

BAB V

KESIMPULAN DAN SARAN

5.1. Kesimpulan

Berdasarkan hasil penelitian dan analisis yang telah dilakukan pada bab IV, maka dihasilkan beberapa kesimpulan sebagai berikut:

1. Dari analisis persentase mengenai karakteristik responden, maka profil responden yang dominan adalah pria sebanyak 53 orang (53 %), pekerjaan sebagai pelajar/mahasiswa sebanyak 32 orang (32%), tujuan perjalanan/menginap konsumen untuk wisata sebanyak 50 orang (50%), dan yang terakhir frekwensi menginap sebanyak 2 – 5 kali sebesar 47 orang (47 %).
2. Dari Analisis faktor diperoleh tujuh standar layanan (*service standards*) yang dianggap penting oleh konsumen dalam mempengaruhi keputusan mereka untuk memilih hotel. Ketujuh faktor tersebut adalah faktor *working environment, tangibles, amenity, reliability, responsiveness of employees, complimentary items*, dan *guest room setting* merupakan faktor – faktor layanan yang penting bagi konsumen di Yogyakarta..
3. Dari analisis Chi-Square maka diperoleh kesimpulan sebagai berikut:
 - a. Tingkat kepentingan faktor layanan jika ditinjau dari aspek jenis kelamin (pria dan wanita), ternyata baik pria maupun wanita tidak memiliki perbedaan penilaian atas tingkat kepentingan terhadap tujuh faktor layanan yang mempengaruhi keputusan mereka untuk pemilihan sebuah hotel.

Dengan kata lain, faktor *working environment*, *tangibles*, *amenity*, *reliability*, *responsiveness of employees*, *complimentary items*, dan *guest room setting* memiliki tingkat kepentingan yang sama dalam mempengaruhi keputusan konsumen untuk pemilihan sebuah hotel di Yogyakarta.

- b. Tingkat kepentingan faktor layanan jika ditinjau dari pekerjaan (wiraswasta/pengusaha, karyawan, mahasiswa, dan lain-lain), ternyata diperoleh hasil yang berbeda. Terdapat lima faktor layanan yang memiliki tingkat kepentingan yang berbeda. Kelima faktor layanan tersebut adalah *working environment*, *tangibles*, *amenity*, *reliability*, dan *responsiveness of employees*. Dua faktor lainnya yaitu *complimentary items* dan *guest room setting* memiliki tingkat kepentingan yang sama dimata konsumen.
- c. Tingkat kepentingan faktor layanan jika ditinjau dari tujuan perjalanan/menginap (bisnis/perjalanan dinas, wisata, lain-lain), diperoleh empat faktor layanan dengan tingkat kepentingan berbeda yang mempengaruhi konsumen dalam memilih sebuah hotel. Keempat faktor tersebut adalah *working environment*, *tangibles*, *amenity*, *responsiveness of employees*, dan. Sementara tiga faktor lainnya yaitu *reliability*, *complimentary items* dan *guest room setting* memiliki tingkat kepentingan yang sama.

5.2. Saran

Dengan melihat hasil analisis dan kesimpulan yang diperoleh dalam penelitian ini, maka penulis penulis mengajukan saran – saran sebagai berikut:

1. Tujuh faktor layanan yaitu: *working environment, tangibles, amenity, reliability, responsiveness of employees, complimentary items*, dan *guest room setting* harus dimiliki oleh sebuah hotel sebagai standar layanan (*service standards*) agar dapat bertahan dalam kondisi persaingan yang tinggi. Keramahan dan kehangatan karyawan harus terus ditingkatkan, karena karyawan *front line* ini akan memberikan kesan pertama yang paling melekat dibenak konsumen, yang selanjutnya akan menentukan penilaian mereka terhadap citra menyeluruh sebuah hotel yang mereka tempati. Jasa perhotelan merupakan jasa yang menuntut keterlibatan tinggi (*high contact*) antara konsumen dan penyedia jasa. Pihak hotel harus memastikan bahwa semua karyawan memiliki kemampuan interpersonal yang baik Karena kemampuan membina hubungan sangat dibutuhkan dalam berurusan dengan orang banyak.
2. Berdasarkan perkembangan teknologi yang terjadi saat ini, maka kebutuhan akan informasi dan komunikasi yang lancar sangat diperlukan oleh sebagian besar konsumen. Konsumen saat ini terutama mereka yang memanfaatkan jasa perhotelan untuk urusan bisnis maupun hanya sekedar liburan atau wisata memerlukan perangkat komunikasi yang bisa digunakan 24 jam penuh tanpa harus meninggalkan hotel tempat mereka menginap. Untuk itu maka pihak hotel perlu menyediakan fasilitas komunikasi ini, karena alat komunikasi

seperti internet maupun fax bukan sekedar fasilitas pendukung melainkan telah menjadi sarana vital bagi hotel yang ingin memberikan kepuasan tertinggi bagi para konsumennya.

3. Strategi untuk mempertahankan konsumen (*customers retention strategy*), harus dilakukan oleh pihak hotel dengan cara selalu menyesuaikan fasilitas hotel dan layanannya dengan profil konsumen yang ada. Hal ini didasarkan atas temuan bahwa perbedaan pekerjaan, dan tujuan perjalanan konsumen menimbulkan perbedaan pandangan mereka atas tingkat kepentingan faktor – faktor layanan yang mempengaruhi keputusan mereka untuk memilih hotel. Konsumen secara keseluruhan menganggap ketujuh faktor layanan yang terdiri dari 20 atribut harus dimiliki oleh sebuah hotel. Namun jika dilihat dari aspek pekerjaan dan tujuan perjalanan konsumen, maka terdapat banyak perbedaan pandangan atas tingkat kepentingan atribut tersebut. Untuk itu pihak hotel perlu menampilkan atribut layanan yang lebih lengkap dan berkualitas terhadap segmen pasar sasaran yang memberikan nilai tambah terbesar bagi hotel.

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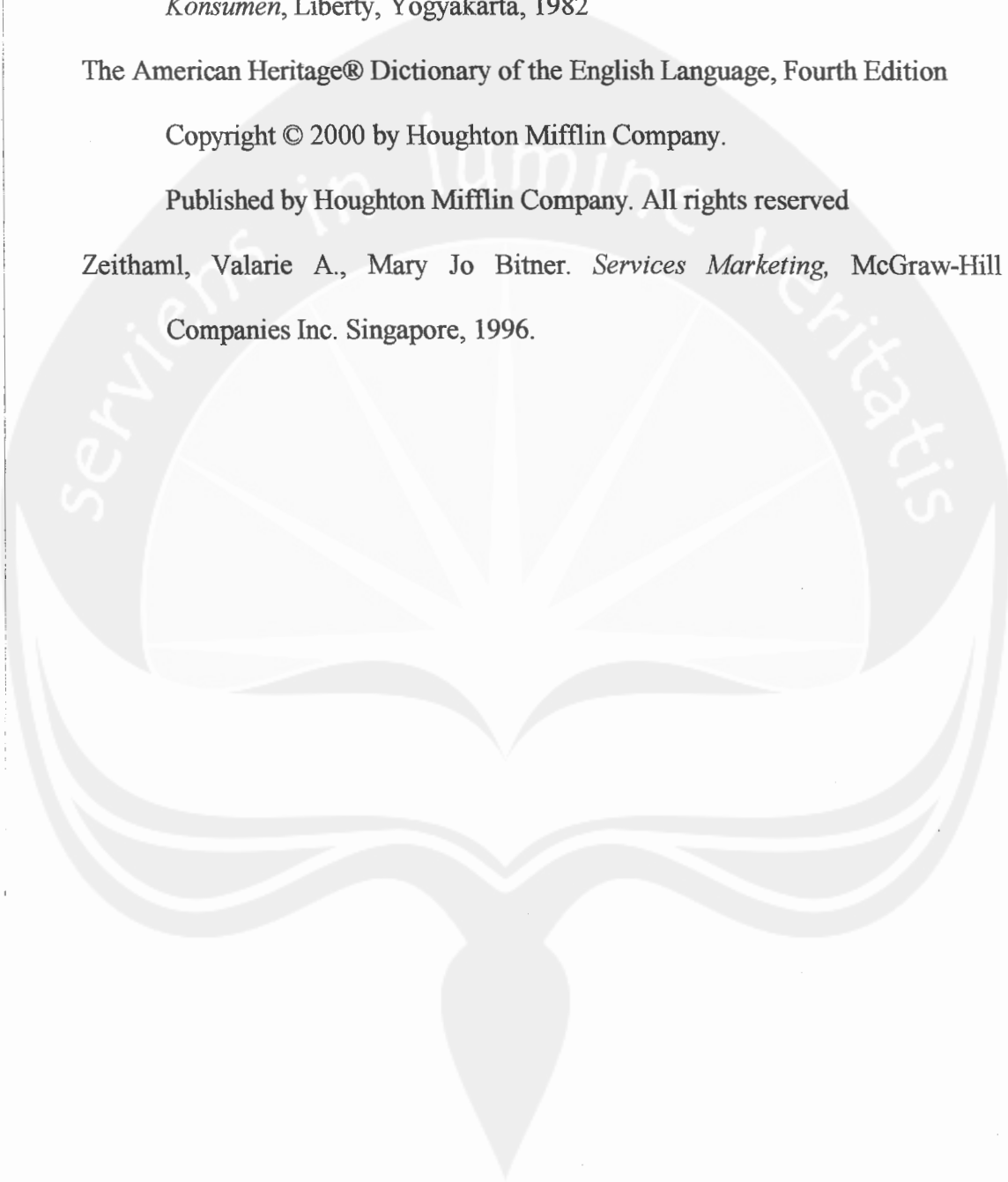
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LAMPIRAN I

KUESIONER

KUESIONER

Kuesioner Bagian I

Petunjuk pengisian

Isilah kuesioner ini dengan cara memberikan tanda silang (X) pada jawaban yang paling sesuai dengan data diri anda.

Data Pribadi anda (responden)

1. Jenis kelamin anda:

- a. pria
- b. wanita

2. Pekerjaan anda:

- a. wiraswata / pengusaha
- b. karyawan
- c. pelajar / mahasiswa
- d. lain – lain

3. Anda memanfaatkan jasa perhotelan untuk tujuan apa? (Tujuan perjalanan/menginap anda):

- a. Perjalanan dinas/urusan bisnis
- b. wisata
- c. lain – lain

4. Sudah berapa kali anda memanfaatkan atau menginap pada sebuah hotel?

- a. 1 kali
- b. 2 – 4 kali
- c. > 5 kali

Kuesioner Bagian II

Petunjuk pengisian :

Menurut penilaian anda seberapa penting fasilitas / atribut hotel dibawah ini yang mempengaruhi keputusan anda untuk memilih sebuah hotel.

Berilah tanda \surd pada kolom yang telah disediakan menurut penilaian anda terhadap tingkat pentingnya fasilitas / atribut tersebut.

Keterangan :

- 5 = Sangat penting
- 4 = Penting
- 3 = Biasa
- 2 = Tidak penting
- 1 = Sangat tidak penting

No.	Atribut	1	2	3	4	5
<i>Tangibles</i>						
1.	Ketenangan kamar tamu (tidak bising)					
2.	Kebersihan kamar tamu					
3.	Kenyamanan tempat tidur / bantal					
<i>Working Environment</i>						
1.	Sambungan Internet/Fax					
2.	Telepon					
3.	<i>Complimentary items</i> (barang – barang yang tidak dikenakan biaya)					
4.	Meja kerja					
<i>Guest room setting</i>						
1.	Ukuran / luas kamar					
2.	Kualitas dan kecukupan perabotan kamar					
3.	Suasana kamar yang menyenangkan (<i>atmosphere</i>)					
<i>Responsiveness of employees</i>						
1.	Kecepatan dan ketepatan proses <i>check in / out</i>					
2.	Keramahan dan kehangatan para karyawan					
3.	Kemudahan pemesanan atau reservasi					
4.	Penanganan masalah dan keluhan yang cepat dan tuntas					
<i>Reliability</i>						
1.	Aturan atau kebijakan hotel yang fleksibel. (<i>flexibility of hotel policy</i>)					
2.	Harga yang pantas , sesuai dengan kualitas yang diberikan					
3.	<i>Business center</i> yang efisien					
<i>Amenity</i>						
1.	Variasi dan kualitas fasilitas olahraga serta hiburan (misal pusat kebugaran, spa & whirlpool, bar dan lounge)					
2.	Buku petunjuk hotel dan panduan wisata (<i>Hotel dan tour guide</i>)					
3.	Fasilitas <i>money changer</i> dan <i>car rental</i> .					



LAMPIRAN II

VALIDITAS DAN RELIABILITAS

Working Environment

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13.3333	6.0230	2.4542	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
WE_1	10.1000	3.0586	.8739	.8061
WE_2	9.8333	3.5920	.8523	.8246
WE_3	9.9000	4.4379	.6268	.9052
WE_4	10.1667	2.9713	.7589	.8692

Reliability Coefficients

N of Cases = 30.0 N of Items = 4
Alpha = .8875

Tangibles

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for	Mean	Variance	Std Dev	N of
SCALE	13.1333	2.6023	1.6132	Variables
				3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
TANG_1	8.6667	1.3333	.8632	.8241
TANG_2	8.7000	1.1138	.8298	.8338
TANG_3	8.9000	1.1966	.7402	.9145

Reliability Coefficients

N of Cases =	30.0	N of Items =	3
Alpha =	.8997		

Guest Room Setting

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	11.1667	1.4540	1.2058	3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
GRS_1	7.4000	.6621	.8669	.7500
GRS_2	7.5667	.6678	.6605	.9501
GRS_3	7.3667	.7230	.8174	.8013

Reliability Coefficients

N of Cases =	30.0	N of Items =	3
Alpha =	.8822		

Responsiveness Of Employees

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for	Mean	Variance	Std Dev	N of
SCALE	15.1000	1.5414	1.2415	Variables
				4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
ROE_1	11.3333	.8506	.6374	.5919
ROE_2	11.3000	.9759	.4976	.6784
ROE_3	11.4333	.8747	.4870	.6938
ROE_4	11.2333	1.0816	.4731	.6950

Reliability Coefficients

N of Cases =	30.0	N of Items =	4
Alpha =	.7278		

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

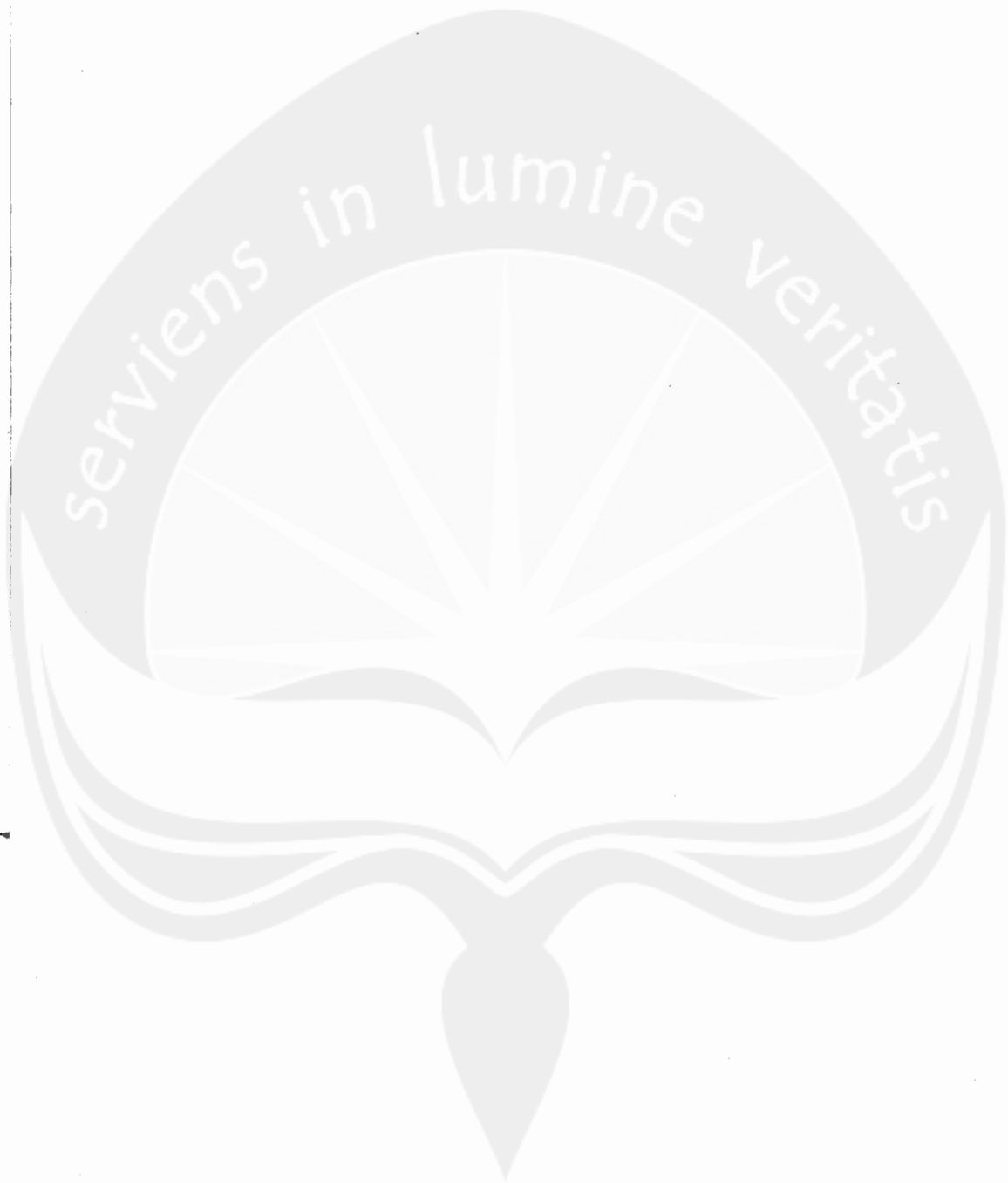
Statistics for	Mean	Variance	Std Dev	N of
SCALE	10.5333	1.7057	1.3060	Variables
				3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
RELIA_1	6.9667	.7920	.7355	.4180
RELIA_2	6.9333	.9609	.5083	.6842
RELIA_3	7.1667	.8333	.4402	.7945

Reliability Coefficients

N of Cases =	30.0	N of Items =	3
Alpha =	.7257		



Summarize

Case Summaries

	TANG 1	TANG 2	TANG 3	WE 1	WE 2	WE 3
1	5	5	5	4	4	4
2	4	4	3	2	3	3
3	4	3	3	2	2	3
4	5	5	5	4	4	4
5	5	5	4	3	4	3
6	5	5	5	4	4	4
7	4	4	4	2	3	3
8	5	5	4	4	4	3
9	5	5	5	3	4	3
10	4	4	4	3	4	4
11	5	5	4	4	4	4
12	4	4	4	3	3	3
13	5	5	4	4	4	4
14	4	4	4	2	3	3
15	5	5	5	4	4	4
16	4	4	3	2	2	3
17	5	5	5	4	4	4
18	4	3	4	3	3	3
19	4	4	4	4	4	3
20	5	5	5	4	4	4
21	4	4	4	3	3	3
22	4	5	4	3	3	4
23	4	4	4	4	4	4
24	5	5	5	3	4	3
25	5	5	5	3	3	3
26	4	4	4	4	4	4
27	4	4	4	4	4	4
28	5	5	5	3	3	3
29	4	4	4	3	3	3
30	4	4	4	2	3	3

Case Summaries

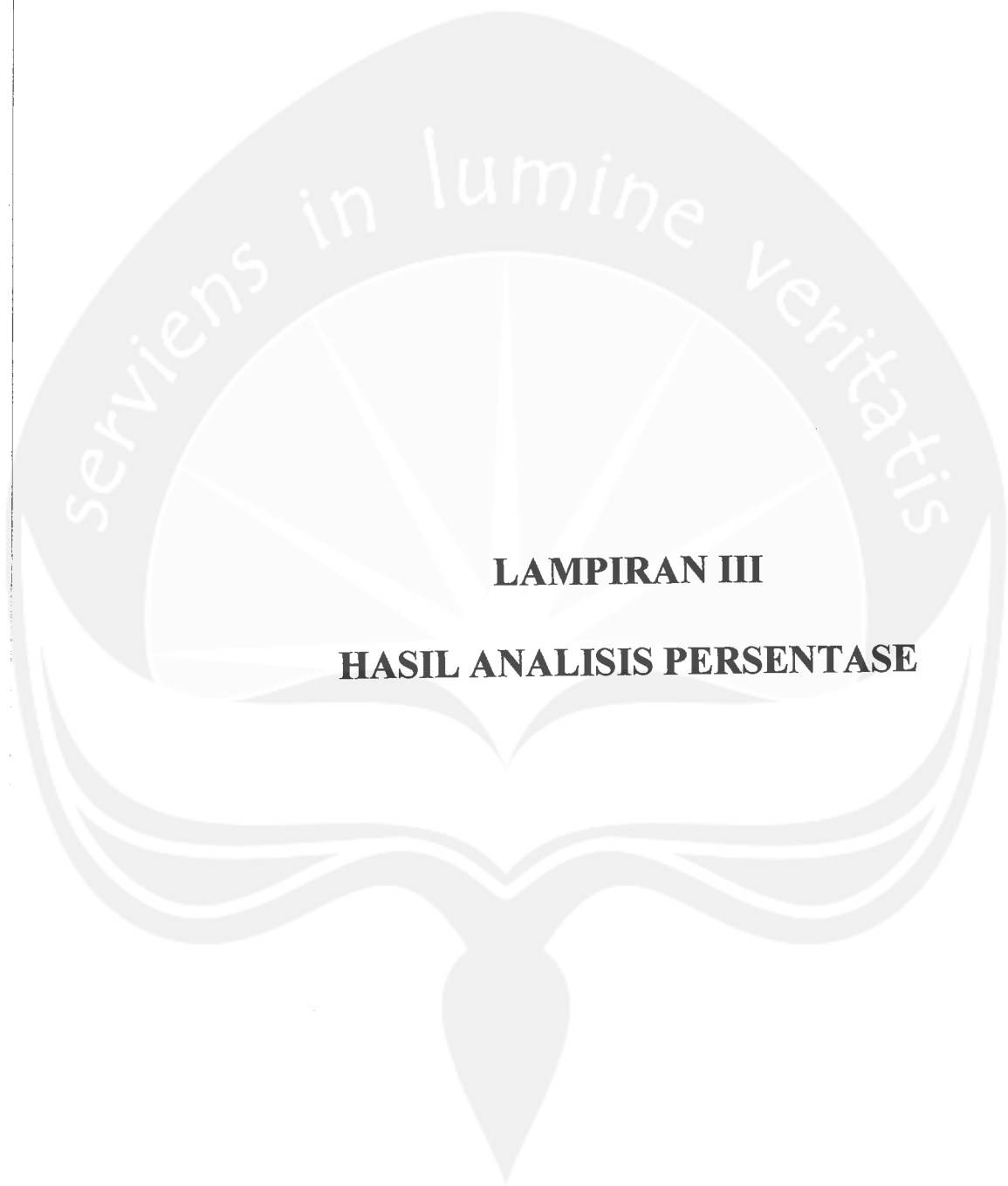
	WE 4	GRS 1	GRS 2	GRS 3	ROE 1	ROE 2
1	4	3	3	4	4	4
2	2	4	4	4	3	3
3	2	3	3	3	3	3
4	4	4	3	4	4	4
5	4	4	3	4	4	4
6	4	4	4	4	4	4
7	2	4	3	4	4	3
8	4	3	3	3	4	4
9	4	4	4	4	4	4
10	3	4	4	4	3	4
11	4	4	4	4	4	4
12	2	3	3	3	3	4
13	4	3	3	3	4	4
14	3	4	4	4	4	4
15	4	4	4	4	4	4
16	2	3	3	3	3	3
17	4	4	4	4	4	4
18	4	4	4	4	4	4
19	4	4	4	4	4	4
20	4	4	4	4	4	4
21	2	4	4	4	3	3
22	2	4	4	4	4	4
23	3	4	4	4	4	4
24	3	4	4	4	4	4
25	3	4	4	4	4	3
26	4	4	3	4	4	4
27	3	3	3	3	3	4
28	3	4	3	4	4	4
29	2	4	4	4	4	4
30	2	4	4	4	4	4

Case Summaries

	ROE 3	ROE 4	RELIA 1	RELIA 2	RELIA 3	AMEN 1
1	4	4	4	4	4	3
2	3	3	3	3	3	4
3	4	4	3	3	3	2
4	4	4	4	4	4	4
5	3	3	3	4	3	4
6	4	4	4	4	4	4
7	3	4	4	4	2	4
8	3	4	4	4	4	3
9	4	4	3	3	3	4
10	4	3	4	4	4	4
11	4	4	3	3	3	5
12	3	4	4	4	3	4
13	3	4	4	4	4	4
14	4	4	3	3	3	4
15	4	4	4	4	4	2
16	3	4	3	3	3	3
17	4	4	4	4	4	2
18	4	4	3	3	3	4
19	4	4	4	4	4	3
20	4	4	4	4	4	3
21	3	3	3	3	3	3
22	4	4	3	4	3	3
23	4	4	4	4	2	4
24	4	4	4	3	4	4
25	4	4	3	3	3	4
26	4	4	4	4	4	4
27	3	4	4	4	3	4
28	3	4	4	3	4	2
29	4	4	3	4	3	4
30	4	4	3	3	3	4

Case Summaries

	AMEN 2	AMEN 3
1	3	3
2	4	4
3	2	2
4	2	2
5	4	4
6	4	4
7	4	4
8	2	3
9	4	4
10	4	4
11	5	5
12	4	3
13	3	3
14	4	4
15	2	2
16	3	3
17	2	2
18	4	3
19	3	3
20	3	3
21	3	3
22	3	2
23	4	3
24	4	4
25	4	4
26	4	4
27	4	4
28	2	2
29	4	3
30	4	4



LAMPIRAN III

HASIL ANALISIS PERSENTASE

Frequencies

Frequency Table

Jenis kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	53	53.0	53.0
	Wanita	47	47.0	100.0
	Total	100	100.0	

Pekerjaan

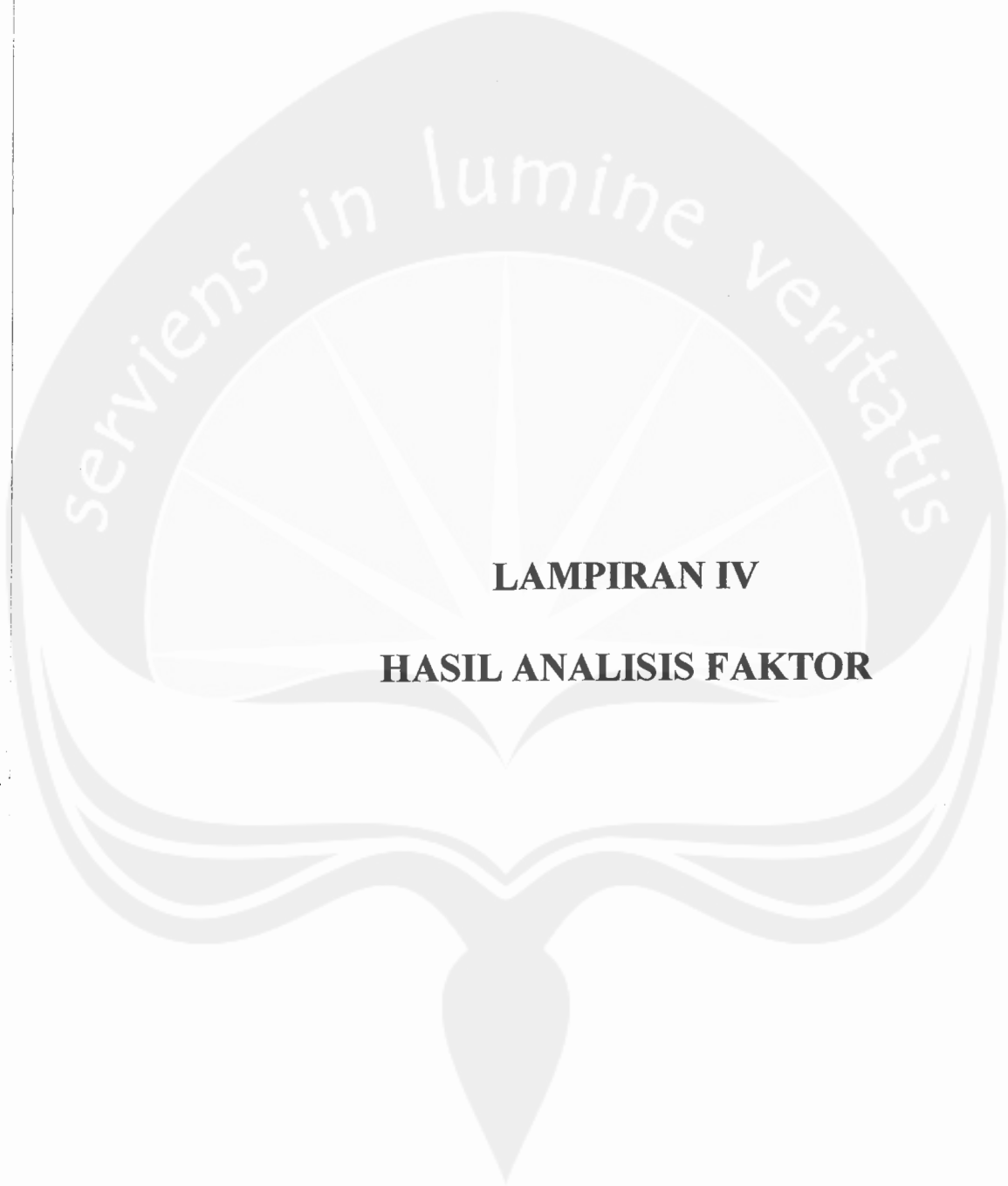
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Wiraswasta/Pengusaha	23	23.0	23.0
	Karyawan	28	28.0	51.0
	Pelajar/Mahasiswa	32	32.0	83.0
	Lain-lain	17	17.0	100.0
	Total	100	100.0	

Tujuan perjalanan/menginap

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Perjalanan dinas/Urusan bisnis	22	22.0	22.0
	Wisata	50	50.0	72.0
	Lain-lain	28	28.0	100.0
	Total	100	100.0	

Frekuensi menginap

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 kali	22	22.0	22.0
	2 - 4 kali	47	47.0	69.0
	> 5 kali	31	31.0	100.0
	Total	100	100.0	



LAMPIRAN IV

HASIL ANALISIS FAKTOR

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
TANG_1	4.25	.56	100
TANG_2	4.19	.53	100
TANG_3	3.97	.63	100
WE_1	3.32	.96	100
WE_2	3.50	.87	100
WE_3	3.51	.70	100
WE_4	3.16	1.01	100
GRS_1	3.78	.60	100
GRS_2	3.61	.58	100
GRS_3	3.78	.46	100
ROE_1	3.85	.69	100
ROE_2	3.82	.69	100
ROE_3	3.86	.55	100
ROE_4	3.94	.53	100
RELIA_1	3.42	.68	100
RELIA_2	3.62	.65	100
RELIA_3	3.04	.96	100
AMEN_1	3.48	.78	100
AMEN_2	3.52	1.00	100
AMEN_3	3.23	.80	100

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.779
Bartlett's Test of Sphericity	Approx. Chi-Square	648.119
	df	190
	Sig.	.000

Communalities

	Initial	Extraction
TANG_1	1.000	.758
TANG_2	1.000	.675
TANG_3	1.000	.651
WE_1	1.000	.752
WE_2	1.000	.775
WE_3	1.000	.692
WE_4	1.000	.674
GRS_1	1.000	.519
GRS_2	1.000	.724
GRS_3	1.000	.609
ROE_1	1.000	.565
ROE_2	1.000	.790
ROE_3	1.000	.589
ROE_4	1.000	.607
RELIA_1	1.000	.668
RELIA_2	1.000	.718
RELIA_3	1.000	.734
AMEN_1	1.000	.716
AMEN_2	1.000	.758
AMEN_3	1.000	.636

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	5.227	26.133	26.133
2	1.820	9.099	35.232
3	1.678	8.388	43.620
4	1.416	7.082	50.702
5	1.247	6.236	56.938
6	1.140	5.699	62.637
7	1.083	5.416	68.054
8	.877	4.385	72.439
9	.803	4.017	76.455
10	.703	3.517	79.973
11	.632	3.159	83.131
12	.614	3.072	86.203
13	.553	2.763	88.965
14	.501	2.505	91.470
15	.414	2.071	93.541
16	.312	1.561	95.103
17	.282	1.409	96.511
18	.261	1.307	97.818
19	.226	1.131	98.949
20	.210	1.051	100.000

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component						
	1	2	3	4	5	6	7
WE_4	.800						
RELIA_3	.792						
WE_2	.756						
WE_1	.716						
ROE_1	.684						
AMEN_2	-.618	.523					
ROE_2	.615				.485		
TANG_1	.530		-.460				
TANG_3	.509		-.437				
TANG_2	.504	.503					
ROE_3	.440						
ROE_4	.424						
AMEN_1		.652					
AMEN_3		.520					
RELIA_1			-.666				
GRS_2				.669			
WE_3				.600			
RELIA_2					.603	.412	
GRS_1	.423					-.441	
GRS_3							.637

Extraction Method: Principal Component Analysis.

a. 7 components extracted.

Rotated Component Matrix^a

	Component						
	1	2	3	4	5	6	7
ROE_2	.841						
WE_1	.791						
WE_2	.769						
WE_4	.635						
ROE_1	.541						
TANG_1		.838					
TANG_2		.780					
TANG_3		.694					
AMEN_1			.825				
AMEN_2			.743				
AMEN_3			.516				-.427
RELIA_3	.433	.479	-.485				
RELIA_2				.800			
RELIA_1				.733			
GRS_3					.709		
ROE_3					.666		
ROE_4					.415	-.408	
WE_3						.816	
GRS_2							.816
GRS_1							.443

Extraction Method: Principal Component Analysis.
 Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 8 iterations.



serviens in lumine veritatis

LAMPIRAN V

ANALISIS CHI-SQUARE

Jenis kelamin * Working Environment

Crosstab

			Faktor 1				Total
			TP	B	P	SP	
Jenis kelamin	Pria	Count	3	22	23	5	53
		Expected Count	2.7	23.3	20.1	6.9	53.0
	Wanita	Count	2	22	15	8	47
		Expected Count	2.3	20.7	17.9	6.1	47.0
Total	Count	5	44	38	13	100	
	Expected Count	5.0	44.0	38.0	13.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.225 ^a	3	.527
Likelihood Ratio	2.237	3	.525
Linear-by-Linear Association	.106	1	.744
N of Valid Cases	100		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.35.

Jenis kelamin * Tangibles

Crosstab

			Faktor 2			Total
			B	P	SP	
Jenis kelamin	Pria	Count	3	35	15	53
		Expected Count	2.1	39.2	11.7	53.0
	Wanita	Count	1	39	7	47
		Expected Count	1.9	34.8	10.3	47.0
Total	Count	4	74	22	100	
	Expected Count	4.0	74.0	22.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.779 ^a	2	.151
Likelihood Ratio	3.879	2	.144
Linear-by-Linear Association	1.057	1	.304
N of Valid Cases	100		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 1.88.

Jenis kelamin * *Amenity*

Crosstab

			Faktor 3				Total
			TP	B	P	SP	
Jenis kelamin	Pria	Count	0	24	28	1	53
		Expected Count	1.6	21.7	29.2	.5	53.0
	Wanita	Count	3	17	27	0	47
		Expected Count	1.4	19.3	25.9	.5	47.0
Total	Count	3	41	55	1	100	
	Expected Count	3.0	41.0	55.0	1.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.871 ^a	3	.182
Likelihood Ratio	6.404	3	.094
Linear-by-Linear Association	.230	1	.631
N of Valid Cases	100		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .47.

Jenis kelamin * *Reliability*

Crosstab

			Faktor 4				Total
			TP	B	P	SP	
Jenis kelamin	Pria	Count	0	12	41	0	53
		Expected Count	1.6	14.3	36.6	.5	53.0
	Wanita	Count	3	15	28	1	47
		Expected Count	1.4	12.7	32.4	.5	47.0
Total	Count	3	27	69	1	100	
	Expected Count	3.0	27.0	69.0	1.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.446 ^a	3	.092
Likelihood Ratio	7.983	3	.046
Linear-by-Linear Association	3.285	1	.070
N of Valid Cases	100		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is .47.

Jenis kelamin * Responsiveness of Employees

Crosstab

			Faktor 5			Total
			B	P	SP	
Jenis kelamin	Pria	Count	8	44	1	53
		Expected Count	9.5	42.4	1.1	53.0
	Wanita	Count	10	36	1	47
		Expected Count	8.5	37.6	.9	47.0
Total	Count		18	80	2	100
	Expected Count		18.0	80.0	2.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.665 ^a	2	.717
Likelihood Ratio	.664	2	.718
Linear-by-Linear Association	.499	1	.480
N of Valid Cases	100		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is .94.

Jenis kelamin * Complimentary Items

Crosstab

			Faktor 6				Total
			TP	B	P	SP	
Jenis kelamin	Pria	Count	5	16	32	0	53
		Expected Count	4.8	18.0	28.6	1.6	53.0
	Wanita	Count	4	18	22	3	47
		Expected Count	4.2	16.0	25.4	1.4	47.0
Total	Count		9	34	54	3	100
	Expected Count		9.0	34.0	54.0	3.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.738 ^a	3	.192
Likelihood Ratio	5.890	3	.117
Linear-by-Linear Association	.000	1	.993
N of Valid Cases	100		

a. 4 cells (50.0%) have expected count less than 5. The minimum expected count is 1.41.

Jenis kelamin * Guest Room Setting

Crosstab

			Faktor 7			Total
			B	P	SP	
Jenis kelamin	Pria	Count	13	39	1	53
		Expected Count	11.1	38.2	3.7	53.0
	Wanita	Count	8	33	6	47
		Expected Count	9.9	33.8	3.3	47.0
Total	Count		21	72	7	100
	Expected Count		21.0	72.0	7.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.920 ^a	2	.085
Likelihood Ratio	5.305	2	.070
Linear-by-Linear Association	3.201	1	.074
N of Valid Cases	100		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 3.29.

Pekerjaan * Working Environment

Crosstab

			Faktor 1				Total
			TP	B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	0	3	16	4	23
		Expected Count	1.2	10.1	8.7	3.0	23.0
	Karyawan	Count	0	6	13	9	28
		Expected Count	1.4	12.3	10.6	3.6	28.0
	Pelajar/Maha siswa	Count	4	21	7	0	32
		Expected Count	1.6	14.1	12.2	4.2	32.0
	Lain-lain	Count	1	14	2	0	17
		Expected Count	.9	7.5	6.5	2.2	17.0
Total		Count	5	44	38	13	100
		Expected Count	5.0	44.0	38.0	13.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	49.939 ^a	9	.000
Likelihood Ratio	56.827	9	.000
Linear-by-Linear Association	30.984	1	.000
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .85.

Pekerjaan * Tangibles

Crosstab

			Faktor 2			Total
			B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	0	10	13	23
		Expected Count	.9	17.0	5.1	23.0
	Karyawan	Count	1	19	8	28
		Expected Count	1.1	20.7	6.2	28.0
	Pelajar/Maha siswa	Count	2	30	0	32
		Expected Count	1.3	23.7	7.0	32.0
	Lain-lain	Count	1	15	1	17
		Expected Count	.7	12.6	3.7	17.0
Total		Count	4	74	22	100
		Expected Count	4.0	74.0	22.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.735 ^a	6	.000
Likelihood Ratio	33.950	6	.000
Linear-by-Linear Association	21.522	1	.000
N of Valid Cases	100		

a. 5 cells (41.7%) have expected count less than 5. The minimum expected count is .68.

Pekerjaan * Amenity

Crosstab

			Faktor 3				Total
			TP	B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	2	13	7	1	23
		Expected Count	.7	9.4	12.7	.2	23.0
	Karyawan	Count	0	14	14	0	28
		Expected Count	.8	11.5	15.4	.3	28.0
	Pelajar/Maha siswa	Count	1	7	24	0	32
		Expected Count	1.0	13.1	17.6	.3	32.0
	Lain-lain	Count	0	7	10	0	17
		Expected Count	.5	7.0	9.4	.2	17.0
Total		Count	3	41	55	1	100
		Expected Count	3.0	41.0	55.0	1.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.969 ^a	9	.049
Likelihood Ratio	17.725	9	.038
Linear-by-Linear Association	4.711	1	.030
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .17.

Pekerjaan * Reliability

Crosstab

			Faktor 4				Total
			TP	B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	1	8	14	0	23
		Expected Count	.7	6.2	15.9	.2	23.0
	Karyawan	Count	2	12	14	0	28
		Expected Count	.8	7.6	19.3	.3	28.0
	Pelajar/Maha siswa	Count	0	5	27	0	32
		Expected Count	1.0	8.6	22.1	.3	32.0
	Lain-lain	Count	0	2	14	1	17
		Expected Count	.5	4.6	11.7	.2	17.0
Total		Count	3	27	69	1	100
		Expected Count	3.0	27.0	69.0	1.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.433 ^a	9	.042
Likelihood Ratio	17.392	9	.043
Linear-by-Linear Association	8.941	1	.003
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .17.

Pekerjaan * Responsiveness of Employees

Crosstab

			Faktor 5			Total
			B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	1	20	2	23
		Expected Count	4.1	18.4	.5	23.0
	Karyawan	Count	5	23	0	28
		Expected Count	5.0	22.4	.6	28.0
	Pelajar/Maha siswa	Count	11	21	0	32
		Expected Count	5.8	25.6	.6	32.0
	Lain-lain	Count	1	16	0	17
		Expected Count	3.1	13.6	.3	17.0
Total		Count	18	80	2	100
		Expected Count	18.0	80.0	2.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.637 ^a	6	.011
Likelihood Ratio	16.387	6	.012
Linear-by-Linear Association	2.754	1	.097
N of Valid Cases	100		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .34.

Pekerjaan * Complimentary items

Crosstab

			Faktor 6				Total
			TP	B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	1	9	13	0	23
		Expected Count	2.1	7.8	12.4	.7	23.0
	Karyawan	Count	2	10	15	1	28
		Expected Count	2.5	9.5	15.1	.8	28.0
	Pelajar/Maha siswa	Count	3	11	17	1	32
		Expected Count	2.9	10.9	17.3	1.0	32.0
	Lain-lain	Count	3	4	9	1	17
		Expected Count	1.5	5.8	9.2	.5	17.0
Total		Count	9	34	54	3	100
		Expected Count	9.0	34.0	54.0	3.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.059 ^a	9	.908
Likelihood Ratio	4.528	9	.873
Linear-by-Linear Association	.072	1	.788
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .51.

Pekerjaan * Guest Room Setting

Crosstab

			Faktor 7			Total
			B	P	SP	
Pekerjaan	Wiraswasta/ Pengusaha	Count	1	19	3	23
		Expected Count	4.8	16.6	1.6	23.0
	Karyawan	Count	7	20	1	28
		Expected Count	5.9	20.2	2.0	28.0
	Pelajar/Maha siswa	Count	9	21	2	32
		Expected Count	6.7	23.0	2.2	32.0
	Lain-lain	Count	4	12	1	17
		Expected Count	3.6	12.2	1.2	17.0
Total		Count	21	72	7	100
		Expected Count	21.0	72.0	7.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.348 ^a	6	.385
Likelihood Ratio	7.582	6	.270
Linear-by-Linear Association	2.934	1	.087
N of Valid Cases	100		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 1.19.

Tujuan perjalanan/menginap * *Working Environment*

Crosstab

			Faktor 1				Total
			TP	B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/ Urusan bisnis	Count	0	1	8	13	22
		Expected Count	1.1	9.7	8.4	2.9	22.0
	Wisata	Count	3	28	19	0	50
		Expected Count	2.5	22.0	19.0	6.5	50.0
	Lain-lain	Count	2	15	11	0	28
		Expected Count	1.4	12.3	10.6	3.6	28.0
	Total	Count	5	44	38	13	100
		Expected Count	5.0	44.0	38.0	13.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	57.578 ^a	6	.000
Likelihood Ratio	56.785	6	.000
Linear-by-Linear Association	26.989	1	.000
N of Valid Cases	100		

a. 5 cells (41.7%) have expected count less than 5. The minimum expected count is 1.10.

Tujuan perjalanan/menginap * *Tangibles*

Crosstab

			Faktor 2			Total
			B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/ Urusan bisnis	Count	0	10	12	22
		Expected Count	.9	16.3	4.8	22.0
	Wisata	Count	4	39	7	50
		Expected Count	2.0	37.0	11.0	50.0
	Lain-lain	Count	0	25	3	28
		Expected Count	1.1	20.7	6.2	28.0
Total	Count	4	74	22	100	
	Expected Count	4.0	74.0	22.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.082 ^a	4	.000
Likelihood Ratio	20.440	4	.000
Linear-by-Linear Association	8.903	1	.003
N of Valid Cases	100		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is .88.

Tujuan perjalanan/menginap * *Amenity*

Crosstab

			Faktor 3				Total
			TP	B	P	SP	
Tujuan perjalanan/menginap	Perjalanan dinas/Urusan bisnis	Count	1	20	1	0	22
		Expected Count	.7	9.0	12.1	.2	22.0
	Wisata	Count	1	9	39	1	50
		Expected Count	1.5	20.5	27.5	.5	50.0
	Lain-lain	Count	1	12	15	0	28
		Expected Count	.8	11.5	15.4	.3	28.0
	Total	Count	3	41	55	1	100
		Expected Count	3.0	41.0	55.0	1.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.215 ^a	6	.000
Likelihood Ratio	41.328	6	.000
Linear-by-Linear Association	7.031	1	.008
N of Valid Cases	100		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .22.

Tujuan perjalanan/menginap * Reliability

Crosstab

			Faktor 4				Total
			TP	B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/Urusan bisnis	Count	3	6	13	0	22
		Expected Count	.7	5.9	15.2	.2	22.0
	Wisata	Count	0	14	35	1	50
		Expected Count	1.5	13.5	34.5	.5	50.0
	Lain-lain	Count	0	7	21	0	28
		Expected Count	.8	7.6	19.3	.3	28.0
Total	Count	3	27	69	1	100	
	Expected Count	3.0	27.0	69.0	1.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.163 ^a	6	.058
Likelihood Ratio	11.011	6	.088
Linear-by-Linear Association	3.209	1	.073
N of Valid Cases	100		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .22.

Tujuan perjalanan/menginap * Responsiveness of Employees

Crosstab

			Faktor 5			Total
			B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/Urusan bisnis	Count	1	19	2	22
		Expected Count	4.0	17.6	.4	22.0
	Wisata	Count	7	43	0	50
		Expected Count	9.0	40.0	1.0	50.0
	Lain-lain	Count	10	18	0	28
		Expected Count	5.0	22.4	.6	28.0
	Total	Count	18	80	2	100
		Expected Count	18.0	80.0	2.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.830 ^a	4	.003
Likelihood Ratio	14.744	4	.005
Linear-by-Linear Association	11.527	1	.001
N of Valid Cases	100		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is .44.

Tujuan perjalanan/menginap * Complimentary Items

Crosstab

			Faktor 6				Total
			TP	B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/ Urusan bisnis	Count	2	7	12	1	22
		Expected Count	2.0	7.5	11.9	.7	22.0
	Wisata	Count	7	17	25	1	50
		Expected Count	4.5	17.0	27.0	1.5	50.0
	Lain-lain	Count	0	10	17	1	28
		Expected Count	2.5	9.5	15.1	.8	28.0
Total	Count	9	34	54	3	100	
	Expected Count	9.0	34.0	54.0	3.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.720 ^a	6	.580
Likelihood Ratio	7.028	6	.318
Linear-by-Linear Association	.632	1	.427
N of Valid Cases	100		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .66.

Tujuan perjalanan/menginap * *Guest Room Setting*

Crosstab

			Faktor 7			Total
			B	P	SP	
Tujuan perjalanan/ menginap	Perjalanan dinas/Urusan bisnis	Count	3	16	3	22
		Expected Count	4.6	15.8	1.5	22.0
	Wisata	Count	14	34	2	50
		Expected Count	10.5	36.0	3.5	50.0
	Lain-lain	Count	4	22	2	28
		Expected Count	5.9	20.2	2.0	28.0
Total	Count	21	72	7	100	
	Expected Count	21.0	72.0	7.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.644 ^a	4	.326
Likelihood Ratio	4.504	4	.342
Linear-by-Linear Association	.103	1	.748
N of Valid Cases	100		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is 1.54.

Case Summaries

	Jenis kelamin	Pekerjaan	Tujuan perjalanan/menginap	Frekuensi menginap	TANG 1	TANG 2	TANG 3
1	1	1	1	3	5	5	5
2	2	3	3	1	4	4	3
3	2	3	2	2	4	3	3
4	1	1	1	3	5	5	5
5	1	2	2	2	5	5	4
6	1	1	2	2	5	5	5
7	2	3	3	1	4	4	4
8	1	2	1	1	5	5	4
9	1	1	2	1	5	5	5
10	2	4	3	3	4	4	4
11	1	1	2	2	5	5	4
12	2	3	3	2	4	4	4
13	1	2	3	1	5	5	4
14	2	4	2	2	4	4	4
15	1	1	1	2	5	5	5
16	2	3	3	1	4	4	3
17	1	1	1	2	5	5	5
18	1	1	2	3	4	3	4
19	1	1	1	2	4	4	4
20	1	1	1	2	5	5	5
21	1	1	2	2	4	4	4
22	1	2	3	2	4	5	4
23	2	3	2	1	4	4	4
24	1	1	2	2	5	5	5
25	1	1	2	1	5	5	5
26	2	4	2	2	4	1	4
27	2	3	3	1	4	4	4
28	2	4	3	1	5	5	5
29	2	3	2	2	4	4	4
30	1	2	1	2	4	4	4
31	1	2	2	2	3	4	3
32	1	2	2	3	4	4	3
33	1	4	2	1	3	3	3
34	1	4	2	2	4	4	4
35	1	4	2	2	4	4	3
36	2	3	3	2	4	4	4
37	1	3	3	2	4	4	4
38	1	3	2	2	4	4	4
39	2	2	2	3	4	5	4
40	2	2	2	3	4	4	3
41	2	2	2	2	5	5	4
42	1	1	1	3	5	5	5
43	1	4	2	2	4	4	4
44	1	1	1	3	5	5	5
45	2	3	2	2	4	4	5
46	1	3	2	1	5	4	4
47	2	3	3	1	4	4	4
48	1	3	2	2	4	4	4
49	2	3	3	2	4	4	4
50	1	2	3	2	4	4	4
51	1	2	1	3	5	4	4
52	2	1	1	3	5	4	4
53	2	3	3	2	4	4	3
54	2	2	3	3	5	5	4
55	2	2	1	3	5	4	5
56	2	4	2	2	4	5	3
57	2	4	2	1	4	5	3

Case Summaries

	Jenis kelamin	Pekerjaan	Tujuan perjalanan/menginap	Frekuensi menginap	TANG 1	TANG 2	TANG 3
58	1	4	3	2	5	4	3
59	2	1	1	3	5	4	5
60	1	1	2	3	4	4	4
61	2	1	3	3	3	4	4
62	2	2	1	3	4	4	5
63	2	2	1	3	5	5	5
64	1	3	2	3	2	3	4
65	1	2	1	2	4	4	4
66	1	3	2	3	4	4	4
67	2	1	1	3	5	4	3
68	2	2	1	3	4	4	3
69	1	3	2	2	4	4	3
70	1	3	3	1	4	4	4
71	1	3	2	1	4	4	4
72	1	2	3	2	4	4	4
73	2	2	2	3	4	4	4
74	2	1	2	3	4	4	4
75	2	4	2	2	5	4	4
76	2	4	2	1	5	4	4
77	1	4	3	1	4	3	4
78	1	2	2	2	4	4	4
79	2	2	1	3	5	5	4
80	1	3	2	2	4	4	4
81	1	3	3	2	4	4	4
82	2	1	3	3	4	4	3
83	2	4	3	1	4	4	4
84	2	3	2	2	4	4	5
85	2	3	2	2	4	4	4
86	1	2	3	2	4	4	3
87	1	3	2	1	4	4	3
88	1	2	2	3	4	4	3
89	1	1	2	3	4	4	3
90	1	3	3	1	4	4	4
91	1	4	2	2	4	4	3
92	1	2	1	3	4	5	4
93	2	4	2	3	4	4	4
94	2	3	2	2	4	4	4
95	2	2	1	3	4	4	4
96	2	3	2	1	4	4	4
97	2	2	2	2	4	4	4
98	2	2	3	2	5	4	4
99	2	3	3	2	4	3	4
100	1	3	2	2	4	4	4

Case Summaries

	WE 1	WE 2	WE 3	WE 4	GRS 1	GRS 2
1	4	4	4	4	3	3
2	2	3	3	2	4	4
3	2	2	3	2	3	3
4	4	4	4	4	4	3
5	3	4	3	4	4	3
6	4	4	4	4	4	4
7	2	3	3	2	4	3
8	4	4	3	4	3	3
9	3	4	3	4	4	4
10	3	4	4	3	4	4
11	4	4	4	4	4	4
12	3	3	3	2	3	3
13	4	4	4	4	3	3
14	2	3	3	3	4	4
15	4	4	4	4	4	4
16	2	2	3	2	3	3
17	4	4	4	4	4	4
18	3	3	3	4	4	4
19	4	4	3	4	4	4
20	4	4	4	4	4	4
21	3	3	3	2	4	4
22	3	3	4	2	4	4
23	4	4	4	3	4	4
24	3	4	3	3	4	4
25	3	3	3	3	4	4
26	4	4	4	4	4	3
27	4	4	4	3	3	3
28	3	3	3	3	4	3
29	3	3	3	2	4	4
30	2	3	3	2	4	4
31	2	3	4	3	3	3
32	3	2	4	2	3	3
33	2	3	2	2	3	3
34	2	2	2	2	3	3
35	1	1	4	1	4	4
36	4	4	4	4	4	4
37	3	3	3	3	4	4
38	2	2	3	2	4	4
39	3	3	3	4	4	4
40	4	4	4	3	3	3
41	3	3	3	3	4	2
42	5	4	4	5	4	3
43	2	3	4	2	3	3
44	4	4	3	5	4	3
45	3	3	4	2	4	4
46	2	3	4	2	3	3
47	2	4	4	2	3	4
48	2	2	3	2	3	3
49	4	3	3	3	3	4
50	3	4	4	3	4	4
51	5	5	4	5	5	3
52	5	4	4	5	4	5
53	4	3	5	3	3	5
54	4	4	3	3	4	4
55	4	5	2	4	4	4
56	3	4	3	4	4	4
57	3	4	4	3	4	4

Case Summaries

	WE 1	WE 2	WE 3	WE 4	GRS 1	GRS 2
58	2	3	4	2	3	4
59	4	5	4	5	4	4
60	4	4	4	3	4	3
61	4	4	3	4	4	5
62	5	4	3	4	4	2
63	4	5	3	5	4	4
64	5	3	3	3	3	3
65	5	5	2	4	4	3
66	3	4	2	2	3	3
67	4	5	3	4	5	4
68	4	5	5	4	4	4
69	4	3	4	3	3	4
70	3	2	4	2	4	3
71	4	2	2	2	4	4
72	4	4	4	4	4	3
73	4	4	3	3	4	4
74	4	3	2	4	4	3
75	4	3	5	2	4	4
76	2	3	4	3	4	4
77	3	3	4	4	3	4
78	4	4	4	3	4	4
79	5	5	4	5	4	3
80	2	2	4	3	3	3
81	3	2	4	2	3	4
82	3	5	4	4	3	4
83	2	3	4	3	5	4
84	2	3	4	2	5	4
85	2	4	2	3	5	4
86	3	4	3	4	5	3
87	2	3	4	2	4	3
88	4	4	4	3	4	4
89	3	4	4	3	4	4
90	3	3	4	2	4	3
91	2	3	3	3	4	3
92	5	5	4	5	5	4
93	2	2	2	5	2	4
94	3	3	4	3	3	4
95	5	5	4	4	4	4
96	4	4	4	1	3	4
97	4	4	4	4	4	4
98	4	4	4	4	4	3
99	4	3	4	2	4	4
100	4	3	4	2	5	3

Case Summaries

	GRS 3	ROE 1	ROE 2	ROE 3	ROE 4	RELIA 1
1	4	4	4	4	4	4
2	4	3	3	3	3	3
3	3	3	3	4	4	3
4	4	4	4	4	4	4
5	4	4	4	3	3	3
6	4	4	4	4	4	4
7	4	4	3	3	4	4
8	3	4	4	3	4	4
9	4	4	4	4	4	3
10	4	3	4	4	3	4
11	4	4	4	4	4	3
12	3	3	4	3	4	4
13	3	4	4	3	4	4
14	4	4	4	4	4	3
15	4	4	4	4	4	4
16	3	3	3	3	4	3
17	4	4	4	4	4	4
18	4	4	4	4	4	3
19	4	4	4	4	4	4
20	4	4	4	4	4	4
21	4	3	3	3	3	3
22	4	4	4	4	4	3
23	4	4	4	4	4	4
24	4	4	4	4	4	4
25	4	4	3	4	4	3
26	4	4	4	4	4	4
27	3	3	4	3	4	4
28	4	4	4	3	4	4
29	4	4	4	4	4	3
30	4	4	4	4	4	3
31	4	4	3	4	4	3
32	3	4	3	5	3	3
33	3	4	3	4	4	2
34	3	4	4	4	4	3
35	4	4	3	4	5	3
36	4	4	4	4	4	3
37	4	5	5	4	4	4
38	4	4	4	4	4	3
39	4	4	5	4	5	3
40	4	3	4	4	4	2
41	4	4	4	4	4	3
42	4	5	4	5	4	4
43	3	4	4	4	4	3
44	4	5	5	5	5	4
45	4	3	4	4	4	3
46	3	4	3	4	4	4
47	4	4	4	3	4	4
48	4	3	3	3	3	4
49	3	3	4	3	4	4
50	4	4	4	4	4	3
51	4	5	5	5	4	3
52	4	5	4	5	5	2
53	4	4	4	4	3	4
54	4	4	3	4	4	3
55	4	5	5	4	5	4
56	4	4	4	4	4	3
57	4	3	3	5	4	4

Case Summaries

	GRS 3	ROE 1	ROE 2	ROE 3	ROE 4	RELIA 1
58	4	4	2	4	4	4
59	4	5	4	4	4	2
60	4	4	4	4	4	3
61	4	5	4	3	4	3
62	4	5	5	4	5	2
63	4	5	5	4	4	3
64	4	3	4	4	5	4
65	4	4	5	5	4	4
66	4	4	3	4	3	4
67	3	5	4	5	4	4
68	4	5	5	4	5	3
69	4	4	4	3	3	4
70	4	3	2	3	3	4
71	4	4	4	4	4	4
72	4	4	4	4	5	3
73	4	4	4	4	4	2
74	5	4	4	4	4	3
75	4	3	2	4	4	4
76	4	3	3	4	4	3
77	4	4	3	4	4	4
78	3	3	4	4	3	4
79	4	5	5	4	5	3
80	3	4	3	4	4	4
81	3	3	4	4	4	4
82	4	4	3	4	4	2
83	4	3	3	3	3	4
84	3	4	4	3	4	4
85	2	4	4	3	4	4
86	4	3	4	4	4	3
87	4	4	4	4	4	4
88	4	4	4	4	3	4
89	4	3	4	4	3	2
90	4	3	4	4	4	4
91	4	2	3	3	5	4
92	3	5	5	5	4	3
93	4	3	2	4	4	5
94	4	3	4	4	3	4
95	3	5	4	4	4	2
96	4	3	4	4	3	4
97	4	3	5	4	4	3
98	3	2	3	3	4	2
99	3	4	4	3	3	4
100	4	4	4	3	4	3

Case Summaries

	RELIA 2	RELIA 3	AMEN 1	AMEN 2	AMEN 3
1	4	4	3	3	3
2	3	3	4	4	4
3	3	3	2	2	2
4	4	4	4	2	2
5	4	3	4	4	4
6	4	4	4	4	4
7	4	2	4	4	4
8	4	4	3	2	3
9	3	3	4	4	4
10	4	4	4	4	4
11	3	3	5	5	5
12	4	3	4	4	3
13	4	4	4	3	3
14	3	3	4	4	4
15	4	4	2	2	2
16	3	3	3	3	3
17	4	4	2	2	2
18	3	3	4	4	3
19	4	4	3	3	3
20	4	4	3	3	3
21	3	3	3	3	3
22	4	3	3	3	2
23	4	2	4	4	3
24	3	4	4	4	4
25	3	3	4	4	4
26	4	4	4	4	4
27	4	3	4	4	4
28	3	4	2	2	2
29	4	3	4	4	3
30	3	3	4	4	4
31	4	2	4	5	3
32	3	2	5	5	2
33	3	2	3	3	3
34	5	2	4	4	4
35	4	3	3	3	2
36	3	3	4	4	4
37	4	3	4	2	2
38	3	2	3	2	2
39	4	2	5	5	3
40	4	2	4	4	4
41	4	3	4	5	3
42	4	5	2	2	4
43	4	2	4	4	4
44	4	4	2	3	3
45	5	2	5	4	4
46	4	2	3	5	4
47	4	2	4	3	4
48	4	2	3	4	4
49	4	2	3	4	2
50	3	4	3	3	3
51	4	4	3	2	4
52	4	5	2	2	3
53	4	2	3	4	3
54	3	3	4	3	3
55	2	5	3	2	2
56	4	2	4	3	3
57	3	2	4	5	4

Case Summaries

	RELIA 2	RELIA 3	AMEN 1	AMEN 2	AMEN 3
58	3	3	4	4	4
59	2	4	4	2	4
60	3	4	3	4	3
61	4	4	4	3	2
62	2	5	4	2	4
63	2	5	4	2	4
64	4	3	3	3	2
65	4	4	4	3	2
66	4	2	4	5	3
67	3	4	3	2	2
68	4	4	2	2	3
69	4	2	3	4	2
70	4	3	3	2	4
71	4	2	2	4	4
72	4	2	3	4	4
73	4	3	4	4	4
74	4	3	4	4	4
75	4	4	4	4	3
76	4	2	4	4	2
77	4	2	2	3	4
78	3	2	4	4	4
79	2	4	3	2	4
80	4	2	3	5	3
81	4	2	3	4	3
82	3	3	2	3	2
83	4	4	4	3	2
84	4	2	4	5	2
85	4	2	4	5	3
86	4	2	4	4	4
87	4	2	4	5	4
88	4	2	4	4	2
89	5	3	4	5	3
90	4	3	3	4	4
91	3	2	2	5	4
92	3	5	2	2	4
93	4	4	3	4	3
94	4	2	4	4	4
95	2	5	2	2	4
96	3	2	4	4	3
97	3	3	4	5	3
98	3	4	4	3	3
99	4	2	4	3	3
100	4	2	4	5	4

TABEL DISTRIBUSI CHI SQUARE

DF	5%	10%	DF	5%	10%	DF	5%	10%	DF	5%	10%
1	3,84	2,71	51	68,67	64,30	101	125,46	119,59	151	180,68	173,66
2	5,99	4,61	52	69,83	65,42	102	126,57	120,68	152	181,77	174,73
3	7,81	6,25	53	70,99	66,55	103	127,69	121,77	153	182,86	175,80
4	9,49	7,78	54	72,15	67,67	104	128,80	122,86	154	183,96	176,88
5	11,07	9,24	55	73,31	68,80	105	129,92	123,95	155	185,05	177,95
6	12,59	10,54	56	74,47	69,92	106	131,03	125,04	156	186,15	179,02
7	14,07	12,02	57	75,62	71,04	107	132,14	126,12	157	187,24	180,09
8	15,51	13,36	58	76,78	72,16	108	133,26	127,21	158	188,33	181,17
9	16,92	14,68	59	77,93	73,28	109	134,37	128,30	159	189,42	182,24
10	18,31	15,99	60	79,08	74,40	110	135,48	129,39	160	190,52	183,31
11	19,68	17,28	61	80,23	75,51	111	136,59	130,47	161	191,61	184,38
12	21,03	18,55	62	81,38	76,63	112	137,70	131,56	162	192,70	185,45
13	22,36	19,81	63	82,53	77,75	113	138,81	132,64	163	193,79	186,52
14	23,68	21,06	64	83,68	78,86	114	139,92	133,73	164	194,88	187,60
15	25,00	22,31	65	84,82	79,97	115	141,03	134,81	165	195,97	188,67
16	26,30	23,54	66	85,96	81,09	116	142,14	135,90	166	197,06	189,74
17	27,59	24,77	67	87,11	82,20	117	143,25	136,98	167	198,15	190,81
18	28,87	25,99	68	88,25	83,31	118	144,35	138,07	168	199,24	191,88
19	30,14	27,20	69	89,39	84,42	119	145,46	139,15	169	200,33	192,95
20	31,41	28,41	70	90,53	85,53	120	146,57	140,23	170	201,42	194,02
21	32,67	29,62	71	91,67	86,64	121	147,67	141,32	171	202,51	195,09
22	33,92	30,81	72	92,81	87,74	122	148,78	142,40	172	203,60	196,16
23	35,17	32,01	73	93,95	88,85	123	149,88	143,48	173	204,69	197,23
24	36,42	33,20	74	95,08	89,96	124	150,99	144,56	174	205,78	198,29
25	37,65	34,38	75	96,22	91,06	125	152,09	145,64	175	206,87	199,36
26	38,89	35,56	76	97,35	92,17	126	153,20	146,72	176	207,95	200,43
27	40,11	36,74	77	98,48	93,27	127	154,30	147,80	177	209,04	201,50
28	41,34	37,92	78	99,62	94,37	128	155,40	148,89	178	210,13	202,57
29	42,56	39,09	79	100,75	95,48	129	156,51	149,97	179	211,22	203,64
30	43,77	40,26	80	101,88	96,58	130	157,61	151,05	180	212,30	204,70
31	44,99	41,42	81	103,01	97,68	131	158,71	152,12	181	213,39	205,77
32	46,19	42,58	82	104,14	98,78	132	159,81	153,20	182	214,48	206,84
33	47,40	43,75	83	105,27	99,88	133	160,91	154,28	183	215,56	207,91
34	48,60	44,90	84	106,39	100,98	134	162,02	155,36	184	216,65	208,97
35	49,80	46,06	85	107,52	102,08	135	163,12	156,44	185	217,73	210,04
36	51,00	47,21	86	108,65	103,18	136	164,22	157,52	186	218,82	211,11
37	52,19	48,36	87	109,77	104,28	137	165,32	158,60	187	219,91	212,17
38	53,38	49,51	88	110,90	105,37	138	166,42	159,67	188	220,99	213,24
39	54,57	50,66	89	112,02	106,47	139	167,51	160,75	189	222,08	214,31
40	55,76	51,81	90	113,15	107,57	140	168,61	161,83	190	223,16	215,37
41	56,94	52,95	91	114,27	108,66	141	169,71	162,90	191	224,24	216,44
42	58,12	54,09	92	115,39	109,76	142	170,81	163,98	192	225,33	217,50
43	59,30	55,23	93	116,51	110,85	143	171,91	165,06	193	226,41	218,57
44	60,48	56,37	94	117,63	111,94	144	173,00	166,13	194	227,50	219,63
45	61,66	57,51	95	118,75	113,04	145	174,10	167,21	195	228,58	220,70
46	62,83	58,64	96	119,87	114,13	146	175,20	168,28	196	229,66	221,76
47	64,00	59,77	97	120,99	115,22	147	176,29	169,36	197	230,75	222,83
48	65,17	60,91	98	122,11	116,32	148	177,39	170,43	198	231,83	223,89
49	66,34	62,04	99	123,23	117,41	149	178,49	171,51	199	232,91	224,96
50	67,50	63,17	100	124,34	118,50	150	179,58	172,58	200	233,99	226,02

TABEL R 5%

N	R tabel	N	R tabel	N	R tabel	N	R tabel
1	,997	51	,271	101	,194	151	,159
2	,950	52	,268	102	,193	152	,158
3	,878	53	,266	103	,192	153	,158
4	,811	54	,263	104	,191	154	,157
5	,754	55	,261	105	,190	155	,157
6	,707	56	,259	106	,189	156	,156
7	,666	57	,256	107	,188	157	,156
8	,632	58	,254	108	,187	158	,155
9	,602	59	,252	109	,187	159	,155
10	,576	60	,250	110	,186	160	,154
11	,553	61	,248	111	,185	161	,154
12	,532	62	,246	112	,184	162	,153
13	,514	63	,244	113	,183	163	,153
14	,497	64	,242	114	,182	164	,152
15	,482	65	,240	115	,182	165	,152
16	,468	66	,239	116	,181	166	,151
17	,456	67	,237	117	,180	167	,151
18	,444	68	,235	118	,179	168	,151
19	,433	69	,234	119	,179	169	,150
20	,423	70	,232	120	,178	170	,150
21	,413	71	,230	121	,177	171	,149
22	,404	72	,229	122	,176	172	,149
23	,396	73	,227	123	,176	173	,148
24	,388	74	,226	124	,175	174	,148
25	,381	75	,224	125	,174	175	,148
26	,374	76	,223	126	,174	176	,147
27	,367	77	,221	127	,173	177	,147
28	,361	78	,220	128	,172	178	,146
29	,355	79	,219	129	,172	179	,146
30	,349	80	,217	130	,171	180	,146
31	,344	81	,216	131	,170	181	,145
32	,339	82	,215	132	,170	182	,145
33	,334	83	,213	133	,169	183	,144
34	,329	84	,212	134	,168	184	,144
35	,325	85	,211	135	,168	185	,144
36	,320	86	,210	136	,167	186	,143
37	,316	87	,208	137	,167	187	,143
38	,312	88	,207	138	,166	188	,142
39	,308	89	,206	139	,165	189	,142
40	,304	90	,205	140	,165	190	,142
41	,301	91	,204	141	,164	191	,141
42	,297	92	,203	142	,164	192	,141
43	,294	93	,202	143	,163	193	,141
44	,291	94	,201	144	,163	194	,140
45	,288	95	,200	145	,162	195	,140
46	,285	96	,199	146	,161	196	,139
47	,282	97	,198	147	,161	197	,139
48	,279	98	,197	148	,160	198	,139
49	,276	99	,196	149	,160	199	,138
50	,273	100	,195	150	,159	200	,138