



LAMPIRAN 1
KUESIONER PENELITIAN

Kepada Yth :

Bapak/Ibu/Saudara

di tempat

Assalamu'alaikum Wr. Wb

Dengan hormat, Saya mahasiswa Universitas Islam Indonesia yang sedang menyusun tugas akhir berupa skripsi. Dalam rangka mencari data guna menyusun Skripsi dengan judul **“Pengaruh Kualitas Layanan, Kualitas Makanan, Dan Lingkungan Fisik Terhadap Kinerja Perusahaan”**, maka saya memohon bantuan serta kesediaannya untuk mengisi angket ini. Atas partisipasi dan kesediaan dalam mengisi angket tersebut saya mengucapkan banyak terima kasih.

Wassalamu'alaikum Wr. Wb



Hormat Saya,
Peneliti

Sela Fitta Merdeka

DATA RESPONDEN

1. Jenis kelamin :

1. Laki-laki 2. Perempuan

2. Usia :

- a. < 20 tahun
b. 21 - 30 th
c. > 30 tahun

3. Pekerjaan

- a. PNS/TNI/POLRI
b. Wiraswasta
c. Pelajar/Mahasiswa
d. Pegawai swasta
e. Buruh
f. Lain-lain

4. Pendapatan

- a. < 1 juta
b. 1,1 juta sampai 2 juta
c. 2,1 juta sampai 3 juta
d. > 3 juta



Petunjuk : Beri tanda centang (√) atau tanda silang (X) pada jawaban yang sesuai dan benar menurut Anda, serta isi pada tempat yang telah disediakan.

Kriteria penilaian kuesioner :

SS = SANGAT SETUJU

S = SETUJU

N = NETRAL

TS = TIDAK SETUJU

STS = SANGAT TIDAK SETUJU

NO	PERTANYAAN	SS	S	N	TS	STS
Kualitas Layanan						
1	Karyawan memberi saya makanan persis seperti yang saya pesan					
2	Karyawan menyediakan layanan cepat dan tepat					
3	Karyawan memberikan layanan dengan sopan dan ramah					
4	Karyawan membuat saya merasa nyaman dalam berurusan dengan mereka					
5	Karyawan memberikan layanan yang baik kepada pelanggan dengan tidak membedakan status dalam melayani					
6	Kemudahan dalam proses pembayaran					
Kualitas Makanan						
1	Makanan yang disajikan sangat lezat					
2	Makanan yang disajikan bergizi tinggi dan sehat					
3	Restoran menawarkan berbagai item menu					
4	Restoran menawarkan makanan segar					
5	Bau makanan menarik					
6	Presentasi makanan secara visual menarik					
Lingkungan Fisik						
1	Restoran memiliki desain interior yang menarik					
2	Musik latar belakang menyenangkan					

3	Area makan sangat bersih					
4	Karyawan rapi dan berpakaian rapi					
5	Tata letak fasilitas operasi tidak membatasi ruang gerak pelanggan					
6	Fasilitas fisik untuk keperluan restoran sangat lengkap					
Kinerja Perusahaan						
1	omset penjualan yang sellau meningkat dari tahun ke taun					
2	laba yang dihasilkan selalu meningkat					
3	jumlah outlet yang semkain meningkat					
4	jumlah tenaga kerja yang semakin banyak					
5	jumlah produksi (kapasitas produksi yang semakin meningkat					
6	jumlah pengunjung semakin banyak					

LAMPIRAN 2

Tabulasi Data Mentah

Responde	Kualitas Layanan (X1)							Kualitas Makanan (X2)						
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	Mean	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	Mean
1	2	2	2	2	2	2	2	2	2	2	2	2	2	2

2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3	4	4	4	5	4	4	4.17	5	5	5	5	3	5	4.67
4	5	4	5	4	5	5	4.67	2	2	2	2	3	5	2.67
5	4	5	4	4	4	5	4.33	4	4	4	3	2	2	3.17
6	2	2	2	3	2	2	2.17	2	2	2	2	2	2	2
7	3	3	3	5	3	5	3.67	4	5	5	4	5	5	4.67
8	4	4	4	4	3	3	3.67	5	5	5	5	4	5	4.83
9	2	2	2	2	5	5	3	5	5	5	5	5	5	5
10	4	5	5	5	5	5	4.83	5	5	5	5	4	4	4.67
11	5	5	5	5	5	5	5	5	5	5	5	4	4	4.67
12	5	4	5	5	5	5	4.83	5	5	5	5	4	4	4.67
13	5	5	5	5	5	5	5	4	4	4	5	5	5	4.5
14	5	5	5	5	5	5	5	5	5	5	4	5	5	4.83
15	5	4	4	5	3	5	4.33	4	5	5	5	4	4	4.5
16	5	5	5	4	5	5	4.83	2	2	2	2	4	4	2.67
17	4	4	4	5	4	3	4	5	5	5	5	4	4	4.67
18	5	4	5	4	5	5	4.67	5	5	5	5	5	5	5
19	4	4	4	3	4	5	4	4	4	4	5	5	5	4.5
20	1	1	1	1	1	1	1	1	1	1	1	1	1	1
21	5	4	4	5	5	5	4.67	4	5	5	5	5	5	4.83
22	5	5	5	4	5	5	4.83	5	5	5	5	4	4	4.67
23	4	4	4	5	4	4	4.17	5	5	5	5	4	4	4.67
24	5	5	5	5	5	5	5	5	5	5	5	5	3	4.67
25	5	5	5	5	5	3	4.67	3	3	3	5	4	4	3.67
26	5	5	5	4	5	5	4.83	5	5	5	3	4	4	4.33
27	5	5	4	5	4	5	4.67	5	5	5	5	3	4	4.5
28	5	4	5	4	5	5	4.67	2	2	2	2	5	5	3
29	4	5	4	4	4	5	4.33	4	4	4	5	2	2	3.5
30	4	5	4	5	5	5	4.67	4	5	4	4	5	5	4.5
31	5	5	5	5	5	5	5	4	5	5	4	5	5	4.67
32	5	5	5	4	5	3	4.5	5	5	5	5	2	2	4
33	4	4	4	5	4	4	4.17	2	2	2	2	2	2	2
34	5	4	5	5	5	3	4.5	5	5	5	4	5	5	4.83
35	5	5	5	5	5	5	5	2	2	2	3	4	4	2.83
36	5	5	5	5	5	5	5	5	5	5	5	3	4	4.5
37	4	5	5	4	5	3	4.33	5	5	5	5	3	4	4.5
38	5	5	4	5	4	5	4.67	2	2	2	2	4	4	2.67
39	5	4	5	4	5	3	4.33	5	5	5	5	4	5	4.83
40	4	5	4	4	4	5	4.33	4	4	4	5	4	4	4.17
41	4	5	4	4	5	2	4	4	5	4	4	4	5	4.33
42	5	4	4	4	5	5	4.5	4	5	5	4	4	5	4.5
43	4	4	4	4	4	5	4.17	5	5	5	5	4	4	4.67

44	4	4	4	5	4	5	4.33	5	5	5	5	4	4	4.67
45	5	4	5	4	5	4	4.5	5	5	5	5	4	4	4.67
46	4	5	4	4	4	5	4.33	4	4	4	5	4	4	4.17
47	4	5	4	3	5	5	4.33	4	5	4	4	5	5	4.5
48	3	3	3	5	3	2	3.17	4	5	5	4	5	5	4.67
49	5	5	5	5	5	5	5	5	5	5	5	4	5	4.83
50	5	5	5	5	5	5	5	5	5	5	5	4	3	4.5
51	4	5	5	4	5	5	4.67	5	5	5	5	4	4	4.67
52	5	5	4	5	4	5	4.67	5	5	5	5	3	5	4.67
53	5	4	5	4	5	3	4.33	4	4	4	5	4	4	4.17
54	4	5	4	4	4	5	4.33	4	4	4	4	5	5	4.33
55	4	5	4	4	5	3	4.17	3	3	3	4	5	5	3.83
56	5	4	4	5	3	5	4.33	4	5	5	3	5	4	4.33
57	5	5	5	4	5	5	4.83	5	5	5	5	4	4	4.67
58	4	4	4	5	4	4	4.17	5	5	5	5	5	5	5
59	5	5	5	5	5	5	5	5	5	5	5	4	4	4.67
60	5	5	5	5	5	5	5	5	5	5	5	5	5	5
61	2	2	2	2	2	2	2	2	2	2	2	2	2	2
62	5	5	4	5	4	5	4.67	5	5	5	5	5	5	5
63	5	4	5	4	5	5	4.67	5	5	5	5	4	4	4.67
64	4	5	4	4	4	5	4.33	4	4	4	5	4	4	4.17
65	4	5	4	4	5	5	4.5	4	5	4	4	4	4	4.17
66	4	4	4	5	3	3	3.83	4	5	5	4	4	4	4.33
67	5	5	5	4	5	5	4.83	5	5	5	5	4	4	4.67
68	4	4	4	5	4	5	4.33	5	5	5	5	5	5	5
69	5	4	5	4	5	5	4.67	5	5	5	5	5	5	5
70	4	5	4	4	4	5	4.33	4	4	4	5	5	5	4.5
71	4	5	4	5	5	5	4.67	4	5	4	4	4	4	4.17
72	5	5	5	5	5	5	5	5	5	5	4	4	4	4.5
73	2	2	2	3	2	3	2.33	3	3	3	5	5	5	4
74	4	5	5	4	5	5	4.67	5	5	5	3	3	3	4
75	5	5	4	5	4	5	4.67	5	5	5	5	3	5	4.67
76	5	4	5	4	5	5	4.67	5	5	5	5	4	4	4.67
77	4	5	4	4	4	5	4.33	4	4	4	5	5	3	4.17
78	4	5	4	5	5	5	4.67	4	5	4	4	5	5	4.5
79	5	5	5	5	5	5	5	5	5	5	4	4	5	4.67
80	5	5	5	5	5	3	4.67	5	5	5	5	4	5	4.83
81	4	5	5	4	5	5	4.67	5	5	5	5	2	5	4.5
82	5	5	4	5	4	3	4.33	3	3	3	5	4	4	3.67
83	5	4	5	5	5	4	4.67	5	5	5	3	5	5	4.67
84	5	5	5	4	4	3	4.33	4	4	4	5	4	3	4
85	4	5	4	5	5	5	4.67	4	5	4	4	4	4	4.17

86	5	5	5	5	5	5	5	4	5	5	4	5	5	4.67
87	5	5	5	2	5	3	4.17	5	5	5	5	4	4	4.67
88	2	2	2	5	4	5	3.33	5	5	5	5	4	4	4.67
89	5	5	5	5	5	3	4.67	5	5	5	5	5	5	5
90	5	5	5	5	5	3	4.67	5	5	5	5	2	2	4
91	4	5	5	5	5	4	4.67	5	5	5	5	4	4	4.67
92	5	5	5	5	5	4	4.83	5	5	5	5	4	5	4.83
93	5	5	5	5	5	5	5	5	5	5	5	4	4	4.67
94	5	5	5	4	5	5	4.83	4	4	4	5	4	4	4.17
95	2	2	2	3	2	2	2.17	4	5	4	4	2	2	3.5
96	4	4	4	4	3	5	4	4	5	5	4	4	4	4.33
Mean	4.3	4.3	4.2	4.3	4.3	4.3	4.32	4.2	4.4	4.3	4.3	3.9	4.1	4.24

Responden	Lingkungan Fisik (X3)							Kinerja (Y)						
	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	Mean	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Mean
1	3	3	3	3	3	3	3	3	3	2	2	2	3	2.5
2	3	3	3	3	3	3	3	3	3	2	2	2	3	2.5
3	4	4	4	5	5	5	4.5	4	4	5	5	5	4	4.5
4	5	4	5	4	5	4	4.5	4	4	5	5	5	5	4.67
5	4	5	4	4	5	4	4.33	5	5	5	5	4	5	4.83
6	2	2	2	3	2	2	2.17	2	2	2	2	2	3	2.17
7	3	3	3	5	5	4	3.83	2	2	4	3	5	5	3.5
8	5	5	5	5	4	4	4.67	2	2	4	5	4	4	3.5
9	2	2	2	2	4	3	2.5	2	2	4	4	4	4	3.33
10	4	5	5	5	5	5	4.83	3	4	5	5	5	5	4.5
11	5	5	5	5	5	5	5	4	4	5	5	4	4	4.33
12	5	4	5	5	5	5	4.83	5	4	5	5	5	5	4.83
13	5	5	5	5	5	5	5	5	4	5	5	5	5	4.83
14	2	2	2	3	5	4	3	5	5	5	5	5	5	5
15	5	4	4	5	5	4	4.5	4	4	4	5	5	5	4.5
16	5	5	5	4	5	5	4.83	5	4	4	5	5	5	4.67
17	4	4	4	5	5	5	4.5	5	3	5	5	5	5	4.67
18	5	4	5	4	5	4	4.5	4	4	5	5	5	5	4.67
19	4	4	4	3	5	5	4.17	3	4	5	5	5	5	4.5
20	1	1	1	1	1	1	1	1	1	1	1	1	1	1
21	5	4	4	5	5	5	4.67	5	5	5	5	5	5	5
22	5	5	5	4	5	4	4.67	3	4	5	5	5	5	4.5
23	4	4	4	5	5	5	4.5	4	4	3	5	5	5	4.33
24	5	5	5	5	5	5	5	4	3	5	5	5	5	4.5
25	5	5	5	5	5	5	5	5	3	5	5	5	5	4.67
26	5	5	5	4	5	5	4.83	5	3	5	5	5	5	4.67

27	5	5	4	5	5	5	4.83	3	4	5	5	5	5	4.5
28	5	4	5	4	5	5	4.67	5	5	5	4	5	5	4.83
29	4	5	4	4	5	5	4.5	2	2	5	3	5	5	3.67
30	4	5	4	5	5	5	4.67	5	5	5	5	5	5	5
31	5	5	5	5	5	5	5	4	3	5	5	5	5	4.5
32	2	2	2	2	2	2	2	2	2	5	4	4	4	3.5
33	4	4	4	5	3	5	4.17	2	2	3	4	4	4	3.17
34	5	4	5	5	5	5	4.83	5	4	5	5	5	5	4.83
35	5	5	5	5	4	5	4.83	2	2	4	4	4	4	3.33
36	5	5	5	5	5	5	5	3	4	5	5	5	5	4.5
37	4	5	5	4	5	5	4.67	4	4	5	4	4	4	4.17
38	5	5	4	5	4	5	4.67	4	5	4	4	5	5	4.5
39	5	4	5	4	4	5	4.5	5	4	5	4	3	3	4
40	4	5	4	4	5	5	4.5	4	4	5	5	5	5	4.67
41	4	5	4	4	5	5	4.5	5	4	5	5	5	5	4.83
42	5	4	4	4	5	5	4.5	4	5	5	4	5	5	4.67
43	4	4	4	4	5	5	4.33	4	5	5	5	5	5	4.83
44	4	4	4	5	5	5	4.5	3	5	5	5	5	5	4.67
45	5	4	5	4	5	5	4.67	4	4	5	5	4	4	4.33
46	4	5	4	4	5	5	4.5	5	3	5	5	5	5	4.67
47	4	5	4	3	5	5	4.33	5	5	5	5	5	5	5
48	3	3	3	5	5	5	4	5	3	4	4	4	4	4
49	5	5	5	5	5	5	5	5	4	5	5	5	5	4.83
50	5	5	5	5	5	4	4.83	5	3	5	5	5	5	4.67
51	4	5	5	4	5	4	4.5	2	2	4	5	4	4	3.5
52	5	5	4	5	5	4	4.67	5	4	5	5	5	5	4.83
53	5	4	5	4	4	4	4.33	2	2	4	4	5	5	3.67
54	4	5	4	4	5	5	4.5	3	4	5	5	5	5	4.5
55	4	5	4	4	5	5	4.5	5	5	5	5	5	5	5
56	5	4	4	5	5	5	4.67	4	5	5	5	5	5	4.83
57	5	5	5	4	5	5	4.83	5	4	5	5	5	5	4.83
58	4	4	4	5	5	5	4.5	4	5	4	4	5	5	4.5
59	5	5	5	5	5	5	5	5	4	4	5	5	5	4.67
60	5	5	5	5	5	5	5	5	5	5	5	5	5	5
61	2	2	2	2	2	2	2	2	2	2	2	2	2	2
62	5	5	4	5	5	5	4.83	2	2	5	5	4	4	3.67
63	5	4	5	4	5	5	4.67	4	4	5	5	4	4	4.33
64	4	5	4	4	4	5	4.33	4	4	5	5	5	5	4.67
65	4	5	4	4	3	5	4.17	4	4	5	5	5	5	4.67
66	4	4	4	5	5	5	4.5	4	4	5	5	5	5	4.67
67	5	5	5	4	5	5	4.83	4	4	5	5	5	5	4.67
68	4	4	4	5	5	5	4.5	5	4	5	5	5	5	4.83

69	5	4	5	4	5	5	4.67	5	5	5	5	5	5	5
70	4	5	4	4	5	5	4.5	4	5	5	5	5	5	4.83
71	4	5	4	5	5	5	4.67	4	4	5	5	5	5	4.67
72	5	5	5	5	5	5	5	4	5	5	5	5	5	4.83
73	2	2	2	3	5	5	3.17	5	5	5	5	4	4	4.67
74	4	5	5	4	3	5	4.33	3	4	3	3	3	3	3.17
75	5	5	4	5	5	5	4.83	4	4	5	5	5	5	4.67
76	5	4	5	4	5	5	4.67	4	5	5	5	5	5	4.83
77	4	5	4	4	4	5	4.33	5	4	5	5	4	4	4.5
78	4	5	4	5	5	5	4.67	5	5	5	5	5	5	5
79	5	5	5	5	5	5	5	4	5	5	5	4	4	4.5
80	5	5	5	5	5	5	5	5	4	5	5	5	5	4.83
81	4	5	5	4	5	5	4.67	3	5	5	5	5	5	4.67
82	5	5	4	5	5	5	4.83	3	5	5	5	5	5	4.67
83	5	4	5	5	5	5	4.83	4	3	5	5	5	5	4.5
84	5	5	5	4	5	5	4.83	3	4	5	5	5	5	4.5
85	4	5	4	5	5	5	4.67	5	4	5	5	5	5	4.83
86	5	5	5	5	5	5	5	3	5	5	5	5	5	4.67
87	5	5	5	2	5	5	4.5	5	4	5	5	5	5	4.83
88	2	2	2	5	4	5	3.33	4	5	4	4	5	5	4.5
89	5	5	5	5	5	5	5	5	5	5	5	4	4	4.67
90	5	5	5	5	4	5	4.83	3	4	5	5	5	5	4.5
91	4	5	5	5	5	5	4.83	3	4	4	4	5	5	4.17
92	5	5	5	5	5	5	5	4	5	5	5	5	5	4.83
93	5	5	5	5	5	5	5	4	5	5	5	5	5	4.83
94	5	5	5	4	5	5	4.83	3	4	5	5	5	5	4.5
95	2	2	2	3	2	2	2.17	4	4	2	2	2	2	2.67
96	4	4	4	4	5	5	4.33	4	4	5	5	5	5	4.67
Mean	4.28	4.3	4.2	4.31	4.63	4.65	4.41	3.89	3.9	4.5	4.5	4.58	4.61	4.36

LAMPIRAN 3

Hasil Uji Validitas

1. Kualitas Layanan

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6
X1.1	Pearson Correlation	1	.780**	.906**	.602**	.735**	.470**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
X1.2	N	96	96	96	96	96	96
	Pearson Correlation	.780**	1	.806**	.558**	.725**	.508**

	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	96	96	96	96	96	96
X1.3	Pearson Correlation	.906**	.806**	1	.535**	.832**	.434**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	96	96	96	96	96	96
X1.4	Pearson Correlation	.602**	.558**	.535**	1	.455**	.423**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	96	96	96	96	96	96
X1.5	Pearson Correlation	.735**	.725**	.832**	.455**	1	.507**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	96	96	96	96	96	96
X1.6	Pearson Correlation	.470**	.508**	.434**	.423**	.507**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	96	96	96	96	96	96
	Pearson Correlation	.903**	.882**	.907**	.713**	.858**	.690**
TOTAL	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96

Correlations

		TOTAL
X1.1	Pearson Correlation	.903
	Sig. (2-tailed)	.000
	N	96
X1.2	Pearson Correlation	.882**
	Sig. (2-tailed)	.000
	N	96
X1.3	Pearson Correlation	.907**
	Sig. (2-tailed)	.000
	N	96
X1.4	Pearson Correlation	.713**
	Sig. (2-tailed)	.000
	N	96
X1.5	Pearson Correlation	.858**
	Sig. (2-tailed)	.000
	N	96
X1.6	Pearson Correlation	.690**
	Sig. (2-tailed)	.000
	N	96
TOTAL	Pearson Correlation	1**
	Sig. (2-tailed)	
	N	96

2. Kualitas Makanan

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6
X2.1	Pearson Correlation	1	.928**	.955**	.776**	.288**	.363**
	Sig. (2-tailed)		.000	.000	.000	.004	.000
	N	96	96	96	96	96	96
X2.2	Pearson Correlation	.928**	1	.964**	.704**	.360**	.414**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	96	96	96	96	96	96
X2.3	Pearson Correlation	.955**	.964**	1	.736**	.349**	.406**
	Sig. (2-tailed)	.000	.000		.000	.000	.000

	N	96	96	96	96	96	96
X2.4	Pearson Correlation	.776**	.704**	.736**	1	.342**	.370**
	Sig. (2-tailed)	.000	.000	.000		.001	.000
X2.5	N	96	96	96	96	96	96
	Pearson Correlation	.288**	.360**	.349**	.342**	1	.754**
X2.6	Sig. (2-tailed)	.004	.000	.000	.001		.000
	N	96	96	96	96	96	96
TOTAL	Pearson Correlation	.363**	.414**	.406**	.370**	.754**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	96	96	96	96	96	96
	Pearson Correlation	.896**	.908**	.916**	.815**	.630**	.675**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96

Correlations

		TOTAL
X2.1	Pearson Correlation	.896
	Sig. (2-tailed)	.000
X2.2	N	96
	Pearson Correlation	.908**
X2.3	Sig. (2-tailed)	.000
	N	96
X2.4	Pearson Correlation	.916**
	Sig. (2-tailed)	.000
X2.5	N	96
	Pearson Correlation	.815**
X2.6	Sig. (2-tailed)	.000
	N	96
TOTAL	Pearson Correlation	.630**
	Sig. (2-tailed)	.000
	N	96
	Pearson Correlation	.675**
	Sig. (2-tailed)	.000
	N	96
	Pearson Correlation	1**
	Sig. (2-tailed)	
	N	96

3. Lingkungan Fisik

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6
X3.1	Pearson Correlation	1	.788**	.908**	.610**	.622**	.650**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
X3.2	N	96	96	96	96	96	96
	Pearson Correlation	.788**	1	.812**	.566**	.592**	.696**
X3.3	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	96	96	96	96	96	96
X3.4	Pearson Correlation	.908**	.812**	1	.543**	.596**	.651**
	Sig. (2-tailed)	.000	.000		.000	.000	.000

	N	96	96	96	96	96	96
X3.4	Pearson Correlation	.610**	.566**	.543**	1	.571**	.655**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
X3.5	N	96	96	96	96	96	96
	Pearson Correlation	.622**	.592**	.596**	.571**	1	.774**
X3.6	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96
TOTAL	Pearson Correlation	.650**	.696**	.651**	.655**	.774**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96
TOTAL	Pearson Correlation	.904**	.879**	.892**	.767**	.804**	.858**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96

		Correlations		TOTAL
X3.1	Pearson Correlation			.904
	Sig. (2-tailed)			.000
X3.2	N			96
	Pearson Correlation			.879**
X3.3	Sig. (2-tailed)			.000
	N			96
X3.4	Pearson Correlation			.892**
	Sig. (2-tailed)			.000
X3.5	N			96
	Pearson Correlation			.767**
X3.6	Sig. (2-tailed)			.000
	N			96
TOTAL	Pearson Correlation			.804**
	Sig. (2-tailed)			.000
	N			96
TOTAL	Pearson Correlation			.858**
	Sig. (2-tailed)			.000
	N			96

4. Kinerja Perusahaan

		Correlations					
		Y1	Y2	Y3	Y4	Y5	Y6
Y1	Pearson Correlation	1	.597**	.479**	.502**	.402**	.410**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
Y2	N	96	96	96	96	96	96
	Pearson Correlation	.597**	1	.486**	.486**	.454**	.465**
Y3	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96
Y4	Pearson Correlation	.479**	.486**	1	.859**	.794**	.755**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000

	N	96	96	96	96	96	96
Y4	Pearson Correlation	.502**	.486**	.859**	1	.808**	.771**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
Y5	N	96	96	96	96	96	96
	Pearson Correlation	.402**	.454**	.794**	.808**	1	.966**
Y6	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96
TOTAL	Pearson Correlation	.410**	.465**	.755**	.771**	.966**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96
	Pearson Correlation	.715**	.728**	.874**	.885**	.875**	.864**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	96	96	96	96	96	96

Correlations

		TOTAL
Y1	Pearson Correlation	.715
	Sig. (2-tailed)	.000
Y2	N	96
	Pearson Correlation	.728**
Y3	Sig. (2-tailed)	.000
	N	96
Y4	Pearson Correlation	.874**
	Sig. (2-tailed)	.000
Y5	N	96
	Pearson Correlation	.885**
Y6	Sig. (2-tailed)	.000
	N	96
TOTAL	Pearson Correlation	.875**
	Sig. (2-tailed)	.000
	N	96
	Pearson Correlation	.864**
	Sig. (2-tailed)	.000
	N	96
	Pearson Correlation	1**
	Sig. (2-tailed)	.000
	N	96

LAMPIRAN 4

Hasil Uji Reliabilitas

1. Kualitas Layanan

Reliability Statistics

Cronbach's Alpha	N of Items
---------------------	------------

.904	6
------	---

2. Kualitas Makanan

Reliability Statistics

Cronbach's Alpha	N of Items
.894	6

3. Lingkungan Fisik

Reliability Statistics

Cronbach's Alpha	N of Items
.924	6

4. Kinerja Perusahaan

Reliability Statistics

Cronbach's Alpha	N of Items
.897	6

LAMPIRAN 5

Hasil Uji Statistik

Regression

Notes

Output Created	15-OCT-2019 17:13:57
Comments	
Input	Active Dataset DataSet0
	Filter <none>

	Weight	<none>	
	Split File	<none>	
	N of Rows in Working Data File		96
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.	
	Cases Used	Statistics are based on cases with no missing values for any variable used.	
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT VAR00004 /METHOD=ENTER VAR00001 VAR00002 VAR00003 /SCATTERPLOT=(*SRESID *ZPRED) /SAVE RESID.	
Resources	Processor Time		00:00:01,92
	Elapsed Time		00:00:03,46
	Memory Required	1956 bytes	
	Additional Memory Required for Residual Plots	224 bytes	
Variables Created or Modified	RES_1	Unstandardized Residual	

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X3, X2, X1 ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.812 ^a	.659	.648	.43708

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	33.962	3	11.321	59.259	.000 ^b
	Residual	17.575	92	.191		
	Total	51.537	95			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.631	.284		2.222	.029
	X1	.256	.110	.273	2.327	.022
	X2	.278	.068	.309	4.107	.000
	X3	.328	.110	.343	2.991	.004

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		

X1	.269	3.718
X2	.655	1.526
X3	.282	3.548

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.959	1.000	.00	.00	.00	.00
	2	.019	14.468	.85	.09	.00	.06
	3	.018	14.982	.13	.03	.99	.04
	4	.005	28.973	.01	.88	.01	.89

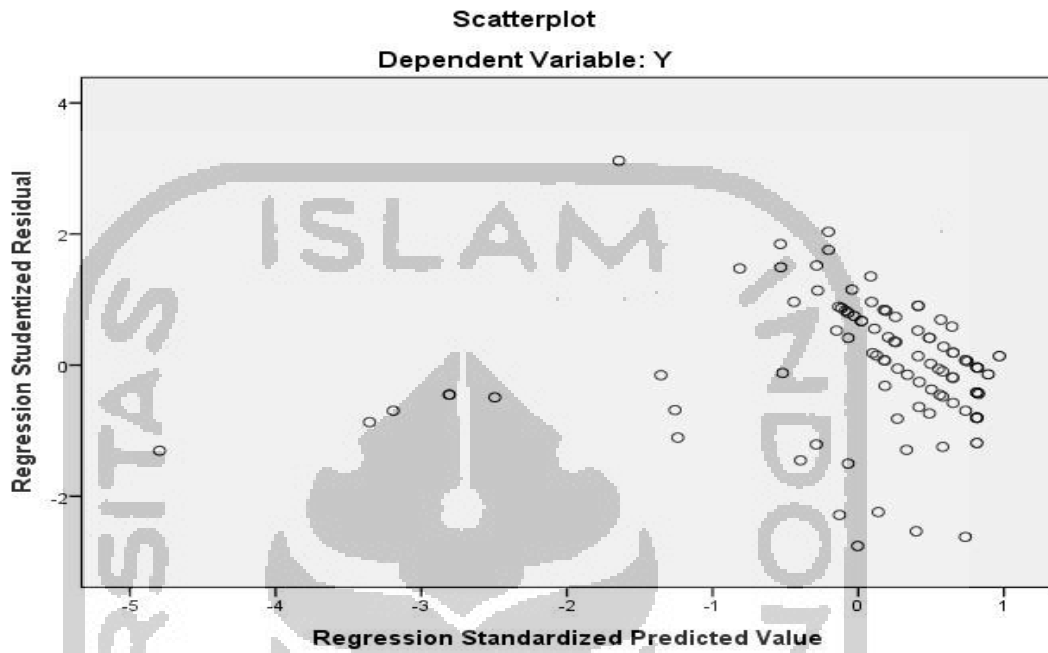
a. Dependent Variable: Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	1.4929	4.9405	4.3611	.59791	96
Std. Predicted Value	-4.797	.969	.000	1.000	96
Standard Error of Predicted Value	.046	.281	.078	.044	96
Adjusted Predicted Value	1.6607	4.9392	4.3613	.58834	96
Residual	-1.19198	1.28822	.00000	.43012	96
Std. Residual	-2.727	2.947	.000	.984	96
Stud. Residual	-2.760	3.118	.000	1.014	96
Deleted Residual	-1.22058	1.44166	-.00021	.45829	96
Stud. Deleted Residual	-2.866	3.279	-.002	1.032	96
Mahal. Distance	.047	38.352	2.969	5.799	96
Cook's Distance	.000	.376	.017	.053	96
Centered Leverage Value	.000	.404	.031	.061	96

a. Dependent Variable: Y

Charts



NPar Tests

Notes

Output Created		15-OCT-2019 17:14:07
Comments		
Input	Active Dataset	DataSet0
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	96
	Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Cases Used	Statistics for each test are based on all cases with valid data for the variable(s) used in that test.
Syntax		NPAR TESTS /K-S(NORMAL)=RES_1 /MISSING ANALYSIS.
Resources	Processor Time	00:00:00,00

Elapsed Time	00:00:00,01
Number of Cases Allowed ^a	196608

a. Based on availability of workspace memory.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.43012050
Most Extreme Differences	Absolute	.069
	Positive	.062
	Negative	-.069
Kolmogorov-Smirnov Z		.679
Asymp. Sig. (2-tailed)		.746

a. Test distribution is Normal.

b. Calculated from data.

