

Hasil Uji Validitas Kepuasan Pelanggan Berdasarkan Kinerja

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	KINE RJA	
P1	Pearson	1	,027	,306	,175	,354	,347	,382	-,13	,026	,093	,027	,306	,175	,339	,347	1,00	,027	,403	,442	1,00	,175	,239	,502	,645	-,11	,531	
	Correlation							*	0								0**	*	*	0**			**	**		5	*	
	Sig. (2-tailed)		,886	,100	,354	,055	,060	,037	,494	,890	,627	,886	,100	,354	,067	,060	,000	,886	,027	,014	,000	,354	,204	,005	,000	,545	,003	
P2	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	30	30
	Pearson	,027	1	,083	,083	,378	,472	,174	,526	,317	,400	1,00	,083	,083	,366	,472	,027	1,00	-,00	-,02	,027	,083	,358	,582	-,00	,890	,648	
	Correlation					*	**		**	*	*	0**		*	**		0**	6	5				**	4	**	*		
P3	Sig. (2-tailed)	,886		,663	,665	,039	,008	,356	,003	,088	,029	,000	,663	,665	,046	,008	,886	,000	,974	,895	,886	,665	,052	,001	,984	,000	,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	30	30	30	
	Pearson	,306	,083	1	,374	,255	,244	,154	-,05	,338	,253	,083	1,00	,374	,324	,244	,306	,083	,432	,163	,306	,374	,207	,312	,595	,000	,535	
P4	Correlation				*				6			0**	*				*	*	*	*	*	*	*	**	**	*		
	Sig. (2-tailed)	,100	,663		,042	,174	,195	,416	,767	,068	,178	,663	,000	,042	,081	,195	,100	,663	,017	,391	,100	,042	,271	,094	,001	1,00	,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	30	30	30	
P5	Pearson	,175	,083	,374	1	,067	-,12	,115	,307	,175	,167	,083	,374	1,00	,116	-,12	,175	,083	,349	,309	,175	1,00	,152	-,05	,296	,227	,455	
	Correlation			*		6						0**	*		6						0**		7			*		
	Sig. (2-tailed)	,354	,665	,042		,723	,506	,546	,099	,356	,378	,665	,042	,000	,542	,506	,354	,665	,059	,097	,354	,000	,423	,767	,113	,228	,012	
P5	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	30	
	Pearson	,354	,378	,255	,067	1	,581	,162	,171	,321	,148	,378	,255	,067	,984	,581	,354	,378	,432	,180	,354	,067	,572	,615	,270	,342	,685	
	Correlation		*			**	**					*	*	*	**	**	*	*	*	*	**	**	**	**	*	*	*	

P24	Pearson	,083	,136	-,003	,422	,231	,510	,547	,126	,414	1,00	,199	1,00	,215	,491	,056	,414	,133	,199	1,00	,215	,491	,056	,056	1	1,00	,602
	Correlation				*		**	**		*	0**		0**		**		*			0**		**				0**	*
	Sig. (2-tailed)	,663	,472	,986	,020	,220	,004	,002	,508	,023	,000	,293	,000	,254	,006	,769	,023	,484	,293	,000	,254	,006	,769	,769		,000	,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	30	30	30
P25	Pearson	,083	,136	-,003	,422	,231	,510	,547	,126	,414	1,00	,199	1,00	,215	,491	,056	,414	,133	,199	1,00	,215	,491	,056	,056	1,00	1	,602
	Correlation				*		**	**		*	0**		0**		**		*			0**		**				0**	*
	Sig. (2-tailed)	,663	,472	,986	,020	,220	,004	,002	,508	,023	,000	,293	,000	,254	,006	,769	,023	,484	,293	,000	,254	,006	,769	,769	,000		,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	30	30	30
HAR APA N	Pearson	,468	,489	,471	,598	,613	,703	,596	,417	,839	,602	,633	,602	,697	,788	,505	,839	,434	,633	,602	,697	,788	,505	,505	,602	,602	1
	Correlation	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**
	Sig. (2-tailed)	,009	,006	,009	,000	,000	,000	,001	,022	,000	,000	,000	,000	,000	,000	,004	,000	,017	,000	,000	,000	,000	,004	,004	,000	,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	30	30	30

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

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

Kode	Atribut	Nilai Harapan	Nilai Kinerja	Nilai Weighted Factor	Nilai Weighted Score	Customer Satisfaction Index	Interpretasi
		(MIS)	(MSS)	(WF)	(WS=MSS x WF)	(CSI)	
H1	Kebersihan ruangan	3.76	3.94	0.040	0.157	70.41%	Puas
H2	Tata letak ruang	3.86	4.06	0.041	0.166		
H3	Sarana ruang hotel	3.85	4.13	0.041	0.169		
H4	Kondisi ruang kamar	3.71	3.45	0.039	0.136		
H5	Kondisi TV	3.81	3.88	0.040	0.157		
H6	Sarana parkir	4.00	3.62	0.042	0.154		
H7	Kondisi lobby	3.88	3.51	0.041	0.145		
H8	Akses internet	3.92	3.29	0.042	0.137		
H9	Sarana toilet	3.86	3.31	0.041	0.136		
		3.850	3.688	0.041	0.151		
H10	Pelayan melayani pelanggan	3.63	3.61	0.039	0.139		
H11	Pelayanan secara objektif	3.50	3.44	0.037	0.128		
H12	Pelayanan sesuai dengan SOP hotel	3.49	3.27	0.037	0.121		
H13	Pelayan melayani kepentingan pelanggan	3.70	3.12	0.039	0.123		
H14	Pelayan tepat waktu	3.85	3.13	0.041	0.128		
H15	Handling complain	3.78	3.33	0.040	0.134		
		3.658	3.317	0.039	0.133		
H16	Respon pelayan	3.73	3.83	0.040	0.152		
H17	Respons customer service	3.93	3.40	0.042	0.142		
H18	Karyawan hotel bersikap ramah dan sopan	3.79	3.42	0.040	0.138		
H19	Pelayanan pelanggan	3.54	3.12	0.038	0.117		
		3.748	3.443	0.040	0.137		
H20	Kompetensi karyawan dibidangnya	3.47	3.79	0.037	0.140		
H21	Perilaku karyawan hotel menimbulkan rasa aman	3.80	3.60	0.040	0.145		
H22	Prosedur hotel mudah digunakan	3.52	3.38	0.037	0.126		
		3.597	3.590	0.038	0.137		
H23	Perhatian karyawan	4.00	3.60	0.042	0.153		
H24	Dukungan karyawan terhadap permintaan pelanggan	3.97	3.33	0.042	0.140		
H25	Waktu kerja layanan	3.81	3.41	0.040	0.138		
		3.927	3.447	0.042	0.144		

No	Atribut	Harapan	Kepuasan
A1	Kebersihan ruangan	3.76	3.94
A2	Tata letak ruang	3.86	4.06
A3	Sarana ruang hotel	3.85	4.13
A4	Kondisi ruang kamar	3.71	3.45
A5	Kondisi TV	3.81	3.88
A6	Sarana parkir	4.00	3.62
A7	Kondisi lobby	3.88	3.51
A8	Akses internet	3.92	3.29
A9	Sarana toilet	3.86	3.31
A10	Pelayan melayani pelanggan	3.63	3.61
A11	Pelayanan secara objektif	3.50	3.44
A12	Pelayanan sesuai dengan SOP hotel	3.49	3.27
A13	Pelayan melayani kepentingan pelanggan	3.70	3.12
A14	Pelayan tepat waktu	3.85	3.13
A15	Handling complain	3.78	3.33
A16	Respon pelayan	3.73	3.83
A17	Respons customer service	3.93	3.40
A18	Karyawan hotel bersikap ramah dan sopan	3.79	3.42
A19	Pelayanan pelanggan	3.54	3.12
A20	Kompetensi karyawan dibidangnya	3.47	3.79
A21	Perilaku karyawan hotel menimbulkan rasa aman	3.80	3.60
A22	Prosedur hotel mudah digunakan	3.52	3.38
A23	Perhatian karyawan	4.00	3.60
A24	Dukungan karyawan terhadap permintaan pelanggan	3.97	3.33
A25	Waktu kerja layanan	3.81	3.41

RESPONDEN	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	TOTAL
1	4	4	5	5	4	5	3	3	4	2	3	4	4	3	4	4	4	5	5	4	5	4	4	5	3	100
2	5	3	5	4	5	5	2	2	3	3	2	4	3	4	4	5	3	5	4	5	4	4	5	5	2	96
3	4	5	3	5	3	4	4	4	3	4	4	2	4	2	3	4	5	4	5	4	5	5	4	3	4	97
4	3	4	4	5	4	3	3	4	4	3	3	3	4	3	2	3	4	5	4	3	5	4	3	4	4	91
5	4	3	4	4	3	4	3	1	3	2	2	3	3	2	3	4	3	3	5	4	4	5	4	4	1	81
6	4	5	5	5	5	3	3	3	3	3	4	4	4	4	2	4	5	4	4	4	5	4	4	5	3	99
7	3	4	3	3	3	4	3	3	2	2	3	2	2	2	3	3	4	4	4	3	3	3	3	3	3	75
8	4	4	5	4	4	5	3	3	3	4	3	4	3	3	4	4	4	5	5	4	4	4	4	5	3	98
9	3	5	4	5	3	4	2	5	3	3	4	3	4	2	3	3	5	2	4	3	5	2	3	4	5	89
10	4	5	5	3	3	5	3	3	5	5	4	4	2	2	4	4	5	3	4	4	3	4	4	5	3	96
11	3	3	5	5	3	3	3	2	5	5	2	4	4	2	2	3	3	3	3	3	5	5	3	5	2	86
12	4	3	4	3	3	4	4	1	2	2	2	3	2	2	3	4	3	4	4	4	3	3	4	4	1	76
13	5	4	5	5	5	4	4	3	4	3	3	4	4	4	3	5	4	5	5	5	5	4	5	5	3	106
14	3	3	5	5	1	2	3	3	2	3	2	4	4	1	1	3	3	3	4	3	5	2	3	3	2	73
15	4	5	5	4	4	5	4	3	3	4	4	4	3	3	4	4	5	3	3	4	4	5	5	4	4	100
16	4	2	4	4	3	3	4	3	2	3	1	3	3	2	2	4	2	3	5	4	4	3	2	4	1	75
17	3	4	5	5	4	5	2	2	3	3	3	4	4	3	4	3	4	4	4	3	5	5	4	3	3	92
18	4	4	4	4	3	4	4	3	4	4	3	3	3	2	3	4	4	3	4	4	4	4	4	4	3	90
19	4	5	5	5	5	4	4	4	4	5	4	4	4	4	4	4	5	4	5	4	5	5	5	4	4	111
20	4	3	4	4	4	4	3	3	3	3	2	3	3	3	3	4	3	3	4	4	4	4	3	4	2	84
21	3	4	4	3	4	4	3	3	2	3	3	3	2	3	3	3	4	3	4	3	3	4	4	3	3	81
22	4	4	3	4	3	3	1	2	2	3	3	2	3	2	2	4	4	2	3	4	4	3	4	4	3	76
23	4	5	4	4	4	5	4	3	3	4	4	3	3	3	4	4	5	3	4	4	4	5	5	4	4	99
24	3	4	3	3	4	4	3	3	4	4	3	2	2	3	3	3	4	2	3	3	3	4	4	3	3	80
25	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	4	4	3	5	4	4	4	4	4	3	91
26	4	5	5	4	5	5	4	4	4	4	4	4	3	4	4	4	5	4	4	4	4	5	5	4	4	106
27	3	5	4	3	5	5	3	3	4	3	4	3	2	4	4	3	5	3	4	3	3	5	5	3	4	93
28	4	4	4	5	5	5	4	3	3	4	3	3	4	4	4	4	4	4	5	4	5	5	4	4	3	101
29	4	4	4	5	4	5	4	4	4	4	3	3	4	3	4	4	4	4	4	4	5	5	4	4	3	100
30	5	5	5	5	4	5	5	3	3	4	4	4	4	3	4	5	5	4	5	5	5	5	5	5	4	111
31	4	3	5	3	5	4	4	3	3	5	3	5	4	3	4	3	3	3	1	3	4	3	3	4	3	88
32	4	4	4	3	3	2	3	4	2	3	3	3	2	3	5	5	4	4	4	4	2	4	4	4	1	84
33	4	4	4	4	4	4	4	5	2	4	4	5	4	3	5	5	5	5	2	4	4	3	3	2	4	97
34	4	5	5	3	3	2	5	5	2	4	3	4	4	4	3	3	4	4	1	4	4	1	3	3	3	86
35	4	3	5	2	4	2	4	2	4	4	3	2	2	4	4	4	5	5	4	3	4	2	2	3	3	84
36	4	4	4	3	1	1	3	2	3	5	3	4	5	4	4	5	2	2	1	5	2	2	3	4	4	80
37	5	5	5	5	4	5	5	5	5	5	4	5	5	4	5	5	4	4	2	5	3	3	3	2	3	106
38	4	4	4	4	3	4	4	4	3	4	2	3	4	4	5	5	2	2	4	5	2	3	4	4	4	91
39	5	4	4	3	3	3	3	3	3	3	3	3	3	3	4	5	5	5	3	5	3	3	4	3	4	90
40	4	4	4	4	3	4	4	5	2	4	4	4	4	3	4	3	4	4	2	5	4	3	3	4	5	93
41	3	5	5	2	3	2	4	4	2	3	3	4	3	2	4	4	4	4	2	4	2	2	3	4	4	82
42	4	3	3	4	4	4	2	5	4	3	4	3	3	3	3	2	4	4	2	4	2	2	4	3	3	82
43	4	3	4	4	4	2	3	3	4	3	3	3	3	3	5	5	4	4	3	4	3	3	3	4	4	88
44	3	5	5	4	4	4	5	4	4	4	4	3	3	4	4	2	4	4	2	5	3	3	3	4	5	95
45	5	5	5	2	4	2	5	5	3	3	3	4	3	3	5	3	3	3	3	5	3	3	3	4	4	94
46	4	3	3	2	3	3	4	4	2	3	3	4	3	2	5	5	4	4	3	4	3	3	5	3	3	85
47	5	4	4	3	4	3	5	5	3	4	3	5	5	3	5	5	3	3	2	5	4	3	5	4	5	100
48	5	4	4	3	4	3	4	4	3	4	4	4	2	3	3	4	2	2	2	4	4	4	2	3	4	85
49	4	3	3	3	3	4	4	4	3	4	3	3	4	4	4	3	4	4	4	5	4	3	2	4	3	89
50	4	3	5	3	3	3	4	5	2	1	1	4	3	5	3	3	5	5	1	2	1	3	5	3	4	81
51	3	3	3	3	3	3	4	4	4	3	3	4	3	3	3	4	3	3	3	4	5	4	4	3	4	86
52	4	4	4	4	4	4	4	4	2	4	2	4	2	2	5	5	3	3	2	2	2	2	3	2	2	79
53	4	5	5	2	3	2	4	3	4	5	3	5	5	2	4	4	2	2	1	4	3	3	5	3	3	86
54	3	4	4	4	4	3	3	4	3	3	4	4	3	4	5	5	2	2	3	4	4	3	4	2	5	89
55	4	3	3	3	4	3	5	5	2	2	3	4	4	4	4	4	2	2	1	4	4	3	5	3	5	86
56	3	4	4	5	5	4	2	5	1	2	4	3	4	2	5	5	3	3	1	4	4	2	3	4	4	86
57	3	4	5	2	4	2	3	2	3	4	3	4	4	3	3	4	4	4	2	4	3	3	4	3	5	85
58	4	4	3	5	4	3	3	4	3	3	4	3	3	3	4	4	4	4	3	4	4	3	5	3	4	91
59	5	4	4	3	4	4	4	4	3	4	4	4	4	4	4	4	3	3	2	4	4	4	4	3	4	94
60	4	5	5	4	3	3	3	4	4	4	3	4	3	4	4	5	3	3	2	5	3	3	5	4	4	94
61	3	4	3	3	5	3	3	3	3	3	3	3	3	3	3	3	4	3	5	5	3	3	3	2	4	83
62	4	4	4	4	4	4	2	4	4	5	4	3	4	2	2	4	3	4	3	4	2	3	3	2	5	87
63	4	5	4	2	4	2	2	2	2	4	4	2	4	4	5	4	3	4	2	4	4	3	4	2	4	84
64	4	4	4	3	4	4	4	3	2	2	2	2	2	2	2	2	2	3	2	4	4	3	4	3	4	75

65	5	4	3	4	5	4	3	4	2	4	4	5	3	4	4	3	4	4	3	4	4	4	3	2	4	93
66	4	4	4	3	4	3	4	3	4	4	4	4	4	3	3	4	2	3	2	2	4	3	3	2	3	83
67	4	4	4	2	4	4	4	2	3	4	4	3	4	3	3	5	5	3	5	4	4	3	2	3	90	
68	3	4	4	1	3	4	4	1	3	3	3	1	2	3	1	4	2	3	2	4	4	3	4	2	3	71
69	4	4	4	4	4	4	4	4	1	4	3	2	3	4	2	4	2	2	3	3	4	4	3	2	4	82
70	4	4	4	2	5	4	4	2	4	4	4	1	2	2	2	4	2	3	2	2	3	3	2	3	4	76
71	4	4	4	2	4	3	3	2	4	4	4	2	2	2	2	3	3	3	3	5	4	4	3	3	80	
72	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	2	3	4	3	4	4	3	2	3	90
73	4	4	4	3	4	4	4	3	3	4	4	2	2	2	2	2	2	3	4	3	4	3	4	3	3	80
74	4	4	4	3	4	4	4	3	3	4	4	2	2	2	2	3	2	4	3	3	5	5	4	3	4	85
75	4	4	5	3	5	4	5	3	4	4	4	4	3	4	4	4	2	4	2	4	3	3	3	5	93	
76	4	4	4	3	4	4	2	3	4	3	5	4	4	3	3	4	4	4	3	4	3	4	5	3	2	90
77	5	4	3	3	5	3	2	3	5	3	4	5	3	4	4	4	3	4	3	4	4	4	3	3	2	90
78	4	4	4	3	4	4	2	3	3	3	4	4	4	5	5	4	2	4	3	4	3	3	3	4	4	90
79	4	5	4	3	4	2	3	3	5	3	5	4	4	3	4	4	3	2	2	3	4	3	4	4	4	89
80	4	4	4	3	4	3	4	3	3	4	5	3	3	2	4	4	2	4	4	4	3	4	4	2	4	88
81	4	5	4	4	5	2	2	4	4	3	4	4	3	2	2	3	3	3	3	3	3	3	3	3	4	83
82	4	4	4	3	4	3	4	3	4	4	3	2	2	3	3	3	4	2	2	4	3	4	4	3	4	83
83	5	4	5	3	5	4	3	3	4	3	4	4	4	4	4	3	4	4	5	4	3	3	4	2	4	95
84	4	3	5	2	4	3	3	2	4	4	4	2	2	3	4	4	2	2	2	3	3	3	3	4	4	78
85	4	3	4	2	4	3	4	2	4	4	4	1	2	3	2	4	3	4	4	3	4	3	3	2	4	80
86	4	4	3	2	4	4	3	2	4	4	4	2	2	2	3	4	3	3	4	4	4	3	3	3	3	80
87	4	4	4	2	4	4	3	2	4	4	4	3	1	4	4	3	3	4	3	3	3	3	2	3	4	82
88	4	5	4	2	5	3	2	2	4	4	4	2	2	4	1	5	2	3	1	4	3	4	3	2	2	77
89	4	4	4	3	4	3	4	3	4	4	4	4	3	3	3	3	3	4	2	4	3	3	3	3	3	85
90	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	2	2	2	4	2	3	3	3	3	87
91	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	2	2	3	4	4	3	3	3	3	87
92	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	3	4	3	4	3	3	3	4	3	92
93	4	5	4	4	4	4	4	4	4	4	4	3	2	4	3	4	2	2	2	2	3	3	3	3	3	84
94	4	5	4	4	4	4	4	4	4	4	4	3	3	3	3	4	2	2	2	3	3	2	3	5	3	86
95	4	4	4	2	3	4	4	2	4	4	4	3	3	4	2	3	3	4	4	4	3	2	3	4	3	84
96	4	4	4	3	4	4	4	3	4	4	4	2	2	3	2	4	4	3	3	4	2	3	3	3	3	83
97	4	5	4	2	4	4	4	2	4	4	4	2	3	4	2	4	3	4	4	4	3	3	3	3	3	86
98	3	4	4	4	5	4	4	4	4	4	4	2	3	4	2	4	4	5	5	4	3	2	3	2	3	90
99	4	5	4	4	4	4	4	4	4	4	4	2	2	3	2	3	4	3	4	4	3	2	3	3	3	85
100	4	4	4	3	4	4	4	3	4	4	4	2	2	3	2	4	3	2	4	4	2	2	3	3	4	82

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 kuisisioner berikut ini dengan memilih salah satu jawaban yang paling sesuai menurut pendapat Anda. Pengisian kuisisioner ini semata-mata untuk mencari data yang objektif tentang “ANALISIS KEPUASAN KONSUMEN PADA HOTEL NOVOTEL LAMPUNG”, sehingga diharapkan bermanfaat bagi kita semua.

Atas kesediaannya mengisi kuisisioner ini dan berpartisipasi dalam penelitian ini saya ucapkan terimakasih.

Hormat saya,

Yesi Yunaini

IDENTITAS RESPONDEN

Berilah tanda silang (X) pada kolom yan 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 Pensiunan
- Ibu Rumah Tangga Petani/Pedagang

8. Rata – Rata Pengeluaran/Bulan :
- < Rp. 2.000.000,-
- 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 \surd (check) pada salah satu jawaban yang sesuai dengan pendapat Anda.

Untuk Harapan Pelanggan	Untuk Kinerja Karyawan Hotel
1. Tidak Mengharapkan (TH)	1. Tidak Puas (TP)
2. Kurang Mengharapkan (KH)	2. Kurang Puas (KP)
3. Cukup Mengharapkan (CH)	3. Cukup Puas (CP)
4. Mengharapkan (H)	4. Puas (P)
5. Sangat Mengharapkan (SH)	5. Sangat Puas (SP)

Statistics

		Umur	Jenis Kelamin	Asal Tempat Tinggal	Status	PT	Pekerjaan
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0

Statistics

		Rata-Rata Pengeluaran Perbulan
N	Valid	100
	Missing	0

Frequency Table

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
19	4	4.0	4.0	4.0
20	4	4.0	4.0	8.0
21	1	1.0	1.0	9.0
22	3	3.0	3.0	12.0
23	4	4.0	4.0	16.0
24	4	4.0	4.0	20.0
25	3	3.0	3.0	23.0
26	3	3.0	3.0	26.0
27	2	2.0	2.0	28.0
Valid 28	6	6.0	6.0	34.0
29	7	7.0	7.0	41.0
30	8	8.0	8.0	49.0
31	1	1.0	1.0	50.0
32	4	4.0	4.0	54.0
33	8	8.0	8.0	62.0
34	6	6.0	6.0	68.0
35	4	4.0	4.0	72.0
36	1	1.0	1.0	73.0
38	3	3.0	3.0	76.0

39	7	7.0	7.0	83.0
40	6	6.0	6.0	89.0
42	3	3.0	3.0	92.0
43	2	2.0	2.0	94.0
44	2	2.0	2.0	96.0
45	4	4.0	4.0	100.0
Total	100	100.0	100.0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Pria	73	73.0	73.0	73.0
Valid Wanita	27	27.0	27.0	100.0
Total	100	100.0	100.0	

Asal Tempat Tinggal

	Frequency	Percent	Valid Percent	Cumulative Percent
Bali	3	3.0	3.0	3.0
Bandar Lampung	31	31.0	31.0	34.0
bandung	1	1.0	1.0	35.0
Bandung	4	4.0	4.0	39.0
Bengkulu	3	3.0	3.0	42.0
Blitar	2	2.0	2.0	44.0
Valid Bogor	5	5.0	5.0	49.0
Jakarta	29	29.0	29.0	78.0
Jogja	2	2.0	2.0	80.0
Lampung Selatan	1	1.0	1.0	81.0
Lampung Tengah	2	2.0	2.0	83.0
Lampung Timur	1	1.0	1.0	84.0
Lampung Utara	3	3.0	3.0	87.0

Malang	1	1.0	1.0	88.0
Medan	2	2.0	2.0	90.0
Metro	3	3.0	3.0	93.0
Palembang	3	3.0	3.0	96.0
Semarang	3	3.0	3.0	99.0
Surabaya	1	1.0	1.0	100.0
Total	100	100.0	100.0	

Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Single	34	34.0	34.0	34.0
Valid Sudah Menikah	66	66.0	66.0	100.0
Total	100	100.0	100.0	

PT

	Frequency	Percent	Valid Percent	Cumulative Percent
SMA	20	20.0	20.0	20.0
Diploma	26	26.0	26.0	46.0
Valid S1	40	40.0	40.0	86.0
S2	9	9.0	9.0	95.0
S3	5	5.0	5.0	100.0
Total	100	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Karyawan Swasta	35	35.0	35.0	35.0

Petani/Pedagang	5	5.0	5.0	40.0
PNS	19	19.0	19.0	59.0
Wiraswasta	11	11.0	11.0	70.0
Ibu Rumah Tangga	7	7.0	7.0	77.0
Mahasiswa	13	13.0	13.0	90.0
Profesional	5	5.0	5.0	95.0
Karyawan BUMN	4	4.0	4.0	99.0
8 (PGN)	1	1.0	1.0	100.0
Total	100	100.0	100.0	

Rata-Rata Pengeluaran Perbulan

	Frequency	Percent	Valid Percent	Cumulative Percent
< 2jt	10	10.0	10.0	10.0
2 jt s/d 4 jt	36	36.0	36.0	46.0
4 jt s/d 6 jt	40	40.0	40.0	86.0
6 jt s/d 8 jt	10	10.0	10.0	96.0
> 10 jt	4	4.0	4.0	100.0
Total	100	100.0	100.0	

Frekuensi Jawaban Kepuasan Pelanggan Berdasarkan Kinerja

Frequencies

Statistics

	N		Mean	Median	Variance	Skewness	Std. Error of Skewness	Range	Minimum	Maximum	Sum
	Valid	Missing									
P1	100	0	3,9400	4,0000	,299	-,040	,241	2,00	3,00	5,00	394,00
P2	100	0	4,0600	4,0000	,461	-,271	,241	3,00	2,00	5,00	406,00
P3	100	0	4,1300	4,0000	,397	-,105	,241	2,00	3,00	5,00	413,00
P4	100	0	3,4500	3,0000	,977	-,050	,241	4,00	1,00	5,00	345,00
P5	100	0	3,8800	4,0000	,592	-,878	,241	4,00	1,00	5,00	388,00
P6	100	0	3,6200	4,0000	,824	-,490	,241	4,00	1,00	5,00	362,00
P7	100	0	3,5100	4,0000	,717	-,490	,241	4,00	1,00	5,00	351,00
P8	100	0	3,2900	3,0000	,976	-,101	,241	4,00	1,00	5,00	329,00
P9	100	0	3,3100	3,0000	,802	-,399	,241	4,00	1,00	5,00	331,00
P10	100	0	3,6100	4,0000	,604	-,639	,241	4,00	1,00	5,00	361,00
P11	100	0	3,4400	4,0000	,613	-,829	,241	4,00	1,00	5,00	344,00
P12	100	0	3,2700	3,0000	,926	-,292	,241	4,00	1,00	5,00	327,00
P13	100	0	3,1200	3,0000	,753	,047	,241	4,00	1,00	5,00	312,00
P14	100	0	3,1300	3,0000	,700	-,145	,241	4,00	1,00	5,00	313,00
P15	100	0	3,3300	3,0000	1,092	-,159	,241	4,00	1,00	5,00	333,00
P16	100	0	3,8300	4,0000	,587	-,249	,241	3,00	2,00	5,00	383,00
P17	100	0	3,4000	3,0000	1,030	,012	,241	3,00	2,00	5,00	340,00
P18	100	0	3,4200	3,0000	,832	-,043	,241	3,00	2,00	5,00	342,00
P19	100	0	3,1200	3,0000	1,379	-,047	,241	4,00	1,00	5,00	312,00
P20	100	0	3,7900	4,0000	,612	-,515	,241	3,00	2,00	5,00	379,00
P21	100	0	3,6000	4,0000	,808	-,221	,241	4,00	1,00	5,00	360,00
P22	100	0	3,3800	3,0000	,844	,123	,241	4,00	1,00	5,00	338,00

P23	100	0	3,6000	3,5000	,687	,217	,241	3,00	2,00	5,00	360,00
P24	100	0	3,3300	3,0000	,769	,123	,241	3,00	2,00	5,00	333,00
P25	100	0	3,4100	3,0000	,830	-,504	,241	4,00	1,00	5,00	341,00

Frequency Table

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	18	18,0	18,0	18,0
Valid 4,00	70	70,0	70,0	88,0
Valid 5,00	12	12,0	12,0	100,0
Total	100	100,0	100,0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2,00	1	1,0	1,0	1,0
Valid 3,00	17	17,0	17,0	18,0
Valid 4,00	57	57,0	57,0	75,0
Valid 5,00	25	25,0	25,0	100,0
Total	100	100,0	100,0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	14	14,0	14,0	14,0
4,00	59	59,0	59,0	73,0
5,00	27	27,0	27,0	100,0
Total	100	100,0	100,0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	1	1,0	1,0	1,0
2,00	17	17,0	17,0	18,0
3,00	34	34,0	34,0	52,0
4,00	32	32,0	32,0	84,0
5,00	16	16,0	16,0	100,0
Total	100	100,0	100,0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	2	2,0	2,0	2,0
3,00	24	24,0	24,0	26,0
Valid 4,00	56	56,0	56,0	82,0
5,00	18	18,0	18,0	100,0
Total	100	100,0	100,0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	12	12,0	12,0	13,0
Valid 3,00	25	25,0	25,0	38,0
4,00	48	48,0	48,0	86,0
5,00	14	14,0	14,0	100,0
Total	100	100,0	100,0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	12	12,0	12,0	13,0
Valid 3,00	30	30,0	30,0	43,0
4,00	49	49,0	49,0	92,0
5,00	8	8,0	8,0	100,0

Total	100	100,0	100,0
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P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	3	3,0	3,0	3,0
2,00	18	18,0	18,0	21,0
3,00	37	37,0	37,0	58,0
4,00	31	31,0	31,0	89,0
5,00	11	11,0	11,0	100,0
Total	100	100,0	100,0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	2	2,0	2,0	2,0
2,00	18	18,0	18,0	20,0
3,00	32	32,0	32,0	52,0
4,00	43	43,0	43,0	95,0
5,00	5	5,0	5,0	100,0
Total	100	100,0	100,0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	1	1,0	1,0	1,0
2,00	7	7,0	7,0	8,0
3,00	30	30,0	30,0	38,0

4,00	54	54,0	54,0	92,0
5,00	8	8,0	8,0	100,0
Total	100	100,0	100,0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	2	2,0	2,0	2,0
2,00	9	9,0	9,0	11,0
3,00	35	35,0	35,0	46,0
4,00	51	51,0	51,0	97,0
5,00	3	3,0	3,0	100,0
Total	100	100,0	100,0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	3	3,0	3,0	3,0
2,00	20	20,0	20,0	23,0
3,00	31	31,0	31,0	54,0
4,00	39	39,0	39,0	93,0
5,00	7	7,0	7,0	100,0
Total	100	100,0	100,0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	1	1,0	1,0	1,0

2,00	25	25,0	25,0	26,0
3,00	39	39,0	39,0	65,0
4,00	31	31,0	31,0	96,0
5,00	4	4,0	4,0	100,0
Total	100	100,0	100,0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	24	24,0	24,0	25,0
3,00	38	38,0	38,0	63,0
4,00	35	35,0	35,0	98,0
5,00	2	2,0	2,0	100,0
Total	100	100,0	100,0	

P15

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	3	3,0	3,0	3,0
2,00	21	21,0	21,0	24,0
3,00	29	29,0	29,0	53,0
4,00	34	34,0	34,0	87,0
5,00	13	13,0	13,0	100,0
Total	100	100,0	100,0	

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	4	4,0	4,0	4,0
3,00	27	27,0	27,0	31,0
Valid 4,00	51	51,0	51,0	82,0
5,00	18	18,0	18,0	100,0
Total	100	100,0	100,0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	24	24,0	24,0	24,0
3,00	27	27,0	27,0	51,0
Valid 4,00	34	34,0	34,0	85,0
5,00	15	15,0	15,0	100,0
Total	100	100,0	100,0	

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	18	18,0	18,0	18,0
3,00	33	33,0	33,0	51,0
Valid 4,00	38	38,0	38,0	89,0
5,00	11	11,0	11,0	100,0
Total	100	100,0	100,0	

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	8	8,0	8,0	8,0
2,00	26	26,0	26,0	34,0
3,00	25	25,0	25,0	59,0
4,00	28	28,0	28,0	87,0
5,00	13	13,0	13,0	100,0
Total	100	100,0	100,0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2,00	7	7,0	7,0	7,0
3,00	22	22,0	22,0	29,0
4,00	56	56,0	56,0	85,0
5,00	15	15,0	15,0	100,0
Total	100	100,0	100,0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	1	1,0	1,0	1,0
2,00	9	9,0	9,0	10,0
3,00	35	35,0	35,0	45,0
4,00	39	39,0	39,0	84,0
5,00	16	16,0	16,0	100,0

Total	100	100,0	100,0
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P22

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	14	14,0	14,0	15,0
3,00	44	44,0	44,0	59,0
4,00	28	28,0	28,0	87,0
5,00	13	13,0	13,0	100,0
Total	100	100,0	100,0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	6	6,0	6,0	6,0
3,00	44	44,0	44,0	50,0
4,00	34	34,0	34,0	84,0
5,00	16	16,0	16,0	100,0
Total	100	100,0	100,0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	18	18,0	18,0	18,0
3,00	40	40,0	40,0	58,0
Valid 4,00	33	33,0	33,0	91,0
5,00	9	9,0	9,0	100,0
Total	100	100,0	100,0	

P25

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	4	4,0	4,0	4,0
2,00	8	8,0	8,0	12,0
Valid 3,00	40	40,0	40,0	52,0
4,00	39	39,0	39,0	91,0
5,00	9	9,0	9,0	100,0
Total	100	100,0	100,0	

Frekuensi Jawaban Kepuasan Pelanggan Berdasarkan Harapan
Frequencies

Statistics

	N		Mean	Median	Variance	Skewness	Std. Error of Skewness	Range	Minimum	Maximum	Sum
	Valid	Missing									
P1	100	0	3,7600	4,0000	,507	-,982	,241	3,00	2,00	5,00	376,00
P2	100	0	3,8600	4,0000	,404	-,117	,241	3,00	2,00	5,00	386,00
P3	100	0	3,8500	4,0000	,755	-,645	,241	4,00	1,00	5,00	385,00
P4	100	0	3,7100	4,0000	,794	,172	,241	3,00	2,00	5,00	371,00
P5	100	0	3,8100	4,0000	,499	-,414	,241	3,00	2,00	5,00	381,00
P6	100	0	4,0000	4,0000	,566	-,145	,241	3,00	2,00	5,00	400,00
P7	100	0	3,8800	4,0000	,531	,029	,241	3,00	2,00	5,00	388,00
P8	100	0	3,9200	4,0000	,519	-,210	,241	3,00	2,00	5,00	392,00
P9	100	0	3,8600	4,0000	,788	-,515	,241	3,00	2,00	5,00	386,00
P10	100	0	3,6300	4,0000	,518	-,138	,241	3,00	2,00	5,00	363,00
P11	100	0	3,5000	4,0000	,697	-,213	,241	3,00	2,00	5,00	350,00
P12	100	0	3,4900	3,0000	,677	,199	,241	3,00	2,00	5,00	349,00
P13	100	0	3,7000	4,0000	1,061	-,668	,241	4,00	1,00	5,00	370,00
P14	100	0	3,8500	4,0000	,795	-,396	,241	3,00	2,00	5,00	385,00
P15	100	0	3,7800	4,0000	,577	-,028	,241	3,00	2,00	5,00	378,00
P16	100	0	3,7300	4,0000	,644	-,667	,241	4,00	1,00	5,00	373,00
P17	100	0	3,9300	4,0000	,530	-,372	,241	3,00	2,00	5,00	393,00
P18	100	0	3,7900	4,0000	,632	-,341	,241	3,00	2,00	5,00	379,00
P19	100	0	3,5400	4,0000	,958	-,411	,241	4,00	1,00	5,00	354,00
P20	100	0	3,4700	4,0000	1,161	-,143	,241	4,00	1,00	5,00	347,00
P21	100	0	3,8000	4,0000	,828	-,410	,241	3,00	2,00	5,00	380,00
P22	100	0	3,5200	3,5000	,959	-,090	,241	4,00	1,00	5,00	352,00
P23	100	0	4,0000	4,0000	,626	-,499	,241	3,00	2,00	5,00	400,00

P24	100	0	3,9700	4,0000	,494	,042	,241	2,00	3,00	5,00	397,00
P25	100	0	3,8100	4,0000	,519	,137	,241	3,00	2,00	5,00	381,00

Frequency Table

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
	2,00	8	8,0	8,0
	3,00	16	16,0	24,0
Valid	4,00	68	68,0	92,0
	5,00	8	8,0	100,0
Total	100	100,0	100,0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
	2,00	1	1,0	1,0
	3,00	25	25,0	26,0
Valid	4,00	61	61,0	87,0
	5,00	13	13,0	100,0
Total	100	100,0	100,0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	2	2,0	2,0	2,0
2,00	2	2,0	2,0	4,0
Valid 3,00	28	28,0	28,0	32,0
4,00	45	45,0	45,0	77,0
5,00	23	23,0	23,0	100,0
Total	100	100,0	100,0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	5	5,0	5,0	5,0
3,00	43	43,0	43,0	48,0
Valid 4,00	28	28,0	28,0	76,0
5,00	24	24,0	24,0	100,0
Total	100	100,0	100,0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	4	4,0	4,0	4,0
3,00	24	24,0	24,0	28,0
Valid 4,00	59	59,0	59,0	87,0
5,00	13	13,0	13,0	100,0
Total	100	100,0	100,0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
	2,00	1	1,0	1,0
	3,00	25	25,0	26,0
Valid	4,00	47	47,0	73,0
	5,00	27	27,0	100,0
Total	100	100,0	100,0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
	2,00	1	1,0	1,0
	3,00	30	30,0	31,0
Valid	4,00	49	49,0	80,0
	5,00	20	20,0	100,0
Total	100	100,0	100,0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
	2,00	2	2,0	2,0
	3,00	24	24,0	26,0
Valid	4,00	54	54,0	80,0
	5,00	20	20,0	100,0

Total	100	100,0	100,0
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P9

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	9	9,0	9,0	9,0
3,00	20	20,0	20,0	29,0
Valid 4,00	47	47,0	47,0	76,0
5,00	24	24,0	24,0	100,0
Total	100	100,0	100,0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	5	5,0	5,0	5,0
3,00	36	36,0	36,0	41,0
Valid 4,00	50	50,0	50,0	91,0
5,00	9	9,0	9,0	100,0
Total	100	100,0	100,0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	13	13,0	13,0	13,0
3,00	33	33,0	33,0	46,0
Valid 4,00	45	45,0	45,0	91,0
5,00	9	9,0	9,0	100,0

Total	100	100,0	100,0
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P12

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	9	9,0	9,0	9,0
3,00	45	45,0	45,0	54,0
Valid 4,00	34	34,0	34,0	88,0
5,00	12	12,0	12,0	100,0
Total	100	100,0	100,0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	3	3,0	3,0	3,0
2,00	11	11,0	11,0	14,0
Valid 3,00	21	21,0	21,0	35,0
4,00	43	43,0	43,0	78,0
5,00	22	22,0	22,0	100,0
Total	100	100,0	100,0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	8	8,0	8,0	8,0
Valid 3,00	24	24,0	24,0	32,0
4,00	43	43,0	43,0	75,0
5,00	25	25,0	25,0	100,0

Total	100	100,0	100,0
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P15

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	3	3,0	3,0	3,0
3,00	33	33,0	33,0	36,0
Valid 4,00	47	47,0	47,0	83,0
5,00	17	17,0	17,0	100,0
Total	100	100,0	100,0	

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	6	6,0	6,0	7,0
Valid 3,00	25	25,0	25,0	32,0
4,00	55	55,0	55,0	87,0
5,00	13	13,0	13,0	100,0
Total	100	100,0	100,0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	3	3,0	3,0	3,0
Valid 3,00	21	21,0	21,0	24,0
4,00	56	56,0	56,0	80,0
5,00	20	20,0	20,0	100,0

Total	100	100,0	100,0
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P18

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	6	6,0	6,0	6,0
3,00	26	26,0	26,0	32,0
Valid 4,00	51	51,0	51,0	83,0
5,00	17	17,0	17,0	100,0
Total	100	100,0	100,0	

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	2	2,0	2,0	2,0
2,00	14	14,0	14,0	16,0
Valid 3,00	27	27,0	27,0	43,0
4,00	42	42,0	42,0	85,0
5,00	15	15,0	15,0	100,0
Total	100	100,0	100,0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
Valid 2,00	23	23,0	23,0	24,0
3,00	23	23,0	23,0	47,0
4,00	34	34,0	34,0	81,0

5,00	19	19,0	19,0	100,0
Total	100	100,0	100,0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	10	10,0	10,0	10,0
3,00	23	23,0	23,0	33,0
Valid 4,00	44	44,0	44,0	77,0
5,00	23	23,0	23,0	100,0
Total	100	100,0	100,0	

P22

	Frequency	Percent	Valid Percent	Cumulative Percent
1,00	1	1,0	1,0	1,0
2,00	14	14,0	14,0	15,0
Valid 3,00	35	35,0	35,0	50,0
4,00	32	32,0	32,0	82,0
5,00	18	18,0	18,0	100,0
Total	100	100,0	100,0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	4	4,0	4,0	4,0
Valid 3,00	19	19,0	19,0	23,0
4,00	50	50,0	50,0	73,0

5,00	27	27,0	27,0	100,0
Total	100	100,0	100,0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
3,00	26	26,0	26,0	26,0
4,00	51	51,0	51,0	77,0
5,00	23	23,0	23,0	100,0
Total	100	100,0	100,0	

P25

	Frequency	Percent	Valid Percent	Cumulative Percent
2,00	1	1,0	1,0	1,0
3,00	34	34,0	34,0	35,0
4,00	48	48,0	48,0	83,0
5,00	17	17,0	17,0	100,0
Total	100	100,0	100,0	

Hasil Uji Reliabilitas Kepuasan Pelanggan Berdasarkan Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.927	25

Hasil Uji Reliabilitas Kepuasan Pelanggan Berdasarkan Kinerja

Reliability Statistics

Cronbach's Alpha	N of Items
.905	25

Hasil Diagram Kartesius



