Hasil Uji Validitas Kepuasan Pelanggan Berdasarkan Kinerja

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**Correlations**

- **Sig.** (2-tailed): Level of significance
- **N**: Sample size
- **Pearson Correlation**: Strength of linear relationship between two variables
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**Note:** The table contains correlation coefficients and their significance levels for different pairs of variables, with corresponding N values. The significance levels are indicated at the top of each column.
<p>| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Pearson Correlation | 0.027 | 1.00 | 0.083 | 0.083 | 0.378 | 0.472 | 0.174 | 0.526 | 0.317 | 0.400 | 0.083 | 0.083 | 0.366 | 0.472 | 0.027 | 1.00 | -0.02 | 0.027 | 0.083 | 0.358 | 0.582 | -0.00 | 0.890 | 0.648 |
| Sig. (2-tailed) | 0.886 | 0.000 | 0.663 | 0.665 | 0.039 | 0.008 | 0.356 | 0.003 | 0.088 | 0.029 | 0.663 | 0.665 | 0.046 | 0.008 | 0.886 | 0.000 | 0.974 | 0.895 | 0.886 | 0.665 | 0.052 | 0.001 | 0.984 | 0.000 | 0.000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Pearson Correlation | 0.306 | 0.083 | 1.00 | 0.374 | 0.255 | 0.244 | 0.154 | 0.05 | 0.338 | 0.253 | 0.083 | 0.083 | 0.324 | 0.244 | 0.306 | 0.083 | 0.432 | 0.163 | 0.306 | 0.374 | 0.207 | 0.312 | 0.595 | 0.000 | 0.535 |
| Sig. (2-tailed) | 0.100 | 0.663 | 0.000 | 0.042 | 0.174 | 0.195 | 0.416 | 0.767 | 0.068 | 0.178 | 0.663 | 0.042 | 0.081 | 0.195 | 0.100 | 0.663 | 0.017 | 0.391 | 0.100 | 0.042 | 0.271 | 0.094 | 0.001 | 1.00 | 0.002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Pearson Correlation | 0.175 | 0.083 | 0.374 | 0.100 | 0.067 | -0.12 | 0.115 | 0.307 | 0.175 | 0.167 | 0.083 | 0.034 | 0.116 | -0.12 | 0.175 | 0.083 | 0.349 | 0.309 | 0.175 | 1.00 | 0.152 | 0.05 | 0.296 | 0.227 | 0.455 |
| Sig. (2-tailed) | 0.354 | 0.665 | 0.042 | 0.000 | 0.723 | 0.506 | 0.546 | 0.099 | 0.356 | 0.378 | 0.665 | 0.042 | 0.542 | 0.506 | 0.354 | 0.665 | 0.059 | 0.097 | 0.354 | 0.000 | 0.423 | 0.767 | 0.113 | 0.228 | 0.012 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Pearson Correlation | 0.339 | 0.366 | 0.324 | 0.116 | 0.984 | 0.537 | 0.167 | 0.190 | 0.297 | 0.145 | 0.366 | 0.324 | 0.116 | 1.00 | 0.537 | 0.339 | 0.366 | 0.453 | 0.187 | 0.339 | 0.116 | 0.536 | 0.630 | 0.240 | 0.337 | 0.689 |
| Sig. (2-tailed) | 0.067 | 0.046 | 0.081 | 0.542 | 0.000 | 0.002 | 0.379 | 0.315 | 0.111 | 0.444 | 0.046 | 0.081 | 0.542 | 0.002 | 0.067 | 0.046 | 0.012 | 0.323 | 0.067 | 0.542 | 0.002 | 0.000 | 0.202 | 0.069 | 0.000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Pearson Correlation | 0.347 | 0.472 | 0.244 | -0.12 | 0.581 | 1.00 | 0.266 | 0.093 | 0.313 | 0.267 | 0.472 | 0.244 | -0.12 | 0.537 | 1.00 | 0.347 | 0.472 | 0.299 | 0.233 | 0.347 | -0.12 | 0.597 | 0.672 | 0.159 | 0.373 | 0.662 |
| Sig. (2-tailed) | 0.060 | 0.008 | 0.195 | 0.506 | 0.001 | 0.000 | 0.156 | 0.623 | 0.092 | 0.154 | 0.008 | 0.195 | 0.506 | 0.002 | 0.060 | 0.008 | 0.108 | 0.216 | 0.060 | 0.506 | 0.000 | 0.000 | 0.402 | 0.042 | 0.000 |</p>
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Hasil Uji Validitas Kepuasan Pelanggan Berdasarkan Harapan

* Correlation is significant at the 0.05 level (2-tailed).
** Correlation is significant at the 0.01 level (2-tailed).
|    | Sig. (2-tailed) | N | Pearson Correlation |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|----|----------------|---|---------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P4 | .008           | .087 | .247 | .664 | .068 | .482 | .124 | .014 | .986 | .708 | .986 | .000 | .043 | .616 | .014 | .174 | .708 | .986 | .000 | .043 | .616 | .616 | .986 | .986 | .009 |
|    | .779           | .276 | .247 | .110 | .165 | .007 | .807 | .022 | .020 | .104 | .020 | .066 | .061 | .003 | .022 | .047 | .104 | .020 | .066 | .061 | .003 | .003 | .020 | .020 | .000 |
| P5 | .327           | .003 | .664 | .110 | .217 | .048 | .148 | .044 | .220 | .000 | .220 | .082 | .143 | .069 | .044 | .014 | .000 | .220 | .082 | .143 | .069 | .220 | .220 | .000 |
| P6 | .033           | .039 | .068 | .165 | .217 | .072 | .103 | .000 | .004 | .274 | .004 | .076 | .000 | .549 | .000 | .406 | .274 | .004 | .076 | .000 | .549 | .549 | .004 | .004 | .000 |
|    | .123           | .248 | .134 | .481 | .364 | .333 | .133 | .547 | .421 | .547 | .269 | .432 | .373 | .461 | .223 | .421 | .547 | .269 | .432 | .373 | .461 | .329 | .547 | .547 | .596 |
| P7 | .509           | .187 | .482 | .007 | .048 | .072 | .753 | .010 | .002 | .021 | .002 | .151 | .017 | .042 | .010 | .236 | .021 | .002 | .151 | .017 | .004 | .042 | .002 | .002 | .001 |
|    | .891           | .446 | .287 | .046 | .270 | .304 | .133 | .126 | .235 | .126 | .201 | .288 | .118 | .336 | .064 | .235 | .126 | .201 | .288 | .118 | .118 | .126 | .126 | .417 |

Note: The table includes correlation coefficients with corresponding significance levels. The values are interpreted in the context of statistical analysis, where a lower p-value (less than 0.05) indicates a statistically significant correlation.
<p>|   | N  | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
|   | Pearson | Correlation | N  | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P9 | Sig. (2-tailed) | 0.024 | 0.093 | 0.014 | 0.022 | 0.044 | 0.000 | 0.010 | 0.070 | 0.023 | 0.025 | 0.023 | 0.001 | 0.000 | 0.096 | 0.000 | 0.133 | 0.025 | 0.023 | 0.001 | 0.000 | 0.096 | 0.096 | 0.023 | 0.023 | 0.000 |
| P10 | Sig. (2-tailed) | 0.663 | 0.472 | 0.986 | 0.020 | 0.220 | 0.004 | 0.002 | 0.508 | 0.023 | 0.293 | 0.000 | 0.254 | 0.006 | 0.769 | 0.023 | 0.484 | 0.293 | 0.000 | 0.254 | 0.006 | 0.769 | 0.000 | 0.000 | 0.000 |
| P11 | Sig. (2-tailed) | 0.374 | 0.012 | 0.708 | 0.104 | 0.000 | 0.274 | 0.021 | 0.210 | 0.025 | 0.293 | 0.044 | 0.084 | 0.032 | 0.025 | 0.035 | 0.000 | 0.293 | 0.044 | 0.084 | 0.032 | 0.023 | 0.293 | 0.000 | 0.000 |
| P12 | Sig. (2-tailed) | 0.663 | 0.472 | 0.986 | 0.020 | 0.220 | 0.004 | 0.002 | 0.508 | 0.023 | 0.293 | 0.254 | 0.006 | 0.769 | 0.023 | 0.484 | 0.293 | 0.000 | 0.254 | 0.006 | 0.769 | 0.000 | 0.000 | 0.000 |
| P13 | Sig. (2-tailed) | 0.072 | 0.319 | 0.000 | 0.066 | 0.082 | 0.076 | 0.151 | 0.287 | 0.001 | 0.254 | 0.044 | 0.254 | 0.008 | 0.092 | 0.001 | 0.263 | 0.044 | 0.254 | 0.000 | 0.008 | 0.092 | 0.092 | 0.254 | 0.254 | 0.000 |</p>
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KUISIONER PENELITIAN
ANALISIS KEPUASAN KONSUMEN DI HOTEL NOVOTEL LAMPUNG

Kepada Yth,
Bapak/Ibu Pelanggan Hotel Novotel Lampung
di –
Bandar Lampung

Saya adalah mahasiswi jurusan Manajemen Fakultas Bisnis dan Ekonomi IIB Darmajaya yang pada saat ini sedang melakukan skripsi tentang “ANALISIS KEPUASAN KONSUMEN PADA HOTEL NOVOTEL LAMPUNG”.

Guna penyelesaian penelitian ini, maka saya mohon kiranya Bapak/Ibu dapat mengisi kuisioner berikut ini dengan memilih salah satu jawaban yang paling sesuai menurut pendapat Anda. Pengisian kuisioner ini semata-mata untuk mencari data yang objektif tentang “ANALISIS KEPUASAN KONSUMEN PADA HOTEL NOVOTEL LAMPUNG”, sehingga diharapkan bermanfaat bagi kita semua.

Atas kesediaananya mengisi kuisioner ini dan berpartisipasinya dalam penelitian ini saya ucapakan terimakasih.

Hormat saya,

Yesi Yunaini
IDENTITAS RESPONDEN

Berilah tanda silang (X) pada kolom yang telah disediakan sesuai dengan keadaan diri Anda.

1. Nama : ....................................................
2. Umur : .....................................................
3. Jenis Kelamin : ..............................................
4. Asal Tempat Tinggal : ...........................................

5. Status :
   □ Single       □ Sudah Menikah

6. Pendidikan Terakhir :
   □ SD          □ Diploma       □ S3
   □ SMP         □ S1
   □ SMA         □ S2

7. Pekerjaan :
   □ Karyawan Swasta       □ Mahasiswa
   □ PNS                    □ Profesional (Dokter, Pengacara dll)
   □ Wiraswasta            □ Karyawan BUMN
   □ Pelajar                □ Pensiun
   □ Ibu Rumah Tangga      □ Petani/Pedagang

8. Rata – Rata Pengeluaran/Bulan :
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   □ Rp. 2.000.000,- s/d Rp. 4.000.000,-
   □ Rp. 4.000.000,- s/d Rp. 6.000.000,-
   □ Rp. 6.000.000,- s/d Rp. 8.000.000,-
   □ > Rp. 10.000.000,-
**Petunjuk pengisian**

Jawablah pertanyaan di bawah ini menyangkut Anda dan pelayanan yang Anda rasakan dalam menggunakan layanan di Hotel Novotel Lampung. Berilah √ (check) pada salah satu jawaban yang sesuai dengan pendapat Anda.

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Hasil Uji Reliabilitas Kepuasan Pelanggan Berdasarkan Kinerja

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