

Lampiran 1: Rekapitulasi Data

Resp.	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	Y1.1	Y1.2	Y1.3	Total
1	4	4	4	4	4	4	3	4	5	3	4	3	4	4	4	46
2	5	4	2	4	4	4	5	5	4	2	4	4	4	4	4	47
3	4	4	4	4	3	5	5	4	4	4	5	4	4	5	3	50
4	4	5	4	4	4	4	5	4	5	4	4	5	3	4	3	52
5	3	4	4	5	3	4	2	3	4	4	4	4	4	5	2	44
6	4	3	4	4	4	3	5	4	3	4	4	3	5	5	4	45
7	5	5	3	4	4	4	4	5	5	3	4	5	4	5	4	51
8	4	4	3	4	3	5	3	4	4	3	5	4	4	2	5	46
9	4	4	4	4	4	4	4	4	4	4	4	4	3	5	3	48
10	3	4	5	5	3	4	4	4	3	5	4	4	5	4	4	48
11	4	3	2	4	4	3	5	4	4	2	4	3	4	4	5	42
12	4	4	4	4	4	4	3	5	3	4	5	4	4	4	3	48
13	4	3	4	4	4	4	4	4	4	4	4	3	3	4	3	46
14	4	4	3	5	3	4	5	4	4	3	3	4	3	3	4	46
15	5	3	5	4	4	4	3	5	3	5	5	3	4	4	5	49
16	4	4	5	3	5	5	4	4	4	5	4	4	4	4	3	51
17	3	5	5	5	4	4	5	3	5	5	4	5	4	4	4	53
18	5	4	2	4	4	3	3	5	4	2	4	4	4	5	4	44
19	4	4	5	4	4	5	4	4	4	5	3	4	4	3	5	50
20	4	4	4	4	4	4	5	4	4	4	4	4	5	4	4	49
21	4	4	4	3	5	4	3	4	4	4	3	4	4	5	3	46
22	3	5	4	4	3	4	4	3	5	4	4	5	3	3	5	48
23	4	3	4	3	4	3	5	4	3	4	3	3	5	4	4	43
24	3	4	5	4	5	4	4	3	4	5	4	4	4	5	4	49
25	4	5	3	3	3	3	4	4	5	3	5	5	4	3	4	47
26	3	3	4	4	4	4	4	3	3	4	4	3	4	4	3	43
27	4	4	5	5	5	3	4	4	4	5	4	4	3	5	4	51
28	5	5	3	4	3	4	2	5	5	3	4	5	4	4	3	48
29	4	3	4	4	4	5	5	4	3	4	4	3	3	4	4	47
30	4	4	5	4	5	4	4	4	4	5	5	4	4	4	3	52
31	4	5	3	4	3	4	5	4	5	3	3	5	3	4	4	48
32	4	3	4	5	4	4	5	4	3	4	4	3	4	2	5	47
33	5	4	5	3	5	4	3	5	4	5	5	4	5	5	4	52
34	3	5	3	4	3	5	4	3	5	3	3	5	4	4	4	46
35	4	3	4	5	5	3	5	4	3	4	4	3	4	5	4	47
36	5	5	5	3	4	4	3	5	2	5	5	5	4	5	4	51
37	3	4	3	4	4	5	4	3	4	3	2	4	4	3	5	43
38	4	4	5	5	4	3	5	4	4	5	4	4	5	4	3	51
39	5	4	3	2	4	4	3	5	2	3	2	4	3	5	4	41
40	3	4	4	4	4	5	5	3	4	4	4	4	4	3	5	48

41	4	4	5	2	4	3	3	4	4	5	4	4	5	4	3	46
42	5	5	3	4	4	4	4	5	5	3	4	5	3	5	4	51
43	3	3	5	4	5	5	5	3	3	5	5	3	4	3	5	49
44	4	4	4	4	3	3	3	4	4	4	4	4	5	5	3	45
45	5	5	4	5	4	4	5	5	5	4	4	5	3	3	4	55
46	3	3	4	4	5	5	4	3	3	4	4	3	4	4	5	45
47	5	5	4	4	3	3	4	5	5	4	4	5	5	5	3	51
48	4	4	4	4	4	5	4	4	4	4	2	4	3	3	4	47
49	4	4	3	4	5	4	4	2	4	3	5	4	4	5	5	46
50	4	4	4	2	3	4	3	4	5	4	4	4	5	4	3	45
51	4	4	2	5	4	4	4	4	4	2	5	4	3	4	5	46
52	4	4	4	4	4	4	2	4	4	4	5	4	5	4	4	47
53	5	3	4	5	4	4	4	5	3	4	3	3	4	4	2	47
54	3	4	3	5	5	5	4	3	4	3	4	4	4	3	4	47
55	4	3	5	3	3	3	3	4	3	5	4	3	4	4	4	43
56	5	4	5	4	4	4	5	5	4	5	3	4	4	2	4	52
57	3	3	5	4	5	5	4	3	3	5	5	3	4	4	5	48
58	5	4	2	3	3	3	4	5	4	2	3	4	5	4	3	42
59	3	5	5	5	5	5	3	4	5	5	4	5	3	3	4	54
60	4	4	4	3	4	4	4	2	2	4	4	4	4	5	5	43

Lampiran 2: Distribusi Frekuensi Variabel

Kebersihan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	14	23.3	23.3	23.3
4.00	32	53.3	53.3	76.7
5.00	14	23.3	23.3	100.0
Total	60	100.0	100.0	

Interior

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	14	23.3	23.3	23.3
4.00	33	55.0	55.0	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Kecepatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	5	8.3	8.3	8.3
3.00	12	20.0	20.0	28.3
4.00	26	43.3	43.3	71.7
5.00	17	28.3	28.3	100.0
Total	60	100.0	100.0	

Pelayanan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	3	5.0	5.0	5.0
3.00	9	15.0	15.0	20.0
4.00	35	58.3	58.3	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Informasi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	15	25.0	25.0	25.0
4.00	32	53.3	53.3	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Pengetahuan karya

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	13	21.7	21.7	21.7
4.00	33	55.0	55.0	76.7
5.00	14	23.3	23.3	100.0
Total	60	100.0	100.0	

Keamanan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	3	5.0	5.0	5.0
3.00	14	23.3	23.3	28.3
4.00	25	41.7	41.7	70.0
5.00	18	30.0	30.0	100.0
Total	60	100.0	100.0	

Keramahan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	3.3	3.3	3.3
3.00	12	20.0	20.0	23.3
4.00	31	51.7	51.7	75.0
5.00	15	25.0	25.0	100.0
Total	60	100.0	100.0	

Reservasi

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	5.0	5.0	5.0
3.00	14	23.3	23.3	28.3
Valid 4.00	29	48.3	48.3	76.7
5.00	14	23.3	23.3	100.0
Total	60	100.0	100.0	

Waktu

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	5	8.3	8.3	8.3
3.00	13	21.7	21.7	30.0
Valid 4.00	25	41.7	41.7	71.7
5.00	17	28.3	28.3	100.0
Total	60	100.0	100.0	

Lokasi

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	5.0	5.0	5.0
3.00	9	15.0	15.0	20.0
Valid 4.00	35	58.3	58.3	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Kemudahan

	Frequency	Percent	Valid Percent	Cumulative Percent
3.00	15	25.0	25.0	25.0
Valid 4.00	32	53.3	53.3	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Kunjungan kembali

	Frequency	Percent	Valid Percent	Cumulative Percent
3.00	11	18.3	18.3	18.3
4.00	36	60.0	60.0	78.3
5.00	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Pilihan pertama

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	1.7	1.7	1.7
3.00	12	20.0	20.0	21.7
4.00	28	46.7	46.7	68.3
5.00	19	31.7	31.7	100.0
Total	60	100.0	100.0	

Kualitas layanan

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	1.7	1.7	1.7
3.00	12	20.0	20.0	21.7
4.00	32	53.3	53.3	75.0
5.00	15	25.0	25.0	100.0
Total	60	100.0	100.0	

Lampiran 3: Uji Validitas Variabel X

Correlations

		Kebersihan	Interior	Kecepatan	Pelayanan	Informasi	Pengetahuan kary	Keamanan	Keramahan	Reservasi	Waktu	Lokasi	Kemudaha n	Tot_X
Kebersihan	Pearson Correlation	1	.146	-.244	-.260*	-.143	-.400**	-.114	.831**	.000	-.242	-.032	.143	.352**
	Sig. (2-tailed)		.267	.060	.045	.276	.002	.386	.000	1.000	.062	.806	.276	.006
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Interior	Pearson Correlation	.146	1	-.140	-.001	-.293*	.038	-.146	.162	.672**	-.140	-.034	.982**	.486**
	Sig. (2-tailed)	.267		.285	.993	.023	.775	.265	.216	.000	.287	.796	.000	.000
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Kecepatan	Pearson Correlation	-.244	-.140	1	-.004	.321*	.113	-.047	-.123	-.217	.990**	.193	-.140	.498**
	Sig. (2-tailed)	.060	.285		.975	.012	.391	.722	.348	.096	.000	.140	.285	.000
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Pelayanan	Pearson Correlation	-.260*	-.001	-.004	1	.095	.133	.309*	-.117	.159	-.005	.086	-.002	.345**
	Sig. (2-tailed)	.045	.993	.975		.469	.310	.016	.373	.226	.970	.511	.987	.007
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Informasi	Pearson Correlation	-.143	-.293*	.321*	.095	1	.220	.112	-.193	-.247	.318*	.160	-.289*	.272*
	Sig. (2-tailed)	.276	.023	.012	.469		.092	.393	.140	.057	.013	.221	.025	.036
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Pengeth kary	Pearson Correlation	-.400**	.038	.113	.133	.220	1	.030	-.325*	.003	.112	-.032	.038	.289*
	Sig. (2-tailed)	.002	.775	.391	.310	.092		.820	.011	.981	.393	.809	.775	.029
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Keamanan	Pearson Correlation	-.114	-.146	-.047	.309*	.112	.030	1	-.154	-.005	-.026	-.157	-.116	.298*
	Sig. (2-tailed)	.386	.265	.722	.016	.393	.820		.240	.971	.845	.231	.377	.012
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Keramahan	Pearson Correlation	.831**	.162	-.123	-.117	-.193	-.325*	-.154	1	.078	-.123	-.059	.159	.276*
	Sig. (2-tailed)	.000	.216	.348	.373	.140	.011	.240		.553	.350	.654	.225	.038
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Reservasi	Pearson Correlation	.000	.672**	-.217	.159	-.247	.003	-.005	.078	1	-.240	-.033	.627**	.400**
	Sig. (2-tailed)	1.000	.000	.096	.226	.057	.981	.971	.553		.064	.803	.000	.002
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Waktu	Pearson Correlation	-.242	-.140	.990**	-.005	.318*	.112	-.026	-.123	-.240	1	.191	-.113	.503**
	Sig. (2-tailed)	.062	.287	.000	.970	.013	.393	.845	.350	.064		.145	.390	.000
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Lokasi	Pearson Correlation	-.032	-.034	.193	.086	.160	-.032	-.157	-.059	-.033	.191	1	-.035	.310*
	Sig. (2-tailed)	.806	.796	.140	.511	.221	.809	.231	.654	.803	.145		.793	.016
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Kemudahan	Pearson Correlation	.143	.982**	-.140	-.002	-.289*	.038	-.116	.159	.627**	-.113	-.035	1	.489**
	Sig. (2-tailed)	.276	.000	.285	.987	.025	.775	.377	.225	.000	.390	.793		.000
	N	60	60	60	60	60	60	60	60	60	60	60	60	60
Tot_X	Pearson Correlation	.352**	.486**	.498**	.345**	.272*	.289*	.298*	.276*	.400**	.503**	.310*	.489**	1
	Sig. (2-tailed)	.006	.000	.000	.007	.036	.029	.012	.038	.002	.000	.016	.000	
	N	60	60	60	60	60	60	60	60	60	60	60	60	60

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

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

Lampiran 4: Uji Validitas Variabel Y

		Correlations			
		Y1.1	Y1.2	Y1.3	Total Y
Y1.1	Pearson Correlation	1	.098	-.258*	.501**
	Sig. (2-tailed)		.454	.046	.000
	N	60	60	60	60
Y1.2	Pearson Correlation	.098	1	-.247	.619**
	Sig. (2-tailed)	.454		.057	.000
	N	60	60	60	60
Y1.3	Pearson Correlation	-.258*	-.247	1	.354**
	Sig. (2-tailed)	.046	.057		.006
	N	60	60	60	60
Total_Y	Pearson Correlation	.501**	.619**	.354**	1
	Sig. (2-tailed)	.000	.000	.006	
	N	60	60	60	60

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

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

Lampiran 5: Uji Reliabilitas

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Variabel X1

Reliability Statistics

	Cronbach's Alpha Based on Standardized Items	N of Items
Cronbach's Alpha	.644	2

Variabel X2

Reliability Statistics

	Cronbach's Alpha Based on Standardized Items	N of Items
Cronbach's Alpha	.732	2

Variabel X3

Reliability Statistics

	Cronbach's Alpha Based on Standardized Items	N of Items
Cronbach's Alpha	.832	2

Variabel X4

Reliability Statistics

	Cronbach's Alpha Based on Standardized Items	N of Items
Cronbach's Alpha	.745	2

Variabel X5

Reliability Statistics

	Cronbach's Alpha Based on Standardized Items	N of Items
Cronbach's Alpha	.751	2

Variabel X6

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.632	.616	2

Variabel Y

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.753	.725	6

Lampiran 6: Uji Regresi Sederhana X1

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Tangible ^b	.	Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.295 ^a	.087	.071	1.07192

a. Predictors: (Constant), Tangible

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.340	1	6.340	5.518	.022 ^b
	Residual	66.643	58	1.149		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Tangible

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.450	1.087		9.613	.000
	Tangible	.317	.135	.295	2.349	.022

a. Dependent Variable: Satisfaction

Lampiran 7: Uji Regresi Sederhana X2

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Responsiveness ^b		Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.528 ^a	.279	.266	.95272

a. Predictors: (Constant), Responsiveness

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.338	1	20.338	22.407	.000 ^b
	Residual	52.645	58	.908		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Responsiveness

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.062	.838		10.819	.000
	Responsiveness	.497	.105	.528	4.734	.000

a. Dependent Variable: Satisfaction

Lampiran 8: Uji Regresi Sederhana X3

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Knowledge ^b	.	Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.157 ^a	.025	.008	1.10783

a. Predictors: (Constant), Knowledge

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.801	1	1.801	1.467	.231 ^b
	Residual	71.182	58	1.227		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Knowledge

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.674	1.090		10.710	.000
	Knowledge	.164	.135	.157	1.211	.231

a. Dependent Variable: Satisfaction

Lampiran 9: Uji Regresi Sederhana X4

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Recovery ^b	.	Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.214 ^a	.046	.029	1.09576

a. Predictors: (Constant), Recovery

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.343	1	3.343	2.785	.101 ^b
	Residual	69.640	58	1.201		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Recovery

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.205	1.075		10.426	.000
	Recovery	.224	.134	.214	1.669	.101

a. Dependent Variable: Satisfaction

Lampiran 10: Uji Regresi Sederhana X5

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Reliability ^b	.	Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.567 ^a	.321	.309	.92430

a. Predictors: (Constant), Reliability

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	23.433	1	23.433	27.428	.000 ^b
1	Residual	49.551	58	.854		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Reliability

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.391	.885		9.482	.000
	Reliability	.589	.112	.567	5.237	.000

a. Dependent Variable: Satisfaction

Lampiran 11: Uji Regresi Sederhana X6

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Accessibility ^b	.	Enter

a. Dependent Variable: Satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.453 ^a	.206	.192	.99986

a. Predictors: (Constant), Accessibility

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15.000	1	15.000	15.004	.000 ^b
	Residual	57.983	58	1.000		
	Total	72.983	59			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Accessibility

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.008	1.034		8.708	.000
	Accessibility	.501	.129	.453	3.874	.000

a. Dependent Variable: Satisfaction