

LAMPIRAN 1

KUESIONER PENELITIAN

Menilai harapan yang di inginkan pelanggan pada hotel neo malioboro dengan indikator sebagai berikut:

A. Layanan Produk

No	Pertanyaan	SS	S	KS	TS	STS
1	Seharusnya hotel memiliki interior kamar yang lengkap, nyaman, dan tertata dengan baik					
2	Seharusnya hotel memiliki restaurant yang nyaman dan menu yang bervariasi					
3	Seharusnya hotel memiliki sarana olahraga yang lengkap dan nyaman					
4	Seharusnya hotel memiliki interior lobby hotel yang lengkap dan nyaman,					
5	Seharusnya hotel memiliki tempat parkir yang aman dan luas					
6	Seharusnya bangunan hotel kokoh dan terawat baik					
7	Seharusnya hotel memiliki taman yang terletak di dalam atau diluar bangunan					

B. Layanan Pengiriman

No	Pertanyaan	SS	S	KS	TS	STS
1	Karyawan hotel seharusnya memberikan kemudahan pada saat pemesanan					
2	Karyawan hotel seharusnya teliti pada saat pemesanan, check-in/check-out tanpa ada kesalahan					
3	Karyawan hotel seharusnya ramah pada saat					

	pemesanan, check-in dan check-out					
4	Karyawan hotel seharusnya melayani dengan cepat pada saat pemesanan, check-in/check-out					
5	Karyawan hotel seharusnya melayani pelanggan dengan penuh perhatian					
6	Karyawan hotel seharusnya mampu berkomunikasi dengan Baik					
7	Karyawan hotel seharusnya sopan pada saat melakukan pelayanan					

C. Layanan Lingkungan Hidup

No	Pertanyaan	SS	S	KS	TS	STS
1	Seharusnya hotel memiliki kamar yang bersih					
2	Seharusnya hotel memiliki taman yang terpelihara, bersih, dan rapi					
3	Seharusnya keadaan bangunan bersih dan terawat dengan baik (tidak berdebu, berlumut, sarang laba-laba, dan lain sebagainya).					
4	Karyawan hotel seharusnya melaksanakan pengawasan dan pengecekan tentang kebersihan, kelengkapan kamar-kamar dan koridor.					
5	Karyawan hotel seharusnya melakukan kebersihan, kerapian, keindahan semua publik area hotel (sarana olah raga, restoran, lobby, tempat parkir dan taman					
6	Seharusnya hotel mennciptakan suasana tinggal yang nyaman menyenangkan dan aman, sehat, bagi para tamu.					

**MENILAI KINERJA HOTEL NEO MALOBORO DENGAN
INDIKATOR SEBAGAI BERIKUT:**

A. Layanan Produk

No	Pertanyaan	SS	S	KS	TS	STS
1	Hotel memiliki interior kamar yang lengkap, nyaman, dan tertata dengan baik					
2	Hotel memiliki restaurant yang nyaman dan menu yang bervariasi					
3	Hotel memiliki sarana olahraga yang lengkap dan nyaman					
4	Hotel memiliki interior lobby hotel yang lengkap dan nyaman,					
5	Hotel memiliki tempat parkir yang aman dan luas					
6	Bangunan hotel kokoh dan terawat baik					
7	Hotel memiliki taman yang terletak di dalam atau diluar bangunan					

B. Layanan Pengiriman

No	Pertanyaan	SS	S	KS	TS	STS
1	Karyawan hotel memberikan kemudahan pada saat pemesanan					
2	Karyawan hotel memiliki ketelitian pada saat pemesanan, check-in/check-out tanpa ada kesalahan					
3	Karyawan hotel ramah pada saat pemesanan, check-in dan check-out					
4	Karyawan hotel mampu melayani dengan cepat pada saat check-in/check-out					

5	Karyawan hotel mampu melayani pelanggan dengan penuh perhatian					
6	Karyawan hotel mampu berkomunikasi dengan Baik					
7	Karyawan hotel sopan pada saat melakukan pelayanan					

C. Layanan Lingkungan Hidup

No	Pertanyaan	SS	S	KS	TS	STS
1	Hotel memiliki kamar yang bersih					
2	Hotel memiliki taman yang terpelihara, bersih, dan rapi					
3	Keadaan bangunan bersih dan terawat dengan baik (tidak berdebu, berlumut, sarang laba-laba, dan lain sebagainya).					
4	Karyawan hotel melaksanakan pengawasan dan pengecekan tentang kebersihan, kelengkapan kamar-kamar dan koridor.					
5	Karyawan hotel melakukan kebersihan, kerapian, keindahan semua publik area hotel (sarana olah raga, restoran, lobby, tempat parkir dan taman)					
6	Hotel mennciptakan suasana tinggal yang nyaman menyenangkan dan aman, sehat, bagi para tamu.					

LAMPIRAN 2

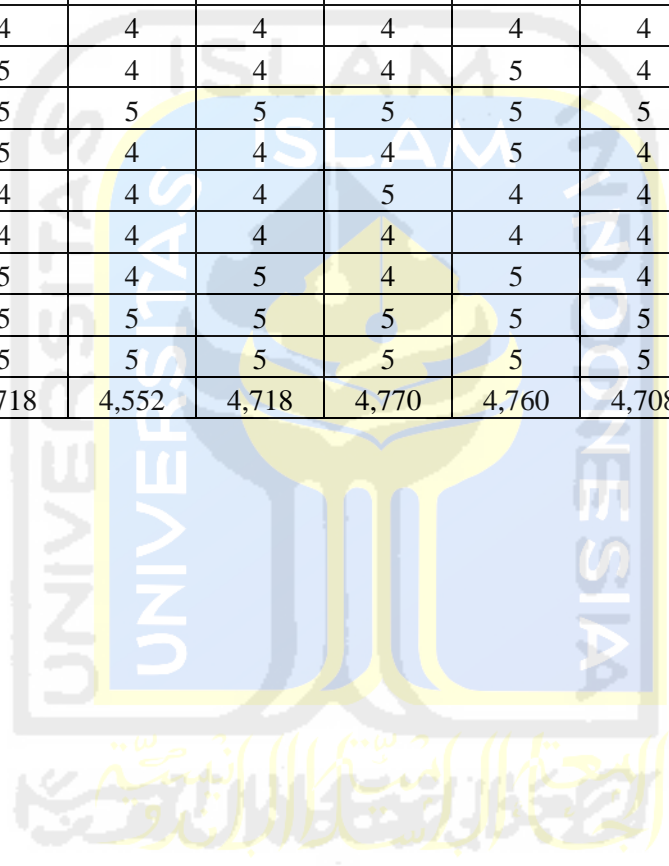
HASIL TANGGAPAN RESPONEN

HARAPAN LAYANAN PRODUK

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5	5	4	4	5	5	4	4,571	32

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5	5	5	4	3	5	4	4,428	31
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5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
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5	4	4	5	5	5	4	4,571	32
5	5	4	5	5	4	5	4,714	33

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5	5	4	5	5	5	4	4,714	33
5	4	4	3	5	5	5	4,428	31
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4	4	4	4	4	4	4	4	28
4	5	4	4	4	5	4	4,285	30
5	5	5	5	5	5	5	5	35
5	5	4	4	4	5	4	4,428	31
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4	5	4	5	4	5	4	4,428	31
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4,854	4,718	4,552	4,718	4,770	4,760	4,708	4,725	33,083



LAMPIRAN 3

DATA HASIL TANGGAPAN RESPONDEN

HARAPAN LAYANAN PENGIRIMAN

B1	B2	B3	B4	B5	B6	B7	Rata2	Jumlah
5	4	5	4	5	5	5	4,714	33
5	4	5	4	5	5	4	4,571	32
5	4	5	5	4	4	5	4,571	32
5	4	5	4	5	5	4	4,571	32
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4	5	4	5	4	5	5	4,571	32
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4,739	4,729	4,791	4,697	4,708	4,895	4,854	4,773	33,416

LAMPIRAN 4

DATA HASIL TANGGAPAN RESPONDEN
HARAPAN LAYANAN LINGKUNGAN HIDUP

C1	C2	C3	C4	C5	C6	Rata2	Jumlah
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5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	4	5	4	4,666	28
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4	5	5	4	5	5	4,666	28
5	5	5	5	4	5	4,833	29
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5	5	5	5	5	5	5	30
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5	5	5	5	5	5	5	30
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4,802	4,687	4,729	4,718	4,760	4,729	4,737	28,427



LAMPIRAN 5

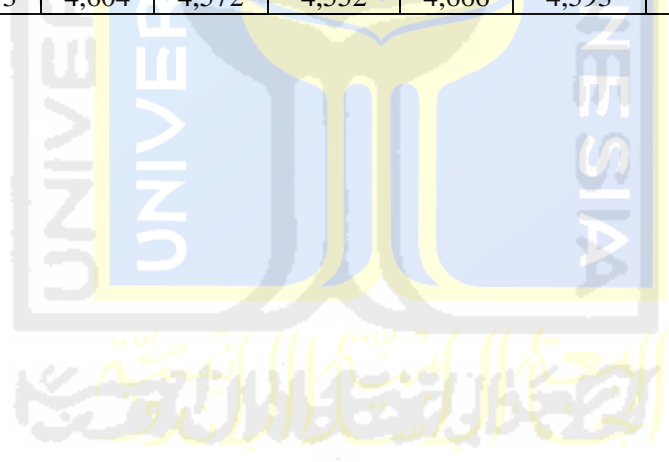
DATA HASIL TANGGAPAN RESPONDEN

KINERJA LAYANAN PRODUK

A1	A2	A3	A4	A5	A6	A7	Rata2	jumlah
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5	4	5	5	4	5	5	4,714	33
4	5	4	4	5	5	4	4,428	31
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4	4	4	4	4	4	4	4	28
4	4	4	4	4	5	4	4,142	29
4	4	3	4	4	4	4	3,857	27
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5	5	5	4	4	4	4	4,428	31
5	4	5	5	5	4	4	4,571	32
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5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
4,739	4,593	4,604	4,572	4,552	4,666	4,593	4,617	32,322



LAMPIRAN 6

DATA HASIL TANGGAPAN RESPONDEN

KINERJA LAYANAN PENGIRIMAN

B1	B2	B3	B4	B5	B6	B7	Rata2	Jumlah
5	5	5	5	5	5	5	5	35
5	5	5	4	5	5	5	4,857	34
5	4	5	4	5	5	5	4,714	33
5	4	5	3	5	5	4	4,428	31
4	4	4	5	5	4	4	4,285	30
5	5	5	5	5	5	5	5	35
5	4	5	5	4	5	4	4,571	32
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	4	5	5	4	5	5	4,714	33
4	5	4	5	5	5	5	4,714	33
5	5	5	5	5	5	5	5	35
4	4	5	5	5	5	5	4,714	33
4	5	4	5	4	5	5	4,571	32
5	5	4	4	5	5	5	4,714	33
5	4	5	4	5	5	5	4,714	33
4	4	4	5	4	5	5	4,428	31
5	5	5	5	5	5	5	5	35
4	5	5	5	5	5	5	4,857	34
5	5	4	5	4	4	4	4,428	31
4	4	5	4	5	5	4	4,428	31
5	5	5	5	5	5	5	5	35
4	4	4	4	5	5	5	4,428	31
5	4	5	4	5	5	5	4,714	33
5	5	4	4	5	5	4	4,571	32
5	4	5	4	5	5	5	4,714	33
5	5	4	5	5	5	5	4,857	34
4	5	5	5	5	5	5	4,857	34
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	4	5	4	5	5	5	4,714	33
5	4	5	5	4	5	5	4,714	33
5	5	5	5	5	5	4	4,857	34

5	5	4	4	4	5	5	4,571	32
5	4	5	4	5	5	5	4,714	33
4	5	5	4	5	5	5	4,714	33
5	4	4	5	5	5	5	4,714	33
4	5	5	4	5	5	5	4,714	33
5	5	4	5	4	5	5	4,714	33
4	5	5	5	5	5	5	4,857	34
4	4	4	5	4	5	5	4,428	31
4	4	4	4	4	5	4	4,142	29
5	5	5	5	5	5	5	5	35
5	5	4	5	5	4	4	4,571	32
5	5	5	5	5	5	5	5	35
5	4	3	4	4	5	4	4,142	29
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
4	5	4	5	4	5	5	4,571	32
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	5	4	5	5	5	5	4,857	34
4	4	5	4	4	5	5	4,428	31
5	5	5	5	5	5	4	4,857	34
4	4	4	4	4	4	4	4	28
5	4	4	4	4	4	4	4,142	29
5	5	5	5	5	5	5	5	35
4	4	4	4	4	4	4	4	28
4	4	5	5	5	5	5	4,714	33
4	4	4	4	4	4	4	4	28
4	4	4	4	4	4	4	4	28
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
4	4	4	5	4	4	4	4,142	29
4	4	4	5	4	4	4	4,142	29
5	5	5	5	5	5	5	5	35
4	4	4	4	4	4	4	4	28
5	5	5	5	5	5	4	4,857	34
5	5	5	5	5	5	5	5	35
4	4	4	4	4	4	4	4	28
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35

3	4	4	3	4	4	4	3,714	26
5	5	5	5	5	5	5	5	35
4	4	4	4	4	4	4	4	28
5	5	5	4	4	4	4	4,428	31
5	5	5	5	5	5	5	5	35
3	5	5	4	5	4	5	4,428	31
4	4	4	3	4	4	4	3,857	27
4	4	4	4	4	4	4	4	28
4	4	4	4	4	4	4	4	28
4	4	3	4	4	4	4	3,857	27
5	5	5	4	4	5	5	4,714	33
5	5	5	5	5	5	4	4,857	34
4	4	4	4	4	4	4	4	28
4	4	4	5	5	5	5	4,571	32
5	5	5	5	5	5	5	5	35
4	4	4	4	4	4	4	4	28
5	5	5	5	5	5	5	5	35
5	5	5	4	4	4	5	4,571	32
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
5	5	5	5	5	5	5	5	35
4,614	4,593	4,604	4,583	4,656	4,760	4,677	4,641	32,489



LAMPIRAN 7

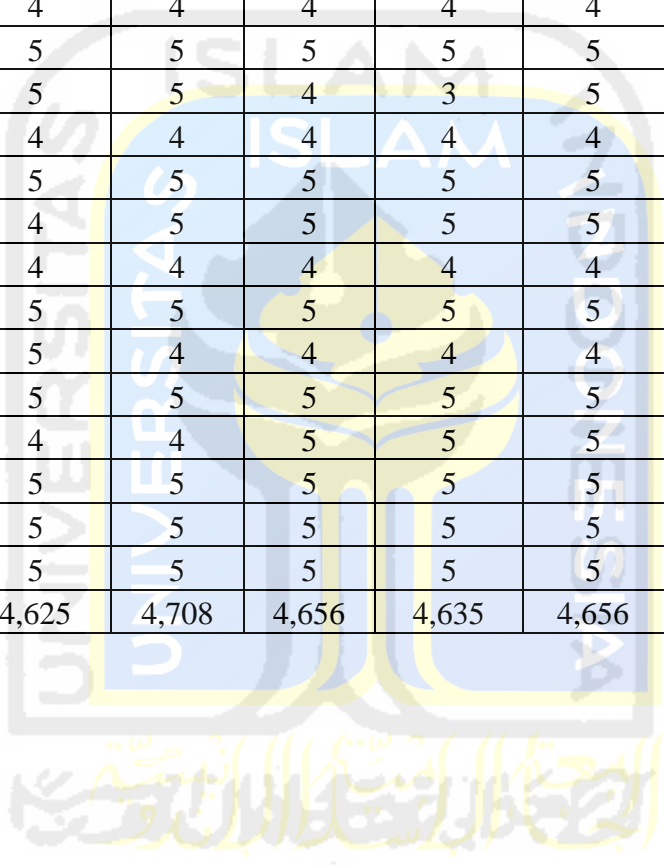
DATA HASIL TANGGAPAN RESPONDEN

KINERJA LAYANAN LINGKUNGAN HIDUP

C1	C2	C3	C4	C5	C6	Rata2	Jumlah
5	4	5	5	5	4	4,666	28
4	4	5	5	5	5	4,666	28
5	5	4	5	5	4	4,666	28
5	4	5	4	5	4	4,5	27
4	4	5	5	4	4	4,333	26
4	5	5	4	5	4	4,5	27
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	5	5	4	5	4	4,5	27
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	5	5	4	5	4	4,5	27
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	4	5	5	5	5	4,833	29
5	5	5	5	5	5	5	30
5	4	4	5	5	4	4,5	27
5	5	4	4	4	4	4,333	26
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	4	5	5	5	5	4,833	29
5	5	5	4	4	5	4,666	28
5	5	5	5	5	5	5	30
4	5	4	5	4	5	4,5	27
5	4	5	5	5	5	4,833	29
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	5	5	5	4	5	4,666	28
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30

5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	5	5	4	5	4,5	27
5	5	4	4	4	5	4,5	27
4	4	5	5	4	4	4,333	26
5	5	5	4	4	5	4,666	28
4	4	4	4	4	4	4	24
4	4	4	4	5	5	4,333	26
5	5	5	4	4	4	4,5	27
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	3	4	3	4	3	3,5	21
5	5	4	5	5	5	4,833	29
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	4	5	5	5	4,5	27
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
5	4	5	5	4	4	4,5	27
4	4	4	4	4	4	4	24
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
5	4	5	4	4	5	4,5	27
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
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5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30

4	4	4	4	3	3	3,666	22
5	5	5	5	5	5	5	30
4	3	4	4	4	4	3,833	23
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4	4	5	4	4	5	4,333	26
4	4	4	4	4	4	4	24
5	5	4	4	4	4	4,333	26
4	4	4	4	4	4	4	24
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
5	5	5	4	3	5	4,5	27
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
4	4	5	5	5	5	4,666	28
4	4	4	4	4	4	4	24
5	5	5	5	5	5	5	30
4	5	4	4	4	4	4,166	25
5	5	5	5	5	5	5	30
5	4	4	5	5	5	4,666	28
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
4,677	4,625	4,708	4,656	4,635	4,656	4,659	27,958



LAMPIRAN 8

HASIL UJI VALIDITAS HARAPAN

	A1	A2	A3	A4	A5	A6	A7	B1	B2	B3	B4	B5	B6	B7	C1	C2	C3	C4	C5	C6	Total	
A1	1	.332**	.357**	.316**	.185	.239*	.428**	.293**	.279**	.224*	.307**	.319**	.246*	.229*	.313**	.270**	.073	.070	.321**	.346**	.547*	
		.001	.000	.002	.071	.019	.000	.004	.006	.028	.002	.002	.016	.025	.002	.008	.480	.500	.001	.001	.000	
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	
A2		.332**	1	.371**	.265**	.147	.233*	.298**	.210*	.297**	.244*	.261*	.242*	.247*	.271**	.163	.222*	.279**	.192	.192	.506*	
		.001		.000	.009	.154	.022	.003	.040	.003	.447	.016	.010	.018	.015	.008	.113	.030	.006	.061	.061	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96

A3	Pears on Correlation Sig. (2-tailed)	.357**	.371**	1	.432**	.090	.278**	.450**	.290**	.183	.140	.286**	.266**	.338**	.232*	.352**	.169	.205*	.204*	.294**	.183	.570**
		.000	.000		.000	.381	.006	.000	.004	.074	.173	.005	.009	.001	.023	.000	.101	.045	.046	.004	.074	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A4	Pears on Correlation Sig. (2-tailed)	.316**	.265**	.432**	1	.239*	.173	.283**	.250*	.084	.292**	.281**	.152	.230*	.235*	.258*	.155	.347**	.314**	.183	.282**	.531**
		.002	.009	.000		.019	.092	.005	.014	.417	.004	.006	.140	.024	.021	.011	.131	.001	.002	.075	.005	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A5	Pears on Correlation Sig. (2-tailed)	.185	.147	.090	.239*	1	.402**	.422**	.068	.160	.313**	.222*	.288**	.285**	.110	.214*	.191	.146	.147	.205*	.213*	.455**
		.071	.154	.381	.019		.000	.000	.511	.118	.002	.030	.004	.005	.285	.036	.062	.156	.154	.045	.037	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A6	Pears on Correlation Sig. (2-tailed)	.239*	.233*	.278**	.173	.402**	1	.305**	.053	.456**	.069	.355**	.167	.197	.221*	.258*	.265**	.131	.233*	.135	.248*	.496**
		.019	.022	.006	.092	.000		.003	.607	.000	.505	.000	.103	.054	.030	.011	.009	.203	.022	.190	.015	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96

)	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	
A7	Pears on Correlation Sig. (2-tailed)	.428**	.298**	.450**	.283**	.422**	.305**	1	.185	.266**	.332**	.264**	.473**	.435**	.339**	.299**	.356**	.242*	.249*	.373**	.414**	.674**
		.000	.003	.000	.005	.000	.003		.072	.009	.001	.009	.000	.000	.001	.003	.000	.018	.014	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B1	Pears on Correlation Sig. (2-tailed)	.293**	.210*	.290**	.250*	.068	.053	.185	1	.172	.222*	.230*	.194	.031	.147	.420**	.243*	.108	.262**	.056	.279**	.431**
		.004	.040	.004	.014	.511	.607	.072		.093	.030	.024	.059	.766	.154	.000	.017	.294	.010	.587	.006	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B2	Pears on Correlation Sig. (2-tailed)	.279**	.297**	.183	.084	.160	.456**	.266**	.172	1	.091	.416**	.279**	.329**	.320**	.168	.318**	.190	.297**	.262**	.420**	.541**
		.006	.003	.074	.417	.118	.000	.009	.093		.376	.000	.006	.001	.001	.102	.002	.064	.003	.010	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B3	Pears on Correlation	.224*	.078	.140	.292**	.313**	.069	.332**	.222*	.091	1	.165	.517**	.245*	.409**	.260*	.342**	.188	.307**	.313**	.438**	.531**

	lation																					
	Sig. (2-tailed)	.028	.447	.173	.004	.002	.505	.001	.030	.376		.108	.000	.016	.000	.010	.001	.067	.002	.002	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B4	Pears on Correlation	.307**	.244*	.286**	.281**	.222*	.355**	.264**	.230*	.416**	.165	1	.077	.147	.284**	.300**	.266**	.146	.446**	.269**	.212*	.541*
	Sig. (2-tailed)	.002	.016	.005	.006	.030	.000	.009	.024	.000	.108		.456	.153	.005	.003	.009	.156	.000	.008	.038	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B5	Pears on Correlation	.319**	.261*	.266**	.152	.288**	.167	.473**	.194	.279**	.517**	.077	1	.456**	.235*	.314**	.192	.113	.210*	.338**	.434**	.561*
	Sig. (2-tailed)	.002	.010	.009	.140	.004	.103	.000	.059	.006	.000	.456		.000	.021	.002	.061	.272	.040	.001	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B6	Pears on Correlation	.246*	.242*	.338**	.230*	.285**	.197	.435**	.031	.329**	.245*	.147	.456**	1	.317**	.259*	.194	.160	.014	.288**	.253*	.493*
	Sig. (2-tailed)	.016	.018	.001	.024	.005	.054	.000	.766	.001	.016	.153	.000		.002	.011	.059	.120	.891	.004	.013	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96

	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	
B7	Pears on Correlation Sig. (2-tailed)	.229*	.247*	.232*	.235*	.110	.221*	.339**	.147	.320**	.409**	.284**	.235*	.317**	1	.359**	.465**	.403**	.429**	.361**	.505**	.613**
		.025	.015	.023	.021	.285	.030	.001	.154	.001	.000	.005	.021	.002		.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C1	Pears on Correlation Sig. (2-tailed)	.313**	.271**	.352**	.258*	.214*	.258*	.299**	.420**	.168	.260*	.300**	.314**	.259*	.359**	1	.365**	.313**	.271**	.395**	.344**	.606**
		.002	.008	.000	.011	.036	.011	.003	.000	.102	.010	.003	.002	.011	.000		.000	.002	.008	.000	.001	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C2	Pears on Correlation Sig. (2-tailed)	.270**	.163	.169	.155	.191	.265**	.356**	.243*	.318**	.342**	.266**	.192	.194	.465**	.365**	1	.415**	.346**	.328**	.642**	.613**
		.008	.113	.101	.131	.062	.009	.000	.017	.002	.001	.009	.061	.059	.000	.000		.000	.001	.001	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C3	Pears on Correlation	.073	.222*	.205*	.347**	.146	.131	.242*	.108	.190	.188	.146	.113	.160	.403**	.313**	.415**	1	.317**	.438**	.381**	.513**

	Sig. (2- tailed) N	.480 96	.030 96	.045 96	.001 96	.156 96	.203 96	.018 96	.294 96	.064 96	.067 96	.156 96	.272 96	.120 96	.000 96	.002 96	.000 96		.002 96	.000 96	.000 96	.000 96
C4	Pears on Corre lation Sig. (2- tailed) N	.070 96	.279 ** 96	.204 * 96	.314 ** 96	.147 96	.233 * 96	.249 * 96	.262 ** 96	.297 ** 96	.307 ** 96	.446 ** 96	.210 * 96	.014 96	.429 ** 96	.271 ** 96	.346 ** 96	.3 17 ** 96	1 96	.192 96	.401 ** 96	.553* * 96
		.500 96	.006 96	.046 96	.002 96	.154 96	.022 96	.014 96	.010 96	.003 96	.002 96	.000 96	.040 96	.891 96	.000 96	.008 96	.001 96	.0 02 96		.061 96	.000 96	.000 96
C5	Pears on Corre lation Sig. (2- tailed) N	.321 ** 96	.192 96	.294 ** 96	.183 96	.205 * 96	.135 96	.373 ** 96	.056 96	.262 ** 96	.313 ** 96	.269 ** 96	.338 ** 96	.288 ** 96	.361 ** 96	.395 ** 96	.328 ** 96	.4 38 ** 96	.192 96	1 96	.262 ** 96	.559* * 96
		.001 96	.061 96	.004 96	.075 96	.045 96	.190 96	.000 96	.587 96	.010 96	.002 96	.008 96	.001 96	.004 96	.000 96	.000 96	.001 96	.0 00 96	.061 96		.010 96	.000 96
C6	Pears on Corre lation Sig. (2- tailed) N	.346 ** 96	.192 96	.183 96	.282 ** 96	.213 * 96	.248 * 96	.414 ** 96	.279 ** 96	.420 ** 96	.438 ** 96	.212 * 96	.434 ** 96	.253 * 96	.505 ** 96	.344 ** 96	.642 ** 96	.3 81 ** 96	.401 ** 96	.262 ** 96	1 96	.676* * 96
		.001 96	.061 96	.074 96	.005 96	.037 96	.015 96	.000 96	.006 96	.000 96	.000 96	.038 96	.000 96	.013 96	.000 96	.001 96	.000 96	.0 00 96	.000 96	.010 96		.000 96

Total	Pearson Correlation Sig. (2-tailed)	.547**	.506**	.570**	.531**	.455**	.496**	.674**	.431**	.541**	.531**	.541**	.561**	.493**	.613**	.606**	.613**	.513**	.553**	.559**	.676**	1
		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96



LAMPIRAN 9

HASIL UJI VALIDITAS KINERJA

	A1	A2	A3	A4	A5	A6	A7	B1	B2	B3	B4	B5	B6	B7	C1	C2	C3	C4	C5	C6	TOTAL	
A1	Pearson Correlation	1	.566**	.622**	.526**	.600**	.396**	.566**	1.000**	.566**	.622**	.526**	.600**	.396**	.566**	.575**	.499**	.432**	.564**	.685**	.541**	.742**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A2	Pearson Correlation	.566**	1	.474**	.384**	.426**	.422**	.451**	.566**	1.000**	.474**	.384**	.426**	.422**	.451**	.299**	.409**	.442**	.365**	.426**	.460**	.634**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A3	Pearson Correlation	.622**	.474**	1	.505**	.572**	.454**	.687**	.622**	.474**	1.000**	.505**	.572**	.454**	.687**	.565**	.567**	.514**	.539**	.583**	.485**	.789**

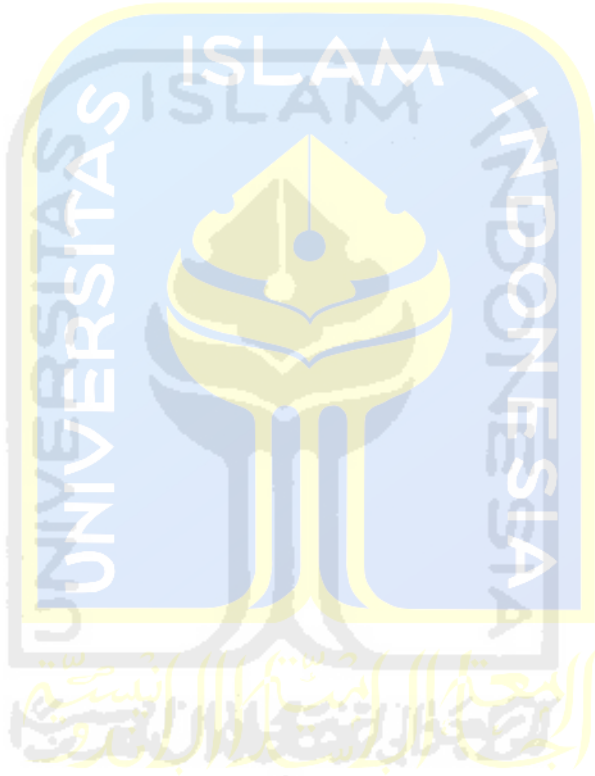
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A4	Pearson Correlation	.526**	.384**	.505**	1	.417**	.364**	.470**	.526**	.384**	.505**	1.000**	.417**	.364**	.470**	.365**	.381**	.350**	.380**	.517**	.396**	.611**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A5	Pearson Correlation	.600**	.426**	.572**	.417**	1	.481**	.561**	.600**	.426**	.572**	.417**	1.000**	.481**	.561**	.525**	.530**	.431**	.498**	.513**	.515**	.719**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
A6	Pearson Correlation	.396**	.422**	.454**	.364**	.481**	1	.652**	.396**	.422**	.454**	.364**	.481**	1.000**	.652**	.392**	.362**	.403**	.341**	.337**	.327**	.611**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.001	.001	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96

A7	Pearson Correlation	.566**	.451**	.687**	.470**	.561**	.652**	1	.566**	.451**	.687**	.470**	.561**	.652**	1.000**	.542**	.481**	.525**	.518**	.571**	.424**	.742**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B1	Pearson Correlation	1.000**	.566**	.622**	.526**	.600**	.396**	.566**	1	.566**	.622**	.526**	.600**	.396**	.566**	.575**	.499**	.432**	.564**	.685**	.541**	.742**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B2	Pearson Correlation	.566**	1.000**	.474**	.384**	.426**	.422**	.451**	.566**	1	.474**	.384**	.426**	.422**	.451**	.299**	.409**	.442**	.365**	.426**	.460**	.634**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B3	Pearson Correlation	.622**	.474**	1.000**	.505**	.572**	.454**	.687**	.622**	.474**	1	.505**	.572**	.454**	.687**	.565**	.567**	.514**	.539**	.583**	.485**	.789**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000

	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	
B4	Pearson Correlation	.526**	.384**	.505**	1.000**	.417**	.364**	.470**	.526**	.384**	.505**	1	.417**	.364**	.470**	.365**	.381**	.350**	.380**	.517**	.396**	.611**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B5	Pearson Correlation	.600**	.426**	.572**	1.000**	.417**	.481**	.561**	.600**	.426**	.572**	.417**	1	.481**	.561**	.525**	.530**	.431**	.498**	.513**	.515**	.719**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B6	Pearson Correlation	.396**	.422**	.454**	1.000**	.364**	.481**	.652**	.396**	.422**	.454**	.364**	.481**	1	.652**	.392**	.362**	.403**	.341**	.337**	.327**	.611**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.001	.001	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
B7	Pearson Correlation	.566**	.451**	.687**	.470**	1.000**	.561**	.652**	.566**	.451**	.687**	.470**	.561**	.652**	1	.542**	.481**	.525**	.518**	.571**	.424**	.742**

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C1	Pearson Correlation	.575**	.299**	.565**	.365**	.525**	.392**	.542**	.575**	.299**	.565**	.365**	.525**	.392**	.542**	1	.652**	.586**	.599**	.584**	.618**	.724**
	Sig. (2-tailed)	.000	.003	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C2	Pearson Correlation	.499**	.409**	.567**	.381**	.530**	.362**	.481**	.499**	.409**	.567**	.381**	.530**	.362**	.481**	.652**	1	.545**	.504**	.488**	.599**	.719**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C3	Pearson Correlation	.432**	.442**	.514**	.350**	.431**	.403**	.525**	.432**	.442**	.514**	.350**	.431**	.403**	.525**	.586**	.545**	1	.617**	.561**	.637**	.732**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96

C4	Pearson Correlation	.564**	.365**	.539**	.380**	.498**	.341**	.518**	.564**	.365**	.539**	.380**	.498**	.341**	.518**	.599**	.504**	.617**	1	.721**	.717**	.776**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C5	Pearson Correlation	.685**	.426**	.583**	.517**	.513**	.337**	.571**	.685**	.426**	.583**	.517**	.513**	.337**	.571**	.584**	.488**	.561**	.721**	1	.615**	.779**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
C6	Pearson Correlation	.541**	.460**	.485**	.396**	.515**	.327**	.424**	.541**	.460**	.485**	.396**	.515**	.327**	.424**	.618**	.599**	.637**	.717**	.615**	1	.762**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96	96
TOTAL	Pearson Correlation	.742**	.634**	.789**	.611**	.719**	.611**	.742**	.742**	.634**	.789**	.611**	.719**	.611**	.742**	.724**	.719**	.732**	.776**	.779**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000



LAMPIRAN 10

HASIL UJI RELIABILITAS HARAPAN

Case Processing Summary

		N	%
Cases	Valid	96	100.0
	Excluded ^a	0	.0
	Total	96	100.0

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

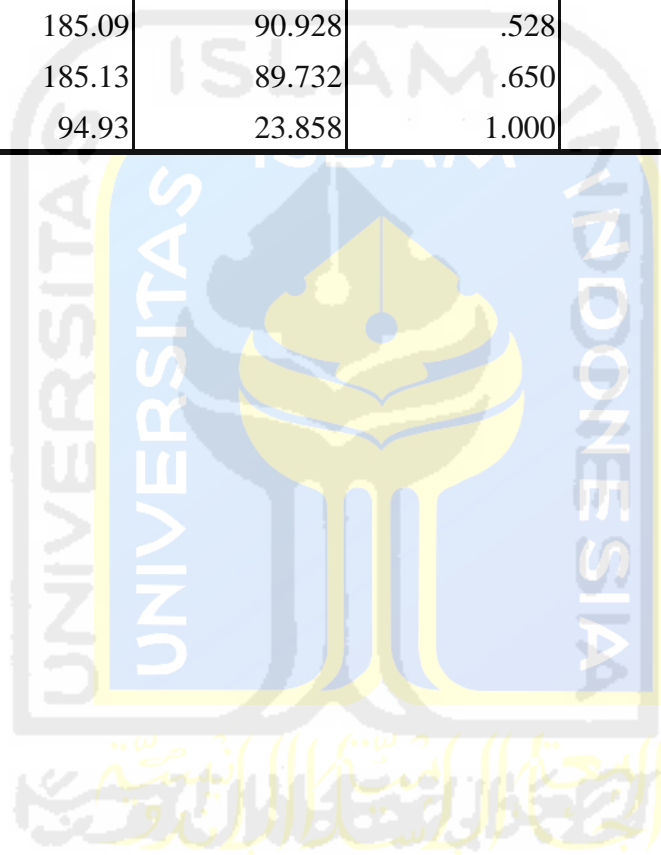
Reliability Statistics

Cronbach's Alpha	N of Items
.744	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	185.00	91.768	.520	.735
A2	185.14	91.171	.470	.734
A3	185.30	89.518	.529	.729
A4	185.14	90.729	.495	.732
A5	185.08	91.656	.418	.735
A6	185.09	91.244	.460	.734
A7	185.15	89.347	.646	.727
B1	185.11	91.913	.393	.736
B2	185.13	90.911	.507	.733
B3	185.06	91.364	.500	.734

B4	185.16	90.765	.506	.732
B5	185.15	90.631	.528	.732
B6	184.96	92.567	.469	.737
B7	185.00	90.989	.587	.732
C1	185.05	90.850	.579	.732
C2	185.17	89.593	.579	.729
C3	185.13	90.742	.475	.733
C4	185.14	90.750	.520	.732
C5	185.09	90.928	.528	.733
C6	185.13	89.732	.650	.728
Total	94.93	23.858	1.000	.877



LAMPIRAN 11

HASIL UJI RELIABILITAS KINERJA

Case Processing Summary

		N	%
Cases	Valid	96	100.0
	Excluded ^a	0	.0
	Total	96	100.0

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

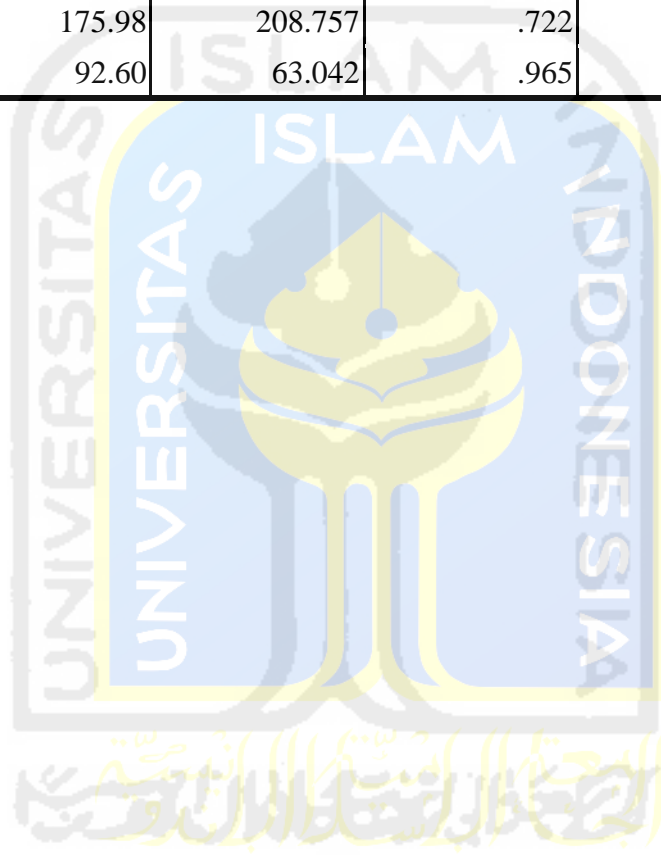
Reliability Statistics

Cronbach's Alpha	N of Items
.786	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	175.90	209.336	.768	.776
A2	176.04	209.346	.638	.777
A3	176.03	205.252	.797	.772
A4	176.06	207.491	.628	.775
A5	176.08	207.804	.729	.775
A6	175.97	210.704	.620	.778
A7	176.04	207.304	.769	.774
B1	175.90	209.336	.768	.776
B2	176.04	209.346	.638	.777
B3	176.03	205.252	.797	.772
B4	176.06	207.491	.628	.775

B5	176.08	207.804	.729	.775
B6	175.97	210.704	.620	.778
B7	176.04	207.304	.769	.774
C1	175.96	210.019	.707	.777
C2	176.01	209.000	.694	.776
C3	175.93	210.447	.696	.778
C4	175.98	209.052	.733	.776
C5	176.00	208.042	.762	.775
C6	175.98	208.757	.722	.776
TOTAL	92.60	63.042	.965	.954



LAMPIRAN 12

HASIL ANALISIS REGRESI LINER BERGANDA

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	layanan_linkungan_hidup, layanan_produk, layanan_pengiriman ^a		Enter

a. All requested variables entered.

b. Dependent Variable: kualitas_layanan

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.793 ^a	.629	.617	4.831	1.563

a. Predictors: (Constant), layanan_linkungan_hidup, layanan_produk, layanan_pengiriman

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.793 ^a	.629	.617	4.831	1.563

a. Predictors: (Constant), layanan_lingkungan_hidup, layanan_produk, layanan_pengiriman

b. Dependent Variable: kualitas_layanan

ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3634.116	3	1211.372	51.912	.000 ^a
	Residual	2146.843	92	23.335		
	Total	5780.958	95			

a. Predictors: (Constant), layanan_lingkungan_hidup, layanan_produk, layanan_pengiriman

b. Dependent Variable: kualitas_layanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	-85.980	6.366		-13.505	.000					
	layanan_produk	.519	.277	.197	1.871	.065	.695	.191	.119	.363	2.754
	layanan_pengiriman	1.341	.342	.447	3.922	.000	.764	.378	.249	.311	3.217
	layanan_lingkungan_hidup	.670	.358	.211	1.875	.064	.713	.192	.119	.319	3.132

a. Dependent Variable: kualitas_layanan

Collinearity Diagnostics^a

Model	Dimensi	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	layanan_produk	layanan_pengiriman	layanan_lingkungan_hidup
1	1	3.992	1.000	.00	.00	.00	.00
	2	.005	28.985	.92	.10	.01	.05
	3	.002	44.537	.02	.86	.06	.42

4	.001	53.530	.05	.05	.93	.53
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a. Dependent Variable: kualitas_layanan

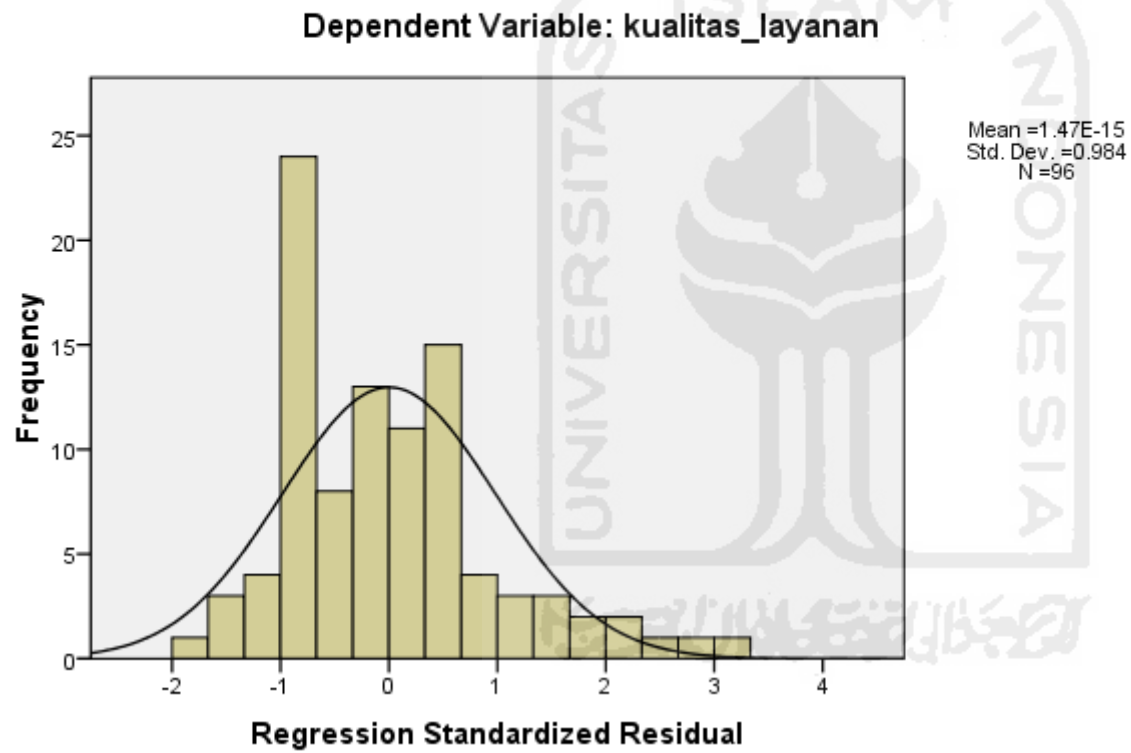
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	-23.39	-.77	-6.90	6.185	96
Std. Predicted Value	-2.667	.990	.000	1.000	96
Standard Error of Predicted Value	.520	1.794	.941	.295	96
Adjusted Predicted Value	-22.86	-.68	-6.90	6.133	96
Residual	-8.592	15.112	.000	4.754	96
Std. Residual	-1.779	3.128	.000	.984	96
Stud. Residual	-1.908	3.197	.000	1.011	96
Deleted Residual	-9.884	15.782	.000	5.022	96
Stud. Deleted Residual	-1.936	3.372	.005	1.028	96
Mahal. Distance	.113	12.106	2.969	2.686	96
Cook's Distance	.000	.248	.014	.034	96
Centered Leverage Value	.001	.127	.031	.028	96

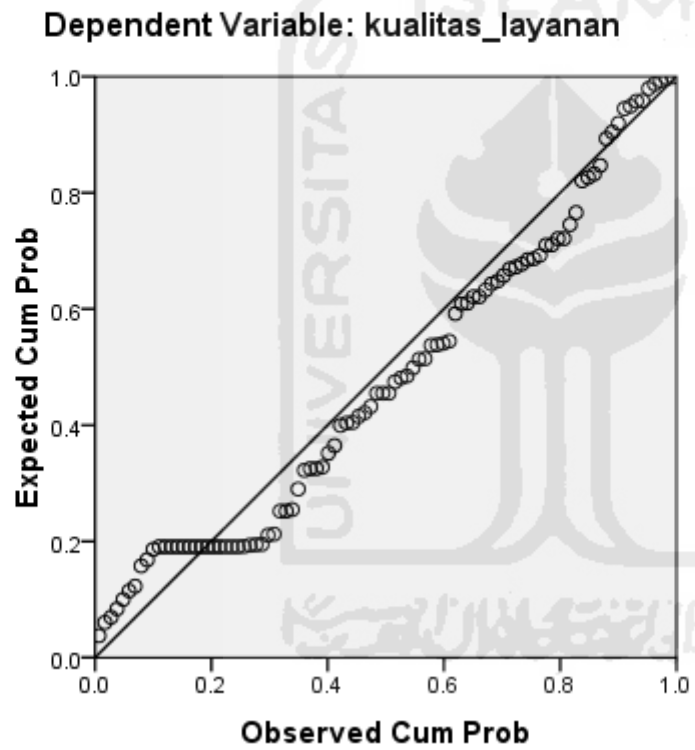
a. Dependent Variable: kualitas_layanan

Charts

Histogram



Normal P-P Plot of Regression Standardized Residual



Scatterplot

Dependent Variable: kualitas_layanan

