1 + 0.353 X2 + 0.213 X3

Hypothesis Testing on Overall Variables

Partial Hypothesis Testing

X1: Not Significant
X2: Significant
X3: Not Significant

Determination Coefficient

45.6% 15.6%

Mean of Architectural Features

3.850

Mean of Interior Features

3.100

Mean of Support Facilities

3.771

Mean of Shopping Behavior

3.850

it often conducts numerous activities at the same time in its premises.

4. In the simultaneous hypothesis testing on variables in both X and Y shopping centers, the results were the same. It means the three variables in a shopping center atmosphere (architectural features & building configuration, interior features and support facilities) independently influence shopping behavior.

5. In the partial hypothesis testing, there is a difference between shopping center X and Y. In shopping center X, two variables (interior features and support facilities) partially affect shopping behavior while exterior features & building configuration variable does not. This might be because most visitors’ activities are centered in the interior space of the shopping center. While in shopping center Y, none of the variables separately influences shopping behavior.

6. The mean value averages above the medium value (3) of average value so that it can be concluded that according to visitors’ perception both shopping centers have appearances that are above average. In shopping center X and Y, the highest means in the interior variable with a value of 3.33 in shopping center X and 3.50 in shopping center Y. The lowest value in shopping center Y is in the support facilities variable with a value of 3.125, as a result of the unchangeable architecture condition of the building so that the only thing that can be altered is the finishing material.

CONCLUSION

The conclusions that can be drawn here are:

1. There is a relationship between atmosphere of a shopping center and shopping behavior where the value also depends on other factors that contribute to determine the success of a shopping center such as location, visibility, ease of access, dimension, anchor tenant, tenant mix, image building strategy, marketing and management, and customers’ oriented

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### Shoppers Perception

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<td><strong>20%</strong></td>
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