

BAB V PENUTUP

5.1. Kesimpulan

1. Suasana memiliki hasil yang tidak signifikan terhadap citra merek. Oleh karena itu, suasana restoran yang terbangun di Hungrypedia Cirebon tidak memberikan pengaruh besar pada citra merek restoran tersebut. Di sisi lain, kualitas makanan, kualitas layanan, konsumen lain di Hungrypedia Cirebon memiliki pengaruh positif dan signifikan terhadap citra merek. Maka, jika kualitas makanan, kualitas layanan, dan konsumen lain di Hungrypedia Cirebon semakin meningkat, citra suatu merek juga akan semakin terbentuk.
2. Suasana, kualitas makanan, dan citra merek memiliki pengaruh positif dan signifikan terhadap kepuasan pelanggan Hungrypedia Cirebon. Semakin meningkat suasana restoran dan kualitas makanan yang dirasakan serta citra merek yang terbentuk, akan semakin meningkat pula kepuasan pelanggan Hungrypedia Cirebon. Di sisi lain, kepuasan pelanggan restoran tersebut tidak terbentuk melalui kualitas layanan dan konsumen lain. Hal ini dikarenakan kualitas layanan serta konsumen lain memiliki hasil yang tidak signifikan terhadap kepuasan pelanggan.
3. Citra merek dan kepuasan pelanggan memiliki pengaruh positif dan signifikan terhadap kepercayaan merek. Semakin tinggi terbentuknya citra merek serta meningkatnya kepuasan pelanggan Hungrypedia Cirebon, konsumen akan semakin percaya pada merek tersebut. Ketika konsumen semakin percaya pada merek Hungrypedia Cirebon, maka konsumen menjadikan merek Hungrypedia

Cirebon sebagai preferensi mereka. Hal ini dikarenakan kepercayaan merek berpengaruh positif dan signifikan terhadap preferensi merek.

5.2. Implikasi Manajerial

Manajer dan karyawan harus menjaga citra merek yang dimiliki Hungrypedia Cirebon karena citra merek berdampak pada kepuasan pelanggan. Manajer harus memperhatikan seluruh kegiatan operasional restoran agar berjalan sesuai dengan prosedur dan berkualitas demi terjaganya reputasi Hungrypedia Cirebon. Ketika konsumen puas, merek Hungrypedia Cirebon mampu dijadikan preferensi mereka untuk bersantap di luar. Hal ini mampu menjadikan Hungrypedia Cirebon sebagai pilihan yang layak dan lebih baik dibanding restoran lain yang setara.

5.3. Keterbatasan Penelitian

Berdasarkan hasil penelitian yang telah dilakukan terdapat beberapa keterbatasan yakni jumlah sampel kurang dari *rule of thumb*. Peneliti mendapatkan total 197 sampel, akan tetapi hanya 154 sampel yang memenuhi kriteria untuk dilakukan olah data.

5.4. Saran Penelitian

Berdasarkan hasil penelitian yang telah dilakukan terdapat saran yang dapat penulis berikan yakni sampel yang memenuhi kriteria lebih dari *rule of thumb* atau lebih dari 155 sampel.

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KUESIONER

A. Profiling Responden

1. Jenis kelamin:
 - a. Laki-laki
 - b. Perempuan
2. Usia: ... tahun

B. Filter Responden

1. Apakah Anda Mengetahui Hungrypedia Cirebon?
 - a. Ya
 - b. Tidak
2. Apakah Anda pernah mengunjungi Hungrypedia Cirebon dalam kurun waktu 3 bulan terakhir?
 - a. Ya
 - b. Tidak
3. Dari mana pertama kali Anda mengetahui Hungrypedia Cirebon?
 - a. Instagram (melihat dari teman/explore/iklan)
 - b. Rekomendasi keluarga
 - c. Rekomendasi teman
 - d. Melihat secara langsung
4. Berapa kali Anda pernah berkunjung ke Hungrypedia Cirebon? (dalam kurun waktu 3 bulan terakhir)
 - a. 1-3 kali
 - b. 4-6 kali
 - c. 7-9 kali
 - d. ≥ 10 kali
5. Berapa lama Anda menghabiskan waktu di Hungrypedia Cirebon dalam setiap kali kunjungan?
 - a. 1-2 jam
 - b. 3-4 jam

- c. 5-6 jam
- d. ≥ 6 jam



No	Suasana	1 (STS)	2 (TS)	3 (N)	4 (S)	5 (SS)
1	Hungrypedia Cirebon memiliki desain interior dan dekorasi yang menarik					
2	Hungrypedia Cirebon memutarakan musik latar yang enak di dengar					
3	Area makan di Hungrypedia Cirebon benar-benar bersih					
4	Karyawan Hungrypedia Cirebon berpakaian sopan dan rapi					
	Kualitas Makanan					
1	Hungrypedia Cirebon memiliki rasa makanan yang lezat					
2	Hungrypedia Cirebon memiliki makanan yang bergizi					
3	Hungrypedia Cirebon menawarkan berbagai macam menu					
4	Hungrypedia Cirebon menyediakan masakan yang fresh					
5	Aroma makanan yang disajikan Hungrypedia Cirebon menggugah selera.					
6	Penyajian makanan di Hungrypedia Cirebon menarik secara visual					
	Kualitas Layanan					
1	Karyawan Hungrypedia Cirebon selalu menyajikan makanan persis seperti yang saya pesan					
2	Karyawan Hungrypedia Cirebon selalu memberikan layanan yang cepat dan tepat					
3	Karyawan Hungrypedia Cirebon selalu bersedia membantu saya					

4	Karyawan Hungrypedia Cirebon selalu membuat saya merasa nyaman saat berinteraksi dengan mereka					
	Pelanggan Lain					
1	Keramaian di Hungrypedia Cirebon dapat diterima					
2	Pelanggan lain di Hungrypedia Cirebon berpenampilan baik					
3	Pelanggan lain berpakaian sopan di Hungrypedia Cirebon					
4	Usia rata-rata pelanggan di Hungrypedia Cirebon dapat diterima					
5	Pelanggan lain di Hungrypedia Cirebon berperilaku baik					
	Citra Merek					
1	Merek Hungrypedia Cirebon memiliki citra modis dan trendi					
2	Merek Hungrypedia Cirebon memiliki reputasi atas kualitasnya					
3	Merek Hungrypedia Cirebon familier bagi saya					
	Kepuasan Pelanggan					
1	Saya puas dengan keseluruhan pengalaman saya di Hungrypedia Cirebon					
2	Secara keseluruhan, Hungrypedia Cirebon membuat suasana hati saya baik					
3	Saya menikmati waktu saya di Hungrypedia Cirebon					
	Kepercayaan Merek					
1	Saya dapat mengandalkan Hungrypedia Cirebon untuk menyelesaikan masalah ketidakpuasan layanan					

2	Merek Hungrypedia Cirebon menjamin kepuasan					
3	Saya yakin dengan merek Hungrypedia Cirebon					
	Preferensi Merek					
1	Ketika saya membuat keputusan bersantap di luar, saya sering menganggap Hungrypedia Cirebon sebagai pilihan yang layak					
2	Hungrypedia Cirebon memenuhi kebutuhan makan saya lebih baik daripada restoran lain yang sebanding					
3	Saya berminat mencoba berbagai macam menu lebih banyak di Hungrypedia Cirebon daripada di restoran lainnya yang sebanding					





JAWABAN PERTANYAAN RESPONDEN

No Respon de n	A				F						S				O					B			C			B			B		
	1	2	3	4	1	2	3	4	5	6	1	2	3	4	1	2	3	4	5	1	2	3	1	2	3	1	2	3	1	2	3
1	5	5	5	5	5	4	4	5	5	4	5	5	5	5	5	4	4	5	4	5	5	5	5	5	5	5	5	5	4	4	5
2	4	4	4	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5
3	4	5	4	5	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5	4	4	5	5	5	5	4	5	5	5	5	5
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15	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3
16	5	5	4	5	4	4	4	4	4	4	5	4	4	4	4	4	4	5	4	4	3	4	4	4	4	4	3	3	3	4	
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21	5	5	5	5	5	5	5	4	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	3	5	5	4	4	4	
22	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4		
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
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25	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
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