

**LAMPIRAN 1
KUESIONER
HOTEL ROSALI SITUBONDO**

KUESIONER UNTUK PELANGGAN
HOTEL ROSALI SITUBONDO

Kepada Yth :

Bapak/ Ibu/ Saudara/ Saudari

Pelanggan Hotel Rosali Situbondo

Dengan Hormat,

Dalam rangka menyelesaikan penyusunan skripsi penelitian tingkat Program Sarjana (S1) di Universitas Muhammadiyah Jember pada Fakultas Ekonomi Program Studi Manajemen, maka peneliti mempunyai kewajiban untuk melakukan penelitian. Sehubungan dengan penelitian yang saya lakukan di Hotel Rosali Situbondo, maka saya memohon kesediaan Bapak/ Ibu/ Saudara/ Saudari dengan menjadi responen penelitian yaitu dengan mengisi pertanyaan-pertanyaan dan memilih jawaban pada kolom yang telah disediakan.

Jawaban dari responden nantinya akan digunakan oleh peneliti sebagai keperluan untuk penyusunan skripsi penelitian dengan judul “ **Analisis Kualitas Pelayanan Terhadap Kepuasan Konsumen dengan Menggunakan Metode IPA Pada Hotel Rosali Situbondo**”. Atas perhatian dan ketersediaan dari Bapak/ Ibu/ Saudara/ Saudari yang telah meluangkan waktu dalam rangka mengisi kuesioner ini, saya mengucapkan banyak terima kasih.

Hormat Saya,

(**Andika Cahyo D**)

Petunjuk Pengisian Bagian I dan II

Pilihlah jawaban yang paling sesuai dengan pendapat Anda dengan memberikan tanda silang (X) atau centang (✓) pada kotak yang tersedia.

I. KARAKTERISTIK RESPONDEN

1. Jenis kelamin anda :

Laki-laki

Perempuan

2. Usia Anda :

<17-20 Tahun

1 – 30 Tahun

31 – 40 Tahun

1- diatas 60 Tahun

3. Pekerjaan Anda :

Pegawai Negeri/ BUMN

Pegawai Swasta

Wirausaha/ Pengusaha

Pelajar/ Mahasiswa

Lainnya.....

4. Asal Daerah Anda :

Asli Situbondo

Dari luar Situbondo

5. Jumlah penghasilan Anda per bulan (Untuk yang sudah bekerja) :

Kurang dari Rp 1 Juta

Rp 1 Juta – Rp 5 juta

Lebih dari Rp 1 Juta

Rp 5 Juta – Rp 10 juta

Diatas Rp 10 Juta

6. Tujuan menginap di Hotel Rosali Situbondo :

Berlibur

Liburan

Bisnis

Lainnya.....

7. Berapa kali anda berkunjung Hotel Rosali Situbondo :

Satu kali

Dua kali

Sering kali

Sekali-kali

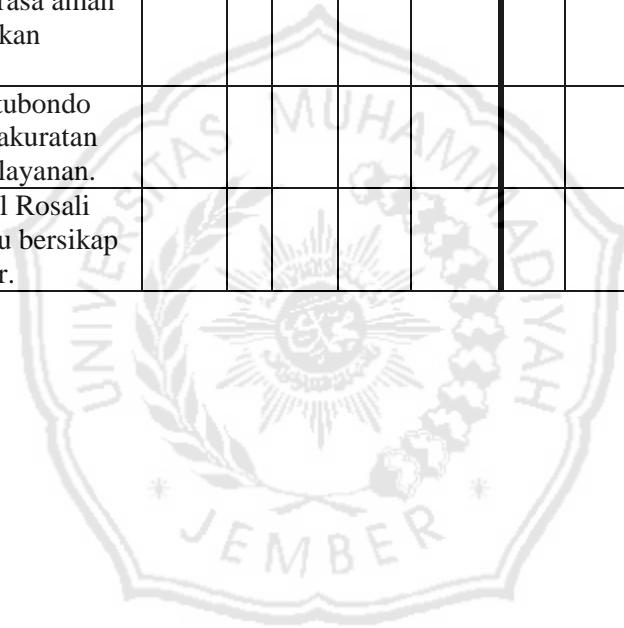
II. PERTANYAAN KHUSUS

Pilihlah satu jawaban yang paling sesuai dengan apa yang Anda rasakan dari pelayanan yang diberikan di Hotel Rosali Situbondo dengan memberikan silang (X) atau centang (✓).

- Kinerja : Pelayanan yang dirasakan pelanggan.
SS (Sangat Setuju), S (Setuju), KS (Kurang Setuju), TS (Tidak Setuju), STS (Sangat Tidak Setuju)
 - Harapan : Pelayanan yang diharapkan pelanggan
SP (Sangat Puas), P (Puas), KP (Kurang Puas), TP (Tidak Puas), STP (Sangat Tidak Puas).

4.	Karyawan Hotel Rosali Situbondo memberikan informasi dengan jelas dan mudah dimengerti.							
5.	Karyawan Hotel Rosali melayani dengan cepat dan tepat.							

No	Jaminan dan Kepastian <i>(Assurance)</i>	Kinerja					Harapan				
		SS	S	KS	TS	STS	SP	P	KP	TP	TP
		5	4	3	2	1	5	4	3	2	1
1.	Hotel Rosali Situbondo memberikan jaminan rasa aman atas jasa yang diberikan kepada pelanggan.										
2.	Karyawan Hotel Rosali Situbondo mampu mengelola pelayanannya.										
3.	Hotel Rosali Situbondo menumbuhkan rasa aman dalam memberikan pelayanan.										
4.	Hotel Rosali Situbondo memberikan keakuratan dalam setiap pelayanan.										
5.	Karyawan Hotel Rosali Situbondo selalu bersikap ramah dan sabar.										



LAMPIRAN 2
REKAPITULASI DATA JAWABAN RESPONDEN
HOTEL ROSALI SITUBONDO



**LAMPIRAN 3
UJI VALIDITAS**

Lampiran 3
Hasill Uji Validitas

```
CORRELATIONS
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/MISSING=PAIRWISE.
```

Correlations

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1 Pearson Correlation	1	.518**	.179	.126	.411**	.686**
Sig. (2-tailed)		.000	.129	.290	.000	.000
N	73	73	73	73	73	73
X1.2 Pearson Correlation	.518**	1	.098	.060	.248*	.558**
Sig. (2-tailed)	.000		.407	.616	.034	.000
N	73	73	73	73	73	73
X1.3 Pearson Correlation	.179	.098	1	.209	.118	.575**
Sig. (2-tailed)	.129	.407		.076	.321	.000
N	73	73	73	73	73	73
X1.4 Pearson Correlation	.126	.060	.209	1	.075	.572**
Sig. (2-tailed)	.290	.616	.076		.529	.000
N	73	73	73	73	73	73
X1.5 Pearson Correlation	.411**	.248*	.118	.075	1	.598**
Sig. (2-tailed)	.000	.034	.321	.529		.000
N	73	73	73	73	73	73
X1 Pearson Correlation	.686**	.558**	.575**	.572**	.598**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	
N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampriran 3

Hasil Uji Validitas

```
CORRELATIONS  
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/MISSING=PAIRWISE.
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Correlations

[DataSet0]E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2
X2.1	Pearson Correlation	1	.232*	.156	.220	.335**	.630**
	Sig. (2-tailed)		.048	.187	.061	.004	.000
	N	73	73	73	73	73	73
X2.2	Pearson Correlation	.232*	1	.231*	.358**	.298*	.696**
	Sig. (2-tailed)	.048		.050	.002	.010	.000
	N	73	73	73	73	73	73
X2.3	Pearson Correlation	.156	.231*	1	.037	.244*	.490**
	Sig. (2-tailed)	.187	.050		.756	.037	.000
	N	73	73	73	73	73	73
X2.4	Pearson Correlation	.220	.358**	.037	1	.167	.639**
	Sig. (2-tailed)	.061	.002	.756		.157	.000
	N	73	73	73	73	73	73
X2.5	Pearson Correlation	.335**	.298*	.244*	.167	1	.624**
	Sig. (2-tailed)	.004	.010	.037	.157		.000
	N	73	73	73	73	73	73
X2	Pearson Correlation	.630**	.696**	.490**	.639**	.624**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2
X2.1	Pearson Correlation	1	.232*	.156	.220	.335**	.630**
	Sig. (2-tailed)		.048	.187	.061	.004	.000
	N	73	73	73	73	73	73
X2.2	Pearson Correlation	.232*	1	.231*	.358**	.298*	.696**
	Sig. (2-tailed)	.048		.050	.002	.010	.000
	N	73	73	73	73	73	73
X2.3	Pearson Correlation	.156	.231*	1	.037	.244*	.490**
	Sig. (2-tailed)	.187	.050		.756	.037	.000
	N	73	73	73	73	73	73
X2.4	Pearson Correlation	.220	.358**	.037	1	.167	.639**
	Sig. (2-tailed)	.061	.002	.756		.157	.000
	N	73	73	73	73	73	73
X2.5	Pearson Correlation	.335**	.298*	.244*	.167	1	.624**
	Sig. (2-tailed)	.004	.010	.037	.157		.000
	N	73	73	73	73	73	73
X2	Pearson Correlation	.630**	.696**	.490**	.639**	.624**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

```
CORRELATIONS
/VARIABLES=X3.1 X3.2 X3.3 X3.4 X3.5 X3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

[DataSet0]E.\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3
X3.1	Pearson Correlation	1	.425**	.122	.024	.265*	.599**
	Sig. (2-tailed)		.000	.304	.839	.023	.000
	N	73	73	73	73	73	73
X3.2	Pearson Correlation	.425**	1	.145	.178	.273*	.667**
	Sig. (2-tailed)	.000		.221	.131	.019	.000
	N	73	73	73	73	73	73
X3.3	Pearson Correlation	.122	.145	1	.031	.070	.429**
	Sig. (2-tailed)	.304	.221		.797	.559	.000
	N	73	73	73	73	73	73
X3.4	Pearson Correlation	.024	.178	.031	1	.261*	.525**
	Sig. (2-tailed)	.839	.131	.797		.026	.000
	N	73	73	73	73	73	73
X3.5	Pearson Correlation	.265*	.273*	.070	.261*	1	.691**
	Sig. (2-tailed)	.023	.019	.559	.026		.000
	N	73	73	73	73	73	73
X3	Pearson Correlation	.599**	.667**	.429**	.525**	.691**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3
X3.1	Pearson Correlation	1	.425**	.122	.024	.265*	.599**
	Sig. (2-tailed)		.000	.304	.839	.023	.000
	N	73	73	73	73	73	73
X3.2	Pearson Correlation	.425**	1	.145	.178	.273*	.667**
	Sig. (2-tailed)	.000		.221	.131	.019	.000
	N	73	73	73	73	73	73
X3.3	Pearson Correlation	.122	.145	1	.031	.070	.429**
	Sig. (2-tailed)	.304	.221		.797	.559	.000
	N	73	73	73	73	73	73
X3.4	Pearson Correlation	.024	.178	.031	1	.261*	.525**
	Sig. (2-tailed)	.839	.131	.797		.026	.000
	N	73	73	73	73	73	73
X3.5	Pearson Correlation	.265*	.273*	.070	.261*	1	.691**
	Sig. (2-tailed)	.023	.019	.559	.026		.000
	N	73	73	73	73	73	73
X3	Pearson Correlation	.599**	.667**	.429**	.525**	.691**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

```
CORRELATIONS
/VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4
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/MISSING=PAIRWISE.
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Correlations

[DataSet0]E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations						
	X4.1	X4.2	X4.3	X4.4	X4.5	X4
X4.1	Pearson Correlation	1	.378**	.143	.209	.300**
	Sig. (2-tailed)		.001	.227	.076	.010
	N	73	73	73	73	73
X4.2	Pearson Correlation	.378**	1	.168	.054	.349**
	Sig. (2-tailed)	.001		.156	.647	.002
	N	73	73	73	73	73
X4.3	Pearson Correlation	.143	.168	1	.404**	.038
	Sig. (2-tailed)	.227	.156		.000	.748
	N	73	73	73	73	73
X4.4	Pearson Correlation	.209	.054	.404**	1	.246*
	Sig. (2-tailed)	.076	.647	.000		.036
	N	73	73	73	73	73
X4.5	Pearson Correlation	.300**	.349**	.038	.246*	1
	Sig. (2-tailed)	.010	.002	.748	.036	
	N	73	73	73	73	73
X4	Pearson Correlation	.668**	.626**	.514**	.594**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	73	73	73	73	73

Correlations

		X4.1	X4.2	X4.3	X4.4	X4.5	X4
X4.1	Pearson Correlation	1	.378**	.143	.209	.300**	.668**
	Sig. (2-tailed)		.001	.227	.076	.010	.000
	N	73	73	73	73	73	73
X4.2	Pearson Correlation	.378**	1	.168	.054	.349**	.626**
	Sig. (2-tailed)	.001		.156	.647	.002	.000
	N	73	73	73	73	73	73
X4.3	Pearson Correlation	.143	.168	1	.404**	.038	.514**
	Sig. (2-tailed)	.227	.156		.000	.748	.000
	N	73	73	73	73	73	73
X4.4	Pearson Correlation	.209	.054	.404**	1	.246*	.594**
	Sig. (2-tailed)	.076	.647	.000		.036	.000
	N	73	73	73	73	73	73
X4.5	Pearson Correlation	.300**	.349**	.038	.246*	1	.682**
	Sig. (2-tailed)	.010	.002	.748	.036		.000
	N	73	73	73	73	73	73
X4	Pearson Correlation	.668**	.626**	.514**	.594**	.682**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

```
CORRELATIONS
/VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5
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Correlations

[DataSet0]E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		X5.1	X5.2	X5.3	X5.4	X5.5	X5
X5.1	Pearson Correlation	1	.059	.283*	.182	.317**	.626**
	Sig. (2-tailed)		.621	.015	.123	.006	.000
	N	73	73	73	73	73	73
X5.2	Pearson Correlation	.059	1	.071	.054	.067	.446**
	Sig. (2-tailed)	.621		.552	.648	.571	.003
	N	73	73	73	73	73	73
X5.3	Pearson Correlation	.283*	.071	1	.158	.222	.632**
	Sig. (2-tailed)	.015	.552		.181	.059	.000
	N	73	73	73	73	73	73
X5.4	Pearson Correlation	.182	.054	.158	1	.140	.592**
	Sig. (2-tailed)	.123	.648	.181		.237	.000
	N	73	73	73	73	73	73
X5.5	Pearson Correlation	.317**	.067	.222	.140	1	.560**
	Sig. (2-tailed)	.006	.571	.059	.237		.000
	N	73	73	73	73	73	73
X5	Pearson Correlation	.626**	.446**	.632**	.592**	.560**	1
	Sig. (2-tailed)	.000	.003	.000	.000	.000	
	N	73	73	73	73	73	73

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

Correlations

		X5.1	X5.2	X5.3	X5.4	X5.5	X5
X5.1	Pearson Correlation	1	.059	.283*	.182	.317**	.626**
	Sig. (2-tailed)		.621	.015	.123	.006	.000
	N	73	73	73	73	73	73
X5.2	Pearson Correlation	.059	1	.071	.054	.067	.446**
	Sig. (2-tailed)	.621		.552	.648	.571	.003
	N	73	73	73	73	73	73
X5.3	Pearson Correlation	.283*	.071	1	.158	.222	.632**
	Sig. (2-tailed)	.015	.552		.181	.059	.000
	N	73	73	73	73	73	73
X5.4	Pearson Correlation	.182	.054	.158	1	.140	.592**
	Sig. (2-tailed)	.123	.648	.181		.237	.000
	N	73	73	73	73	73	73
X5.5	Pearson Correlation	.317**	.067	.222	.140	1	.560**
	Sig. (2-tailed)	.006	.571	.059	.237		.000
	N	73	73	73	73	73	73
X5	Pearson Correlation	.626**	.446**	.632**	.592**	.560**	1
	Sig. (2-tailed)	.000	.003	.000	.000	.000	
	N	73	73	73	73	73	73

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

HARAPAN

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/MISSING=PAIRWISE.
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Correlations

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1
Y1.1	Pearson Correlation	1	.491**	.105	.215	.333**	.677**
	Sig. (2-tailed)		.000	.377	.067	.004	.000
	N	73	73	73	73	73	73
Y1.2	Pearson Correlation	.491**	1	.069	.075	.322**	.573**
	Sig. (2-tailed)	.000		.562	.527	.006	.000
	N	73	73	73	73	73	73
Y1.3	Pearson Correlation	.105	.069	1	.218	.172	.542**
	Sig. (2-tailed)	.377	.562		.064	.145	.000
	N	73	73	73	73	73	73
Y1.4	Pearson Correlation	.215	.075	.218	1	.071	.580**
	Sig. (2-tailed)	.067	.527	.064		.549	.000
	N	73	73	73	73	73	73
Y1.5	Pearson Correlation	.333**	.322**	.172	.071	1	.635**
	Sig. (2-tailed)	.004	.006	.145	.549		.000
	N	73	73	73	73	73	73
Y1	Pearson Correlation	.677**	.573**	.542**	.580**	.635**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

a. Listwise N = 73

Lampriran 3

Hasil Uji Validitas

HARAPAN

```
CORRELATIONS  
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/MISSING=PAIRWISE.
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Correlations

[DataSet0]E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		Y2.1	Y2.2	Y2.3	Y2.4	Y2.5	Y2
Y2.1	Pearson Correlation		.121	.187	.305**	.336**	.630**
	Sig. (2-tailed)		.307	.113	.009	.004	.000
	N	73	73	73	73	73	73
Y2.2	Pearson Correlation	.121		.250*	.332**	.269*	.666**
	Sig. (2-tailed)	.307		.033	.004	.021	.000
	N	73	73	73	73	73	73
Y2.3	Pearson Correlation	.187	.250*		-.024	.286*	.510**
	Sig. (2-tailed)	.113	.033		.842	.014	.000
	N	73	73	73	73	73	73
Y2.4	Pearson Correlation	.305**	.332**	-.024		.147	.633**
	Sig. (2-tailed)	.009	.004	.842		.214	.000
	N	73	73	73	73	73	73
Y2.5	Pearson Correlation	.336**	.269*	.286*	.147		.619**
	Sig. (2-tailed)	.004	.021	.014	.214		.000
	N	73	73	73	73	73	73
Y2	Pearson Correlation	.630**	.666**	.510**	.633**	.619**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

Correlations

		Y2.1	Y2.2	Y2.3	Y2.4	Y2.5	Y2
Y2.1	Pearson Correlation	1	.121	.187	.305**	.336**	.630**
	Sig. (2-tailed)		.307	.113	.009	.004	.000
	N	73	73	73	73	73	73
Y2.2	Pearson Correlation	.121	1	.250*	.332**	.269*	.666**
	Sig. (2-tailed)	.307		.033	.004	.021	.000
	N	73	73	73	73	73	73
Y2.3	Pearson Correlation	.187	.250*	1	-.024	.286*	.510**
	Sig. (2-tailed)	.113	.033		.842	.014	.000
	N	73	73	73	73	73	73
Y2.4	Pearson Correlation	.305**	.332**	-.024	1	.147	.633**
	Sig. (2-tailed)	.009	.004	.842		.214	.000
	N	73	73	73	73	73	73
Y2.5	Pearson Correlation	.336**	.269*	.286*	.147	1	.619**
	Sig. (2-tailed)	.004	.021	.014	.214		.000
	N	73	73	73	73	73	73
Y2	Pearson Correlation	.630**	.666**	.510**	.633**	.619**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

HARAPAN

```
CORRELATIONS
/VARIABLES=Y3.1 Y3.2 Y3.3 Y3.4 Y3.5 Y3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

[DataSet0]E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		Y3.1	Y3.2	Y3.3	Y3.4	Y3.5	Y3
Y3.1	Pearson Correlation	1	.407**	.089	-.007	.282*	.590**
	Sig. (2-tailed)		.000	.455	.951	.016	.000
	N	73	73	73	73	73	73
Y3.2	Pearson Correlation	.407**	1	.177	.045	.347**	.648**
	Sig. (2-tailed)	.000		.134	.708	.003	.000
	N	73	73	73	73	73	73
Y3.3	Pearson Correlation	.089	.177	1	.117	.152	.472**
	Sig. (2-tailed)	.455	.134		.324	.200	.000
	N	73	73	73	73	73	73
Y3.4	Pearson Correlation	-.007	.045	.117	1	.149	.444**
	Sig. (2-tailed)	.951	.708	.324		.208	.000
	N	73	73	73	73	73	73
Y3.5	Pearson Correlation	.282*	.347**	.152	.149	1	.743**
	Sig. (2-tailed)	.016	.003	.200	.208		.000
	N	73	73	73	73	73	73
Y3	Pearson Correlation	.590**	.648**	.472**	.444**	.743**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validitas

HARAPAN

```
CORRELATIONS
/VARIABLES=Y4.1 Y4.2 Y4.3 Y4.4 Y4.5 Y4
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

[DataSet0]E. \ (SKRIPSI - ANDIKA CAHYO)\ DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		Y4.1	Y4.2	Y4.3	Y4.4	Y4.5	Y4
Y4.1	Pearson Correlation	1	.464**	.132	.144	.356**	.698**
	Sig. (2-tailed)		.000	.267	.225	.002	.000
	N	73	73	73	73	73	73
Y4.2	Pearson Correlation	.464**	1	.130	-.015	.319**	.612**
	Sig. (2-tailed)	.000		.274	.901	.006	.000
	N	73	73	73	73	73	73
Y4.3	Pearson Correlation	.132	.130	1	.530**	.126	.558**
	Sig. (2-tailed)	.267	.274		.000	.286	.000
	N	73	73	73	73	73	73
Y4.4	Pearson Correlation	.144	-.015	.530**	1	.242*	.573**
	Sig. (2-tailed)	.225	.901	.000		.039	.000
	N	73	73	73	73	73	73
Y4.5	Pearson Correlation	.356**	.319**	.126	.242*	1	.690**
	Sig. (2-tailed)	.002	.006	.286	.039		.000
	N	73	73	73	73	73	73
Y4	Pearson Correlation	.698**	.612**	.558**	.573**	.690**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

Lampiran 3
Hasill Uji Validita

HARAPAN

```
CORRELATIONS
/VARIABLES=Y5.1 Y5.2 Y5.3 Y5.4 Y5.5 Y5
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

[DataSet0]E. \ (SKRIPSI - ANDIKA CAHYO)\ DATA\ NEW FOLDDER\ DATA2.SAV

Correlations

		Y5.1	Y5.2	Y5.3	Y5.4	Y5.5	Y5
Y5.1	Pearson Correlation	1	-.101	.338**	.172	.253*	.569**
	Sig. (2-tailed)		.394	.003	.145	.031	.000
	N	73	73	73	73	73	73
Y5.2	Pearson Correlation	-.101	1	.046	-.052	.132	.390**
	Sig. (2-tailed)	.394		.697	.662	.267	.001
	N	73	73	73	73	73	73
Y5.3	Pearson Correlation	.338**	.046	1	.229	.285*	.658**
	Sig. (2-tailed)	.003	.697		.052	.015	.000
	N	73	73	73	73	73	73
Y5.4	Pearson Correlation	.172	-.052	.229	1	.099	.555**
	Sig. (2-tailed)	.145	.662	.052		.405	.000
	N	73	73	73	73	73	73
Y5.5	Pearson Correlation	.253*	.132	.285*	.099	1	.616**
	Sig. (2-tailed)	.031	.267	.015	.405		.000
	N	73	73	73	73	73	73
Y5	Pearson Correlation	.569**	.390**	.658**	.555**	.616**	1
	Sig. (2-tailed)	.000	.001	.000	.000	.000	
	N	73	73	73	73	73	73

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

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

a. Listwise N= 73

LAMPIRAN 4
UJI RELIABILITAS



Lampiran 4
Hasill Uji Reliabilitas

```
RELIABILITY  
/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\\(SKRIPSI - ANDIKA CAHYO)\\DATA\\ NEW FOLDDER\\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.726	6

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.22	.449	73
X1.2	4.08	.400	73
X1.3	4.23	.566	73
X1.4	4.15	.638	73
X1.5	4.38	.517	73
X1	21.07	1.531	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
42.14	9.370	3.061	6

Lampiran 4
Hasill Uji Reliabilitas

```
RELIABILITY  
/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.742	6

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.90	.581	73
X2.2	3.96	.588	73
X2.3	4.60	.493	73
X2.4	3.48	.689	73
X2.5	4.42	.498	73
X2	20.37	1.768	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
40.74	12.501	3.536	6

Lampiran 4
Hasill Uji Reliabilitas

```
RELIABILITY
/VARIABLES=X3.1 X3.2 X3.3 X3.4 X3.5 X3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA

/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.726	6

Item Statistics

	Mean	Std. Deviation	N
X3.1	4.11	.458	73
X3.2	4.19	.461	73
X3.3	4.27	.449	73
X3.4	4.58	.498	73
X3.5	4.14	.561	73
X3	21.29	1.429	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
42.58	8.164	2.857	6

Lampiran 4
Hasill Uji Reliabilitas

```
RELIABILITY  
/VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.743	6

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.77	.590	73
X4.2	3.44	.527	73
X4.3	4.59	.495	73
X4.4	4.68	.524	73
X4.5	3.93	.694	73
X4	20.41	1.763	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
40.82	12.426	3.525	6

Lampiran 4

Hasill Uji Reliabilitas

```
RELIABILITY  
/VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.708	6

Item Statistics

	Mean	Std. Deviation	N
X5.1	4.37	.486	73
X5.2	4.26	.472	73
X5.3	4.41	.495	73
X5.4	4.15	.616	73
X5.5	4.53	.502	73
X5	21.73	1.446	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
43.45	8.362	2.892	6

Lampiran 4
Hasill Uji Reliabilitas

HARAPAN

```
RELIABILITY  
/VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y1.5 Y1  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.731	6

Item Statistics

	Mean	Std. Deviation	N
Y1.1	4.18	.509	73
Y1.2	4.05	.405	73
Y1.3	4.22	.559	73
Y1.4	4.15	.638	73
Y1.5	4.37	.589	73
Y1	20.97	1.624	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
41.95	10.553	3.248	6

Lampiran 4
Hasill Uji Reliabilitas

HARAPAN

```
RELIABILITY  
/VARIABLES=Y2.1 Y2.2 Y2.3 Y2.4 Y2.5 Y2  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\\(SKRIPSI - ANDIKA CAHYO)\\DATA\\ NEW FOLDDER\\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Cases Valid	73	100.0
Excluded ^a	0	.0
Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.739	6

Item Statistics

	Mean	Std. Deviation	N
Y2.1	3.84	.578	73
Y2.2	3.93	.631	73
Y2.3	4.59	.523	73
Y2.4	3.48	.689	73
Y2.5	4.41	.495	73
Y2	20.25	1.793	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
40.49	12.865	3.587	6

Lampiran 4
Hasill Uji Reliabilitas

HARAPAN

```
RELIABILITY  
/VARIABLES=Y3.1 Y3.2 Y3.3 Y3.4 Y3.5 Y3  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\\(SKRIPSI - ANDIKA CAHYO)\\DATA\\ NEW FOLDDER\\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.723	6

Item Statistics

	Mean	Std. Deviation	N
Y3.1	4.10	.476	73
Y3.2	4.12	.439	73
Y3.3	3.96	.423	73
Y3.4	4.59	.495	73
Y3.5	4.05	.685	73
Y3	20.82	1.494	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
41.64	8.927	2.988	6

Lampiran 4
Hasill Uji Reliabilitas

HARAPAN

```
RELIABILITY  
/VARIABLES=Y4.1 Y4.2 Y4.3 Y4.4 Y4.5 Y4  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.748	6

Item Statistics

	Mean	Std. Deviation	N
Y4.1	3.71	.634	73
Y4.2	3.41	.549	73
Y4.3	4.62	.490	73
Y4.4	4.64	.537	73
Y4.5	3.89	.657	73
Y4	20.27	1.812	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
40.55	13.140	3.625	6

Lampiran 4

Hasill Uji Reliabilitas

HARAPAN

```
RELIABILITY  
/VARIABLES=Y5.1 Y5.2 Y5.3 Y5.4 Y5.5 Y5  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/STATISTICS=DESCRIPTIVE SCALE.
```

Reliability

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	73	100.0
	Excluded ^a	0	.0
	Total	73	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.703	6

Item Statistics

	Mean	Std. Deviation	N
Y5.1	4.40	.493	73
Y5.2	3.93	.561	73
Y5.3	4.38	.490	73
Y5.4	4.15	.593	73
Y5.5	4.53	.502	73
Y5	21.40	1.460	73

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
42.79	8.527	2.920	6



LAMPIRAN 5
DISTRIBUSI FREKUENSI JAWABAN RESPONDEN
HOTEL ROSALI SITUBONDO

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	X5.1	X5.2	X5.3	X5.4	X5.5	X5
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.37	4.26	4.41	4.15	4.53
						21.73

Frequency Table

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	46	63.0	63.0	63.0
	Sangat Setuju	27	37.0	37.0	100.0
	Total	73	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	1	1.4	1.4	1.4
	Setuju	52	71.2	71.2	72.6
	Sangat Setuju	20	27.4	27.4	100.0
	Total	73	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	43	58.9	58.9	58.9
	Sangat Setuju	30	41.1	41.1	100.0
	Total	73	100.0	100.0	

X5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	6	8.2	8.2	9.6
	Setuju	47	64.4	64.4	74.0
	Sangat Setuju	19	26.0	26.0	100.0
	Total	73	100.0	100.0	

X5.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	34	46.6	46.6	46.6
	Sangat Setuju	39	53.4	53.4	100.0
	Total	73	100.0	100.0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19	5	6.8	6.8	6.8
	20	12	16.4	16.4	23.3
	21	13	17.8	17.8	41.1
	22	19	26.0	26.0	67.1
	23	17	23.3	23.3	90.4
	24	6	8.2	8.2	98.6
	25	1	1.4	1.4	100.0
	Total	73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	X1.1	X1.2	X1.3	X1.4	X1.5	X1
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.22	4.08	4.23	4.15	21.07

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	1	1.4	1.4	1.4
	Setuju	55	75.3	75.3	76.7
	Sangat Setuju	17	23.3	23.3	100.0
	Total	73	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	3	4.1	4.1	4.1
	Setuju	61	83.6	83.6	87.7
	Sangat Setuju	9	12.3	12.3	100.0
	Total	73	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	5	6.8	6.8	6.8
	Setuju	46	63.0	63.0	69.9
	Sangat Setuju	22	30.1	30.1	100.0
	Total	73	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	10	13.7	13.7	13.7
	Setuju	42	57.5	57.5	71.2
	Sangat Setuju	21	28.8	28.8	100.0
	Total	73	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	1	1.4	1.4	1.4
	Setuju	43	58.9	58.9	60.3
	Sangat Setuju	29	39.7	39.7	100.0
	Total	73	100.0	100.0	

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	2	2.7	2.7	2.7
	19	10	13.7	13.7	16.4
	20	16	21.9	21.9	38.4
	21	16	21.9	21.9	60.3
	22	16	21.9	21.9	82.2
	23	9	12.3	12.3	94.5
	24	3	4.1	4.1	98.6
	25	1	1.4	1.4	100.0
	Total	73	100.0	100.0	

Lampiran 5

Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	X2.1	X2.2	X2.3	X2.4	X2.5	X2
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		3.90	3.96	4.60	3.48	4.42
						20.37

Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	13	17.8	17.8	19.2
	Setuju	51	69.9	69.9	89.0
	Sangat Setuju	8	11.0	11.0	100.0
	Total	73	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.4	1.4	1.4
	Tidak Setuju	1	1.4	1.4	2.7
	Kurang Setuju	5	6.8	6.8	9.6
	Setuju	59	80.8	80.8	90.4
	Sangat Setuju	7	9.6	9.6	100.0
	Total	73	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	29	39.7	39.7	39.7
	Sangat Setuju	44	60.3	60.3	100.0
	Total	73	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.7	2.7	2.7
	Kurang Setuju	40	54.8	54.8	57.5
	Setuju	25	34.2	34.2	91.8
	Sangat Setuju	6	8.2	8.2	100.0
	Total	73	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	42	57.5	57.5	57.5
	Sangat Setuju	31	42.5	42.5	100.0
	Total	73	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	1	1.4	1.4	1.4
	16	1	1.4	1.4	2.7
	17	2	2.7	2.7	5.5
	18	6	8.2	8.2	13.7
	19	11	15.1	15.1	28.8
	20	15	20.5	20.5	49.3
	21	19	26.0	26.0	75.3
	22	8	11.0	11.0	86.3
	23	10	13.7	13.7	100.0
	Total	73	100.0	100.0	

Lampiran 5

Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=X3.1 X3.2 X3.3 X3.4 X3.5 X3  
/STATISTICS=MEAN  
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E:\\(SKRIPSI - ANDIKA CAHYO)\\DATA\\ NEW FOLDDER\\ DATA2.SAV

Statistics

	X3.1	X3.2	X3.3	X3.4	X3.5	X3
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.11	4.19	4.27	4.58	4.14
						21.29

Frequency Table

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	4	5.5	5.5	5.5
	Setuju	57	78.1	78.1	83.6
	Sangat Setuju	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	2	2.7	2.7	2.7
	Setuju	55	75.3	75.3	78.1
	Sangat Setuju	16	21.9	21.9	100.0
	Total	73	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	53	72.6	72.6	72.6
	Sangat Setuju	20	27.4	27.4	100.0
	Total	73	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	31	42.5	42.5	42.5
	Sangat Setuju	42	57.5	57.5	100.0
	Total	73	100.0	100.0	

X3.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	7	9.6	9.6	9.6
	Setuju	49	67.1	67.1	76.7
	Sangat Setuju	17	23.3	23.3	100.0
	Total	73	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	2	2.7	2.7	2.7
	19	4	5.5	5.5	8.2
	20	17	23.3	23.3	31.5
	21	17	23.3	23.3	54.8
	22	20	27.4	27.4	82.2
	23	7	9.6	9.6	91.8
	24	6	8.2	8.2	100.0
	Total	73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	X4.1	X4.2	X4.3	X4.4	X4.5	X4
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		3.77	3.44	4.59	4.68	3.93
						20.41

Frequency Table

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	23	31.5	31.5	31.5
	Setuju	44	60.3	60.3	91.8
	Sangat Setuju	6	8.2	8.2	100.0
	Total	73	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	42	57.5	57.5	57.5
	Setuju	30	41.1	41.1	98.6
	Sangat Setuju	1	1.4	1.4	100.0
	Total	73	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	30	41.1	41.1	41.1
	Sangat Setuju	43	58.9	58.9	100.0
	Total	73	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	2	2.7	2.7	2.7
	Setuju	19	26.0	26.0	28.8
	Sangat Setuju	52	71.2	71.2	100.0
	Total	73	100.0	100.0	

X4.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	17	23.3	23.3	24.7
	Setuju	41	56.2	56.2	80.8
	Sangat Setuju	14	19.2	19.2	100.0
	Total	73	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	3	4.1	4.1	4.1
	18	10	13.7	13.7	17.8
	19	12	16.4	16.4	34.2
	20	9	12.3	12.3	46.6
	21	16	21.9	21.9	68.5
	22	16	21.9	21.9	90.4
	23	5	6.8	6.8	97.3
	24	2	2.7	2.7	100.0
	Total	73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y1.5 Y1
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDERR\ DATA2.SAV

Statistics

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.18	4.05	4.22	4.15	4.37
						20.97

Frequency Table

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	4	5.5	5.5	5.5
	Setuju	52	71.2	71.2	76.7
	Sangat Setuju	17	23.3	23.3	100.0
	Total	73	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	4	5.5	5.5	5.5
	Setuju	61	83.6	83.6	89.0
	Sangat Setuju	8	11.0	11.0	100.0
	Total	73	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	5	6.8	6.8	6.8
	Setuju	47	64.4	64.4	71.2
	Sangat Setuju	21	28.8	28.8	100.0
	Total	73	100.0	100.0	

Y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	10	13.7	13.7	13.7
	Setuju	42	57.5	57.5	71.2
	Sangat Setuju	21	28.8	28.8	100.0
	Total	73	100.0	100.0	

Y1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	1	1.4	1.4	2.7
	Setuju	41	56.2	56.2	58.9
	Sangat Setuju	30	41.1	41.1	100.0
	Total	73	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	1	1.4	1.4	1.4
	18	4	5.5	5.5	6.8
	19	5	6.8	6.8	13.7
	20	19	26.0	26.0	39.7
	21	17	23.3	23.3	63.0
	22	15	20.5	20.5	83.6
	23	8	11.0	11.0	94.5
	24	3	4.1	4.1	98.6
	25	1	1.4	1.4	100.0
	Total	73	100.0	100.0	

Lampiran 5

Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=Y2.1 Y2.2 Y2.3 Y2.4 Y2.5 Y2  
/STATISTICS=MEAN  
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E:\\(SKRIPSI - ANDIKA CAHYO)\\DATA\\ NEW FOLDDER\\ DATA2.SAV

Statistics

	Y2.1	Y2.2	Y2.3	Y2.4	Y2.5	Y2
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		3.84	3.93	4.59	3.48	4.41
						20.25

Frequency Table

Y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	19	26.0	26.0	26.0
	Setuju	47	64.4	64.4	90.4
	Sangat Setuju	7	9.6	9.6	100.0
	Total	73	100.0	100.0	

Y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.4	1.4	1.4
	Tidak Setuju	2	2.7	2.7	4.1
	Kurang Setuju	5	6.8	6.8	11.0
	Setuju	58	79.5	79.5	90.4
	Sangat Setuju	7	9.6	9.6	100.0
	Total	73	100.0	100.0	

Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	1	1.4	1.4	1.4
	Setuju	28	38.4	38.4	39.7
	Sangat Setuju	44	60.3	60.3	100.0
	Total	73	100.0	100.0	

Y2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.7	2.7	2.7
	Kurang Setuju	40	54.8	54.8	57.5
	Setuju	25	34.2	34.2	91.8
	Sangat Setuju	6	8.2	8.2	100.0
	Total	73	100.0	100.0	

Y2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	43	58.9	58.9	58.9
	Sangat Setuju	30	41.1	41.1	100.0
	Total	73	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	1	1.4	1.4	1.4
	16	1	1.4	1.4	2.7
	17	3	4.1	4.1	6.8
	18	6	8.2	8.2	15.1
	19	12	16.4	16.4	31.5
	20	16	21.9	21.9	53.4
	21	17	23.3	23.3	76.7
	22	9	12.3	12.3	89.0
	23	7	9.6	9.6	98.6
	24	1	1.4	1.4	100.0
Total		73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=Y3.1 Y3.2 Y3.3 Y3.4 Y3.5 Y3
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	Y3.1	Y3.2	Y3.3	Y3.4	Y3.5	Y3
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.10	4.12	3.96	4.59	4.05
						20.82

Frequency Table

Y3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	5	6.8	6.8	6.8
	Setuju	56	76.7	76.7	83.6
	Sangat Setuju	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

Y3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	3	4.1	4.1	4.1
	Setuju	58	79.5	79.5	83.6
	Sangat Setuju	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

Y3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	8	11.0	11.0	11.0
	Setuju	60	82.2	82.2	93.2
	Sangat Setuju	5	6.8	6.8	100.0
	Total	73	100.0	100.0	

Y3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	30	41.1	41.1	41.1
	Sangat Setuju	43	58.9	58.9	100.0
	Total	73	100.0	100.0	

Y3.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	15	20.5	20.5	20.5
	Setuju	39	53.4	53.4	74.0
	Sangat Setuju	19	26.0	26.0	100.0
	Total	73	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	3	4.1	4.1	4.1
	19	10	13.7	13.7	17.8
	20	23	31.5	31.5	49.3
	21	11	15.1	15.1	64.4
	22	17	23.3	23.3	87.7
	23	5	6.8	6.8	94.5
	24	4	5.5	5.5	100.0
	Total	73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=Y4.1 Y4.2 Y4.3 Y4.4 Y4.5 Y4
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	Y4.1	Y4.2	Y4.3	Y4.3	Y4.5	Y4
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		3.71	3.41	4.62	4.64	3.89
						20.27

Frequency Table

Y4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.7	2.7	2.7
	Kurang Setuju	22	30.1	30.1	32.9
	Setuju	44	60.3	60.3	93.2
	Sangat Setuju	5	6.8	6.8	100.0
	Total	73	100.0	100.0	

Y4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	42	57.5	57.5	58.9
	Setuju	29	39.7	39.7	98.6
	Sangat Setuju	1	1.4	1.4	100.0
	Total	73	100.0	100.0	

Y4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	28	38.4	38.4	38.4
	Sangat Setuju	45	61.6	61.6	100.0
	Total	73	100.0	100.0	

Y4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	2	2.7	2.7	2.7
	Setuju	22	30.1	30.1	32.9
	Sangat Setuju	49	67.1	67.1	100.0
	Total	73	100.0	100.0	

Y4.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	20	27.4	27.4	27.4
	Setuju	41	56.2	56.2	83.6
	Sangat Setuju	12	16.4	16.4	100.0
	Total	73	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	4	5.5	5.5	5.5
	18	11	15.1	15.1	20.5
	19	12	16.4	16.4	37.0
	20	10	13.7	13.7	50.7
	21	15	20.5	20.5	71.2
	22	15	20.5	20.5	91.8
	23	3	4.1	4.1	95.9
	24	3	4.1	4.1	100.0
	Total	73	100.0	100.0	

Lampiran 5
Distribusi Frekuensi Jawaban Responden

```
FREQUENCIES VARIABLES=Y5.1 Y5.2 Y5.3 Y5.4 Y5.5 Y5
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0] E.\(SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV

Statistics

	Y5.1	Y5.2	Y5.3	Y5.4	Y5.5	Y5
N	Valid	73	73	73	73	73
	Missing	0	0	0	0	0
Mean		4.40	3.93	4.38	4.15	21.40

Frequency Table

Y5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	44	60.3	60.3	60.3
	Sangat Setuju	29	39.7	39.7	100.0
	Total	73	100.0	100.0	

Y5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	1	1.4	1.4	1.4
	Kurang Setuju	11	15.1	15.1	16.4
	Setuju	53	72.6	72.6	89.0
	Sangat Setuju	8	11.0	11.0	100.0
	Total	73	100.0	100.0	

Y5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	45	61.6	61.6	61.6
	Sangat Setuju	28	38.4	38.4	100.0
	Total	73	100.0	100.0	

Y5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	8	11.0	11.0	11.0
	Setuju	46	63.0	63.0	74.0
	Sangat Setuju	19	26.0	26.0	100.0
	Total	73	100.0	100.0	

Y5.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	34	46.6	46.6	46.6
	Sangat Setuju	39	53.4	53.4	100.0
	Total	73	100.0	100.0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19	6	8.2	8.2	8.2
	20	18	24.7	24.7	32.9
	21	15	20.5	20.5	53.4
	22	15	20.5	20.5	74.0
	23	14	19.2	19.2	93.2
	24	4	5.5	5.5	98.6
	25	1	1.4	1.4	100.0
	Total	73	100.0	100.0	



LAMPIRAN 6

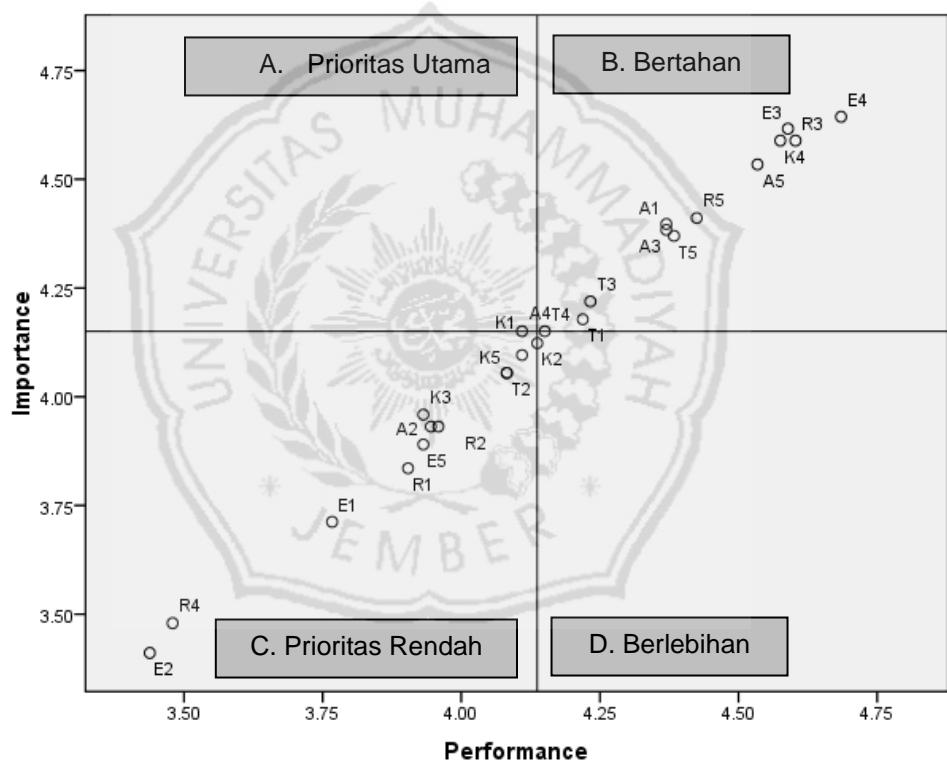
ANALISIS DIAGRAM KARTESIUS

Lampiran 6
Hasill Uji Diagram Kartesius

```
GRAPH  
/SCATTERPLOT(BIVAR)=Performance WITH Importance BY Naration (NAME)  
/MISSING=LISTWISE.
```

Graph

[DataSet0] E:\ (SKRIPSI - ANDIKA CAHYO)\DATA\ NEW FOLDDER\ DATA2.SAV



LAMPIRAN 7
SURAT PENELITIAN SKRIPSI
HOTEL ROSALI SITUBONDO



LAMPIRAN 8
DOKUMENTASI PENELITIAN
HOTEL ROSALI SITUBONDO



Lampiran 8. Dokumentasi Penelitian







Rosalii Hotel & Restaurant

PB. Sudirman 52 Situbondo, East Java – Indonesia 68312
Phone : +62-338-676323 / 678672 / 678673 / 678674
Fax : +62-338-678675
WA : 087851515500
Email : rosalihotel@gmail.com
Website : www.rosalihotel.com

ROOM TYPE	RATE (Rp)	FACILITIES
RUMAH KAYU	1.250.000	AC,LED TV, Telephone, Safe Deposit Box, Minibar, electric kettle incl. tea bag & coffee, Bath tub with Shower Hot & Cold water, separate bathroom and double terrace.
ORIENTAL	800,000	AC, LED TV, Telephone, Minibar, electric kettle incl. Tea bag & coffee, Bath tub with Shower Hot & Cold water, Safe deposit box, one set luxurious sofa
VIP	550,000	AC,LED TV, Telephone, Minibar, electric kettle incl. tea bag & coffee, Bath tub with Shower Hot & Cold water, Safe Deposit Box, one set sofa
SUPERIOR	399,000	AC, LED TV, Telephone, Minibar, Bathroom with Hot & Cold water shower
STANDARD	299,000	AC,TV 21", telephone, Bathroom with shower
EXTRA BED A	120,000	Matras with frame
EXTRA BED B	100,000	Matras

Check in time 13.00 WIB. Check out time 12.00 WIB
Harga kamar sudah termasuk pajak dan makan pagi untuk 2 orang/kamar.
Check in time 13.00 WIB (West Indonesia Time). Check out time 12.00 WIB
Room rates already include taxes and breakfast for 2 person/room.

KETENTUAN MENGINAP

1. Setiap tamu diminta menunjukkan KTP/SIM/Pasport yang masih berlaku dan mengembalikannya saat check out/mengembalikan kunci.
2. Setiap tamu diminta menyerahterahkan deposit minimal seharga kamar per hari.
3. Setiap kamar diisi maksimal 3 (tiga) orang dengan tambahan biaya untuk Extra Bed.
4. Penyaluran posisi perabotan kamar tanpa sejuta piak hotel akan dikenakan tambahan biaya Rp. 100.000,- Merokok di dalam kamar akan di denda 100% tarif kamar.
5. Dilarang membawa, membeli, dan melakukan transaksi Narkoba.
6. Dilarang melakukan tindakan Ausilia.
7. Ketentuan Check out :
 - 12.00 s/d 15.00 = 25% tarif.
 - 15.00 s/d 16.00 = 50% tarif.
 - 16.00 keatas = 100% tarif
8. Pembayaran dapat menggunakan Debit Card dan Credit Card.
9. Untuk kenyamanan dan keamanan anda, area hotel kami dilengkapi dengan CCTV.
Dilebihkan perlakuan, uang, atau barang berharga disimpan di Deposit Box, yang ada di Kantor Depan/Reception tanpa dipungut biaya.
Hotel tidak bertanggung jawab atas kehilangan barang-barang berharga maupun uang anda di dalam kamar.

