

BAB V

KESIMPULAN DAN SARAN

5.1. Kesimpulan

Terkait dengan rumusan masalah dalam penelitian ini, maka berdasarkan hasil analisis dan pembahasan hasil maka beberapa hal yang dapat disimpulkan dalam penelitian ini adalah sebagai berikut.

1. *Customer Relationship Management* (CRM) pada aspek tempat dan fasilitas pada Cafe Lotus Mio telah diterapkan dengan baik, demikian pula dimensi pelayanan dan kualitas sajian. Pada dimensi kualitas sajian konsumen mengharapkan kualitas menu yang beragam.
2. Pada dimensi *promotion and marketing*, hasil analisis disimpulkan bahwa persentase tertinggi yaitu konsumen tertarik untuk datang lebih sering jika Lotus Mio membuat *member card*.

5.2. Saran

Berdasarkan hasil penelitian yang telah disimpulkan di atas, peneliti memberikan beberapa saran baik saran kepada pelaku bisnis maupun saran bagi peneliti lanjutan yaitu sebagai berikut.

1. Bagi Lotus Mio disarankan agar dapat menerapkan sistem *member card* dengan beberapa keuntungan yang ditawarkan kepada konsumen untuk meningkatkan kualitas layanan konsumen. Selain itu perlu menciptakan atau membangun hubungan jangka panjang dengan para konsumen ke depannya bisa menerapkan sistem *customer award* dari point-point terbanyak yang telah dikumpulkan oleh konsumen.

2. Saran untuk penelitian selanjutnya adalah dalam mengukur kepuasan konsumen yang belum diukur dalam penelitian ini berkaitan dengan adanya fasilitas *member card*, dan untuk dilakukan penelitian lanjutan peneliti menyarankan tentang sebesarapa besar pengaruh *member card* terhadap kepuasan konsumen.



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KUESIONER KEPUASAN PELANGGAN "LOTUS MIO" TRATTORIA - COFFEE - GELATO

JALAN TIRTODIPURAN NO.10 55143 MANTRIJERON, YOGYAKARTA TELP : 0244-419697



Nama : _____
 Umur : _____
 Jenis Kelamin : Laki-laki Perempuan
 Pekerjaan : Pelajar Mahasiswa Umum
 Domisili : _____

Berikan tanda silang (x) pada jawaban yang tersedia

	Sangat Puas	Puas	Cukup Puas	Tidak Puas	Sangat Tidak Puas
A. PENILAIAN TERHADAP TEMPAT DAN FASILITAS					
1. Apakah lokasi Lotus Mio mudah ditemukan ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Apakah mudah untuk memarkir kendaraan di Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Apa pendapat anda tentang kebersihan lingkungan restaurant ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Apakah suasana restaurant sudah cukup nyaman ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Apa tanggapan anda tentang dekorasi dan furniture di Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Apakah fasilitas restaurant & kebersihan toilet selalu terjaga ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Fasilitas Internet gratis dan Wi-Fi ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.. Bagaimana tanggapan anda tentang souvenir shop kami ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Apa yang dapat kami <i>improve</i> di fasilitas kami ?					

B. PENILAIAN TERHADAP PELAYANAN

1. Bagaimana sambutan staff kami ketika anda datang ke Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Apakah staff kami sudah cukup ramah dalam melayani anda ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Apakah staff kami terlihat bersih dan tenang dalam melayani tamu ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Apakah staff kami memberikan pelayanan yang komunikatif dan informatif ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Untuk durasi penyajian makanan/minuman sampai ke konsumen ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Bagaimana untuk penyajian makanan dan minuman terhadap konsumen ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Menurut anda bagaimana pengetahuan staff kami akan menu ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Apabila anda mengajukan komplain, apakah staff kami menanganinya dengan baik dan sopan ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Untuk komplain yang anda ajukan, apakah staff kami memberikan solusi yang bisa diterima ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Apa yang bisa kami lakukan untuk memperbaiki pelayanan kami agar lebih baik lagi?					

C. PENILAIAN TERHADAP KUALITAS SAJIAN

	Sangat Puas	Puas	Cukup Puas	Tidak Puas	Sangat Tidak Puas
1. Di Lotus Mio kami menggunakan bahan-bahan berkualitas terbaik seperti : organic salad, high-quality meat, dan <i>non-msg</i> ingredients ,bahan alami pilihan yang baik untuk rasa dan juga kesehatan. Apakah hal ini penting untuk anda ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Dengan produk yang anda terima/konsumsi, apakah harga yang kami berikan adil dan bisa diterima ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Apakah menurut anda menu di Lotus Mio sudah cukup beragam ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Apa tanggapan anda tentang kualitas kopi yang kami sajikan ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Apakah pilihan jenis kopi yang ada di menu sudah cukup beragam ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Apa tanggapan anda tentang kualitas <i>juice</i> , <i>soft drink</i> , beer dan minuman lain ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Bagaimana kualitas makanan pembuka / starter kami ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Apakah pilihan makanan pembuka/starter di menu sudah memadai ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Apa tanggapan anda mengenai kualitas makanan utama / main course di menu kami ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Apakah pilihan menu makanan utama yang tersedia sudah cukup baik dan bervariasi ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Kualitas pencuci mulut atau dessert di Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Apakah pilhan dessert yang ada saat ini sudah cukup varian ? Jika jawaban anda tidak atau sangat tidak puas, bisa beri kami saran ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Apa tanggapan anda tentang Gelato / Ice Cream di Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Apakah varian Gelato yang kami sediakan sudah cukup baik ? Jika tidak atau sangat tidak puas, bisa berikan saran untuk kami?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Adakah hal lain yang dapat kami kembangkan dalam pilihan di menu ?					

D. Promotion and Marketing

1. Apakah anda mengikuti dan menerima informasi tentang Lotus Mio melalui multimedia kami seperti <i>Twitter</i> , <i>Facebook</i> , <i>Instagram</i> , <i>TripAdvisor</i> , dll ?	Ya	<input type="checkbox"/>	Tidak	<input type="checkbox"/>
2. Bagaimana tanggapan anda tentang promosi yang sudah kami lakukan Seperti University Day, Beer Promotion, Free Dessert promo, etc ?	Ya	<input type="checkbox"/>	Tidak	<input type="checkbox"/>
3. Apakah anda tertarik untuk datang lebih sering jika kami membuat <i>member card</i> dimana anda dapat menyimpan poin untuk <i>free-product</i> dari Lotus Mio ?	Ya	<input type="checkbox"/>	Tidak	<input type="checkbox"/>
4. Apakah anda tertarik untuk menerima berita terkini dari kami melalui email, Twitter, Facebook, atau Instagram tentang event, promosi dan lainnya ? email / phone number / BBM :	Ya	<input type="checkbox"/>	Tidak	<input type="checkbox"/>
5. Dalam hal promosi, adakah segmen menarik lain yang dapat kami kembangkan agar lebih baik ?				

Customer Survey "LOTUS MIO "

TRATTORIA - COFFEE - GELATO

JALAN TIRTODIPURAN NO.10 55143 MANTRIJERON, YOGYAKARTA Telp : 0244-419697



Name :
Age :
Gender Male Female
Occupation Student College student Working
Domicile :

A. CONCERNING PLACE AND FACILITIES

	Very Good	Good	Fair	Poor	Very Poor
1. Is the location of Lotus Mio easy to find ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is it easy to park your bike / car in Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How is the cleanliness of the surrounding of our restaurant ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you enjoy the atmosphere of our restaurant ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. What is your opinion about the furniture and decoration in Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Is our restaurant and the facilities (like toilet) clean enough ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How do you like our free internet ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.. How do you like our (souvenir) shop ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. What can you imagine or suggest we could improve on our facilities ?					

B. CONCERNING OUR SERVICE

1. How is the greeting of our staff the moment you arrive in Lotus Mio ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you being treated friendly and helpful enough ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Is our staff properly dressed and serving with a smile ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Is the information and communication concerning our products enough?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. What about the duration to prepare and serve our food and drinks ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Is your food/ drink served properly ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How is the product knowledge of our staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. If you ever posted a complaint did our staff handle it properly and friendly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Was your complaint responded to with an acceptable solution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. What can we do to improve our service?					

C. CONCERNING THE QUALITY OF OUR PRODUCT

Very Good Good Fair Poor Very Poor

- 1. In Lotus Mio we try to use the best and most healthy products
Think about : Organic salads, High Quality meat, and non msg ingredients
Is this something that is important for you ?
- 2. How is our Quality and Price comparison ?
- 3. Is there for your taste enough variation in our menu ?
If you answer poor please give us suggestions below ?
- 4. How do you like the quality of the coffee we serve you ?
- 5. Is the offer on coffee specialties with enough variation ?
If you answer poor please give us suggestions below ?
- 6. How do you like the variety of our Fresh juices, Beer and softdrinks?
If you answer poor please give us suggestions below ?
- 7. How do you like the quality of our starters ?
- 8. Is the variety of our starters menu enough for you ?
If you answer poor please give us suggestions below ?
- 9. How do you like the quality of our main dishes?
- 10. Is the variety of our main menu enough for you?
If you answer poor please give us suggestions under ?
- 11. How do you like the quality of our desserts?
- 12. Is the variety of our dessert menu enough for you ?
If you answer poor please give us suggestions under ?
- 13. How do you like the quality of the Gelato / Ice Cream in Lotus Mio ?
- 14. Is the variety on our Gelato / choices enough for you?
If you answer poor please give us suggestions under ?
- 15. Please give your suggestions for additions to our menu.

D. Promotion and Marketing

Yes No

- 1. Do you join and receive information and promotion about Lotus Mio via
our multimedia like *Twitter, Facebook, Instagram, TripAdvisor*, etc ?
- 2. Do you like the promotions we have been running so far?
Like ; University Day, Beer Promotion, Free Dessert promo, etc ?
- 3. Would you be interested or visit more frequently if we would offer a *member card*
where you can collect points to be exchanged for *free-product* from Lotus Mio ?
- 4. Would you be interested to receive promotion and event information ?
Via Email , *Twitter, Facebook,Whats App* or Instagram ?
Please write your email / phone number / BBM : _____

5. Concerning promotion and marketing do you have any suggestions/ advise ?

E. Services and additional Products

1. What kind of additional service could Lotus Mio offer you ? :

- a. Food / Drink Delivery service
- b. Party or Birthday catering
- c. Birthday Cakes
- d. Cooking classes
- e. *Workshops coffee "brewing and tasting"*
- f. _____

Yes

No

2. What kind of products would you be interested in seeing Lotus Mio sell ?

- a. Lotus Mio branded items like; T shirts , clothing, bags, etc ?
- b. Ready prepared portioned foods like : lasagne, meat pie's, roti, cakes ?
- c. A wider variety of coffee and Tea leaves originating from Indonesia?
- d. Coffee brewing equipment ?
- e. _____

Yes

No

Thank you so much for filling out this survey so we can serve you better !

Gerry Rangga Vega
LOTUS MIO - SHARE THE LOVE
Survey III/English version/ Oct15/Yogyakarta

***Return this survey and receive a free softdrink or 20 % discount on the drink of your choice ,
This to reward your kind cooperation. latest return date : 6 November 2015***

KUESIONER KEPUASAN PELANGGAN "LOTUS

No	UMUR	JENIS KELAMIN	PEKERJAAN	DOMISILI	A.PENILAIAN TERHADAP TEMPAT DAN FASILITAS									B.PENILAIAN TERHADAP PELAYANAN															
					1	2	3	4	5	6	7	8	Rata2	9	1	2	3	4	5	6	7	8	9	Rata2	10				
1	23	Perempuan	Mahasiswa	Yogyakarta	4	4	5	5	5	5	5	5	5	4.75		5	5	5	5	5	5	5	5	5	5	5	5	5.00	
2	21	Perempuan	Umum	Yogyakarta	5	5	4	5	5	4	4	4	4.50		5	5	5	5	5	5	5	5	5	5	5	5	5.00		
3	23	Laki-Laki	Umum	Yogyakarta	4	4	4	4	4	4	4	4	4.00		4	4	4	4	4	4	4	4	4	4	4	4	4.00		
4	23	Perempuan	Umum	Yogyakarta	4	4	3	3	3	3	3	3	3.38		4	4	3	4	3	3	4	4	4	4	4	4	3.67		
5	23	Perempuan	Umum	Bantul	4	4	4	5	5	4	3	4	4.13		4	4	4	4	4	4	4	4	4	4	4	4	4.00		
6	21	Perempuan	Mahasiswa	Yogyakarta	5	4	4	5	5	4	4	4	4.38		4	5	5	4	4	4	4	4	5	5	5	5	4.44		
7	23	Perempuan	Umum	Yogyakarta	4	4	5	5	4	4	3	4	4.13	All good	4	4	5	5	4	4	4	4	4	4	4	4	4.22	Staff lebih banyak senyum	
8	26	Laki-Laki	Umum	Bandung	3	3	3	3	4	3	4	4	3.38	Diadakan dangdut setiap Hari minggu	3	3	3	3	3	3	3	3	3	3	3	3	3.00	Dalam Penyajian ditambahkan hal-hal menarik seperti sulap	
9	23	Laki-Laki	Umum	Yogyakarta	4	5	4	4	4	4	3	4	4.00	Buka cabang di banyak tempat	5	4	4	4	3	4	5	4	4	4	4	4	4.11		
10	22	Perempuan	Mahasiswa	Yogyakarta	4	3	3	4	4	3	4	3	3.50		4	4	4	4	4	4	4	4	4	4	4	4	4.00		
11	19	Laki-Laki	Mahasiswa	Yogyakarta	4	4	5	5	5	4	5	3	4.38		5	5	5	4	5	5	5	4	4	4	4	4	4.67	Staff Kurang cekatan dalam pelayanan	
12	21	Perempuan	Mahasiswa	Yogyakarta	5	5	5	5	5	4	5	4	4.38	toilet, non smoking room, ac	4	4	4	5	4	4	4	4	4	4	4	4	4.11	tiap staff harus mengetahui menu	
13	22	Laki-Laki	Mahasiswa	Bantul	5	5	5	5	5	4	5	4	4.75	Ac	4	4	4	5	4	4	4	4	4	4	4	4	4.11	sudah cukup	
14	23	Perempuan	Umum	Magelang	5	5	5	5	4	3	2	4	4.13	Tidak ada	4	4	4	5	4	4	4	4	4	4	4	4	4.11		
15	17	Perempuan	Mahasiswa	Yogyakarta	4	4	5	5	5	4	4	4	4.38	Ac, garden buat birtday party	5	4	4	4	5	5	4	4	4	4	4	4	4.33	seragam dibuat lebih menarik	
16	17	Perempuan	Pelajar	Yogyakarta	4	4	4	4	4	4	3	4	3.88	Ac	4	4	4	4	4	4	4	4	4	4	4	4	4.00		
17	35	Laki-Laki	Umum	Paris	5	5	5	5	5	4	5	5	4.88	klo ada sofa lebih bagus	5	5	5	5	5	5	5	5	5	5	5	5	5.00	pelayan pakek rok mini	
18	21	Perempuan	Mahasiswa	Yogyakarta	4	4	3	5	3	5	5	4	4.13		5	4	4	4	5	4	4	3	3	3	3	4.00			
19	28	Laki-Laki	Umum	Yogyakarta	4	2	4	3	3	4	4	4	3.50		5	5	5	4	3	3	3	3	3	3	3	3.78			
20	24	Perempuan	Umum	Yogyakarta	3	4	4	4	4	5	4	4	4.00		5	4	4	4	4	4	4	5	4	4	4	4.22	sudah cukup		
21	20	Perempuan	Umum	Yogyakarta	5	3	3	4	4	3	5	4	3.88	Band akustik setiap malam minggu	3	3	3	3	3	4	4	3	3	3	3	3	3.22		
22	24	Perempuan	Umum	Yogyakarta	5	5	5	5	4	4	5	5	4.75		5	5	5	5	4	5	5	5	5	5	5	5	4.89		
23	19	Perempuan	Mahasiswa	Yogyakarta	4	4	4	4	5	5	4	4	4.25	beri jarak antar meja biar gak sumpek	4	5	4	5	4	4	4	4	4	4	4	4	4.22		
24	19	Perempuan	Mahasiswa	Yogyakarta	4	4	3	5	3	5	5	4	4.13		5	4	4	4	5	4	4	3	3	3	3	4.00			
25	29	Perempuan	Umum	Jakarta	5	4	4	5	5	3	3	3	4.00		4	4	4	4	5	4	5	5	5	5	5	4.44			
26	29	Laki-Laki	Umum	Yogyakarta	4	5	4	5	5	3	3	4	4.13		5	5	5	4	5	4	3	3	3	3	3	4.11			
27	35	Laki-Laki	Umum	Prambanan	2	3	3	3	3	3	4	4	3.13		3	3	3	3	3	3	3	3	3	3	3	3.00			
28	24	Perempuan	Mahasiswa	Yogyakarta	4	4	4	4	4	3	3	4	3.75		4	4	4	4	4	4	4	4	4	4	4	4.00	Tingkatkan		
29	26	Laki-Laki	Umum	Yogyakarta	4	4	4	3	4	4	4	4	3.88	jabatian malam sabtu	3	3	3	3	3	3	3	3	3	3	3	3	3.00		
30	15	Perempuan	Mahasiswa	Yogyakarta	3	2	4	3	3	4	3	5	3.38		4	4	4	4	4	4	4	4	4	4	4	4.00			
31	24	Laki-Laki	Pelajar	Yogyakarta	2	3	3	3	3	3	3	3	2.88		4	3	3	3	3	3	3	3	3	3	3	3.11	penambahan staff		
32	25	Laki-Laki	Mahasiswa	Yogyakarta	5	5	5	5	5	5	5	5	5.00		5	5	5	5	5	5	5	4	4	4	4	4.78			
33	25	Perempuan	Mahasiswa		3	4	3	4	3	3	4	4	3.50	Live music tiap weekend	4	3	3	4	4	4	3	4	3	4	3	3.56	staff harus memperhatikan penampilan yang rapi dan wangi		
34	23	Laki-Laki	Umum	Surabaya	5	5	5	5	5	4	5	5	4.88	Smooking Area	5	5	5	5	5	5	5	5	5	5	5	5	5.00	Tambah staff	
35	32	Male	Umum	India	4	3	4	5	4	3	4	4	3.88		5	5	5	5	3	4	4	4	4	4	4	4.33			
36	30	Female	Umum	Mantrijeron	5	5	4	4	5	5	5	4	4.63		5	5	5	5	5	5	5	5	5	5	5	5.00			
37	19	Laki-Laki	Mahasiswa		4	4	4	5	4	4	4	3	4.00		3	4	4	4	3	3	3	3	3	3	3	3.33			
38	30	Laki-Laki	Umum	Yogyakarta	5	4	4	4	4	3	4	4	4.00		5	5	5	5	5	5	4	4	4	4	4	4	4.67		
39	29	Perempuan	Umum	Yogyakarta	4	4	4	4	4	4	4	4	4.00		4	4	4	3	4	3	3	4	4	4	4	3.67			
40	21	Laki-Laki	Umum		4	5	4	4	4	5	4	4	4.25		3	3	4	3	5	3	4	4	4	4	4	3.67			
41	20	Laki-Laki	Mahasiswa	Yogyakarta	4	4	5	5	4	4	4	4	4.25	live music DJ	4	4	4	4	4	4	4	3	3	3	3	3	3.67	Perfect	
42	33	Perempuan	Umum	Solo	4	4	5	4	5	4	4	5	4.38	Live music	5	5	4	5	4	3	4	3	3	3	3	4.00	Memuaskan dan pertahankan		
43		Perempuan	Umum	Solo	5	4	4	5	5	4	5	3	4.38		5	5	5	5	5	5	5	5	5	5	5	5.00	cukup dan pertahankan		
44	32	Laki-Laki	Umum	Jakarta	5	5	5	5	5	5	5	5	5.00		5	5	5	5	5	5	5	5	5	5	5	5.00			
45	14	Perempuan	Pelajar	Yogyakarta	4	3	4	4	3	3	5	5	3.88		5	5	5	4	4	5	5	5	5	5	5	4.78			
46	24	Perempuan	Mahasiswa	Yogyakarta	3	2	4	5	4	4	5	3	3.75		4	4	5	4	5	4	5	5	4	4	4	4.44			
47	22	Laki-Laki	Pelajar	Yogyakarta	4	4	4	4	4	4	4	4	4.00	Oke	4	4	4	4	4	4	4	4	4	4	4	4	4.00	Ok	
48	27	Laki-Laki	Umum		3	4	5	4	4	5	4	5	4.25		5	5	5	5	4	4	5	5	5	5	5	4.78			
49	26	Perempuan	Umum		4	4	4	4	3	4	4	4	3.88	display baru dan warna baru	4	4	4	4	3	4	4	4	4	4	4	3.89	bermakup canti dan semangat kerja		
50	14	Perempuan	Pelajar		4	4	5	5	4	4	5	5	4.50		5	5	5	5	5	5	5	5	5	5	5	5.00			
51	24	Laki-Laki	Mahasiswa		4	3	3	4	4	3	3	3	3.38		4	4	3	3	3	3	3	3	3	3	3	3.33			
52	23	Laki-Laki	Umum		3	2	3	4	3	3	2	4	3.00	wifi kurang lancar	4	3	3	4	3	4	4	4	4	4	4	3.67			
53	35	Laki-Laki	Umum		3	3	3	3	3	3	3	3	3.00	Discount for all product	3	3	3	3	3	3	3	3	3	3	3	3.00	untuk menu lebih bervariasi lagi		
54	24	Laki-Laki	Umum	Bantul	3	3	3	3	3	3	3	3	3.00	Fasilitas ibadah dan live music	4	4	3	3	2	4	4	4	4	4	4	3.56			
55	32	Perempuan	Mahasiswa	Yogyakarta	3	3	3	4	3	3	3	3	3.13	Perlu ada music (musik instrumental)	3	3	3	3	3	3	3	3	3	3	3	3.00	sejauh ini nukup baik		
56	19	Perempuan	Mahasiswa		5	4	3	3	4	3	4	4	3.75	promo 20% posting foto di sosmed	4	4	4	4	4	3	3	3	3	3	3	3.67	waiters yang ganteng2		
57	23	Perempuan	Mahasiswa	Yogyakarta	4	4	4	4	4	3	2	3	3.50	tolong sediakan tempat ibadah	3	3	4	4	4	2	3	3	3	3	3	3.22			

C.PENILAIAN TERHADAP KUALITAS SAJIAN															D. PROMOTION DAN MARKETING					PELAYANAN DAN PRODUK TAMBAHAN											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	Rata2	15	1	2	3	4	5	Delivery					Jika Menjual Produk Baru					
																					a	b	c	d	e	f	a	b	c	d	e
4	2	3	3	3	4	4	3	3	3	4	3	3	3	3.21	Perlu diadakan iklan menu baru	0	1	1	1		1	1	1	1	1		1	1	0	1	1
5	5	4	4	4	4	4	4	5	5	5	5	5	5	4.57		1	1	1	1	sudah cukup	0	0	1	1	1		1	1	1	1	1
5	5	5	4	4	5	5	4	5	5	5	5	5	5	4.79	varian gelato bisa di tambah lagi	1	1	1	1		0	0	0	0	0		0	0	0	0	0
4	4	5	5	4	5	4	5	5	5	5	5	5	5	4.71		0	1	1	1	lebih sering promosi	0	0	0	0	0		0	0	0	0	0
5	4	4	5	5	4	4	4	4	4	4	4	4	4	4.29		0	0	1	1		0	0	0	1	1		0	0	0	0	0
5	4	4	4	4	4	3	3	3	3	4	4	4	4	3.93	girly food untuk menarik perhatian kaum haw	0	1	1	1		0	0	0	0	1		0	0	0	0	1
4	4	4	4	3	4	3	3	4	4	4	3	4	3	3.64	Tambahkan Variasi rasa gelato	0	1	1	0		1	0	0	0	1		0	1	1	1	1
4	3	3	3	3	4	3	3	3	3	4	3	3	3	3.21	banyak varian menu	0	0	0	0		0	0	1	1	1		0	1	1	1	0
4	3	4	4	4	4	3	3	4	3	4	3	4	2	3.50	Tambahkan Variasi rasa gelato	0	0	0	0		0	1	0	1	0		1	1	1	1	1
4	3	3	4	3	4	4	3	4	4	4	5	4	3	3.71		1	1	1	1		1	1	1	1	1		1	1	1	1	1
5	4	4	5	5	3	4	4	4	4	5	5	5	5	4.43		0	1	0	0		1	1	1	1	1		1	1	1	1	1
5	5	5	5	5	5	5	5	5	5	4	4	4	4	4.71		0	1	1	0		1	1	1	1	1		1	1	1	1	0
5	5	4	4	4	4	3	3	4	4	5	5	5	5	4.29		1	1	1	0		1	1	1	1	1		1	1	1	1	1
4	4	4	4	4	4	4	4	4	4	3	4	4	5	4.00		1	1	1	0		1	1	0	0	1		1	1	1	1	1
5	3	3	4	3	3	3	4	3	3	3	3	3	3	3.29		1	1	1	1		1	1	0	0	1		0	1	1	1	0
5	3	3	4	3	4	3	4	4	3	4	4	4	2	3.57		1	1	1	0		1	1	1	0	1		1	1	1	1	0
3	4	4	5	4	4	4	5	4	4	4	4	4	5	4.14		1	1	1	1		1	1	1	1	1		1	1	1	1	1
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00		0	1	0	0		1	1	0	0	1		1	0	1	1	1
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4.00		0	0	1	1		1	1	1	1	1		1	1	1	1	1
3	3	3	3	4	4	4	4	3	3	3	3	3	3	3.29		1	1	1	1		1	1	1	1	1		1	1	1	1	1
5	5	5	3	5	5	5	5	5	5	5	5	4	4	4.71		1	1	1	1		1	1	1	1	1		1	1	1	1	1
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00		1	1	1	1		1	1	1	1	1		1	1	1	1	1
4	3	2	4	3	4	3	3	3	3	3	3	3	4	3.21		1	1	1	0		1	1	0	1	1		1	1	1	1	1
4	3	2	4	3	4	3	3	3	3	3	4	4	4	3.36		0	1	1	1		1	1	1	1	1		1	1	1	1	1
3	3	3	3	3	3	3	3	4	3	3	3	3	3	3.07		1	1	1	1		1	1	1	1	1		0	1	1	1	1
5	4	4	5	4	4	4	4	4	4	4	4	4	4	4.14		1	1	1	0		0	0	0	0	0		0	0	0	0	0
4	4	4	5	5	3	3	3	3	3	4	4	4	4	3.79		0	1	0	0		1	1	1	1	1		1	1	1	1	1
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3.00		1	1	1	1		1	1	0	0	0		0	1	1	1	1
5	5	5	4	4	5	4	4	4	5	5	5	4	5	4.57		0	0	0	0		1	1	1	1	1		0	1	1	1	0
3	3	4	3	3	4	3	3	3	3	3	3	3	3	3.14		0	1	0	0		0	0	1	0	0		0	0	1	1	1
4	5	4	4	4	3	4	4	4	5	4	4	3	3	3.93		1	1	1	0		1	0	0	1	0		0	0	1	1	1
3	4	3	4	4	3	4	4	4	4	4	4	4	4	3.79		1	1	1	0		0	0	1	0	0		0	0	1	1	1
4	4	3	3	3	3	3	3	3	3	5	3	3	3	3.29		1	1	1	0		0	0	0	0	0		0	0	1	1	1
5	5	5	5	5	5	5	5	5	5	5	5	5	4	4.93		1	1	1	1		1	1	1	1	1		1	1	1	1	1
5	3	3	3	3	5	3	3	3	3	3	3	3	3	3.29		0	0	1	1		1	1	1	1	1		1	1	1	1	1
5	4	4	4	4	4	4	4	4	4	4	4	4	4	4.07		0	0	1	0		1	1	1	1	1		1	1	1	1	1
5	4	5	2	3	4	4	4	4	4	3	4	4	4	3.86		1	1	0	1		0	1	1	0	1		0	1	1	1	1
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4.00		0	0	0	0		1	1	1	1	1		1	1	1	1	1
4	4	4	5	4	5	5	4	5	4	4	4	4	4	4.29		0	1	1	1		0	0	0	0	1		1	1	1	1	1
4	4	4	4	3	4	4	3	3	3	3	3	4	3	3.50		1	1	1	1		1	1	1	1	1		1	1	1	1	1
5	4	4	4	4	4	4	4	5	4	5	5	4	5	4.36		0	1	1	1		0	0	0	1	0		1	1	1	1	1
3	3	3	3	3	3	4	3	3	3	4	3	3	3	3.21		0	0	1	1		0	1	1	1	0		1	1	1	1	1
4	4	4	4	3	4	4	4	4	3	3	3	3	3	3.57		1	1	1	1		1	1	1	0	1		0	1	1	1	1

Hasil Kuesioner Member Card

No	Pernyataan				Urutan			
	1	2	3	4	Diskon langsung	Buy One get ne free	Pelayanan spesial	Sistem pengumpulan poin
1	4	3	3	3	4	2	3	1
2	3	3	3	4	1	2	4	3
3	3	3	3	3	1	2	4	3
4	4	4	4	3	2	3	4	1
5	4	4	4	4	1	2	4	3
6	3	3	3	3	1	2	4	3
7	4	4	4	3	2	3	4	1
8	4	4	4	4	2	3	4	1
9	4	4	3	4	2	3	4	1
10	4	3	3	3	1	2	4	3
11	3	3	3	3	2	3	4	1
12	4	4	3	3	1	2	4	3
13	4	4	4	4	2	3	4	1
14	4	4	4	4	2	3	4	1
15	3	3	3	3	1	2	3	4
16	4	4	4	4	2	4	3	1
17	4	4	4	4	2	4	3	1
18	3	3	3	3	2	4	3	1
19	3	2	3	3	1	3	2	4
20	3	2	3	3	2	3	4	1
21	3	3	3	3	1	2	4	3
22	4	3	4	3	2	3	4	1
23	3	3	3	3	1	2	3	4
24	3	3	3	3	1	2	4	1
25	3	3	3	3	1	2	3	4
26	4	4	3	3	1	2	3	4
27	4	4	4	3	2	3	4	1
28	3	3	3	3	1	2	3	4
29	3	3	3	3	2	1	4	3
30	4	3	3	3	2	3	4	1
31	3	3	4	3	2	3	4	1
32	3	3	3	3	1	3	4	2
33	3	3	3	3	2	3	1	4
34	3	3	3	3	2	3	4	1
35	3	3	3	3	2	3	4	1
36	3	3	3	3	2	3	4	1
37	3	3	3	3	2	3	4	1

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,775
Bartlett's Test of Sphericity	Approx. Chi-Square	293,642
	df	28
	Sig.	,000

Anti-image Matrices

		Tempat_Fasilitas1	Tempat_Fasilitas2	Tempat_Fasilitas3	Tempat_Fasilitas4	Tempat_Fasilitas5	Tempat_Fasilitas6	Tempat_Fasilitas7	Tempat_Fasilitas8
Anti-image Covariance	Tempat_Fasilitas1	,560	-,136	-,003	-,060	-,195	,058	-,107	-,001
	Tempat_Fasilitas2	-,136	,648	-,027	-,080	-,052	-,085	-,003	-,070
	Tempat_Fasilitas3	-,003	-,027	,402	-,179	-,127	-,112	,115	-,234
	Tempat_Fasilitas4	-,060	-,080	-,179	,538	-,093	,045	-,122	,137
	Tempat_Fasilitas5	-,195	-,052	-,127	-,093	,486	-,041	-,009	,067
	Tempat_Fasilitas6	,058	-,085	-,112	,045	-,041	,583	-,242	-,020
	Tempat_Fasilitas7	-,107	-,003	,115	-,122	-,009	-,242	,538	-,192
	Tempat_Fasilitas8	-,001	-,070	-,234	,137	,067	-,020	-,192	,549
Anti-image Correlation	Tempat_Fasilitas1	,828 ^a	-,226	-,006	-,109	-,374	,102	-,195	-,001
	Tempat_Fasilitas2	-,226	,911 ^a	-,053	-,135	-,093	-,138	-,004	-,117
	Tempat_Fasilitas3	-,006	-,053	,721 ^a	-,384	-,287	-,232	,248	-,498
	Tempat_Fasilitas4	-,109	-,135	-,384	,785 ^a	-,181	,080	-,226	,252
	Tempat_Fasilitas5	-,374	-,093	-,287	-,181	,832 ^a	-,078	-,017	,130
	Tempat_Fasilitas6	,102	-,138	-,232	,080	-,078	,793 ^a	-,433	-,035
	Tempat_Fasilitas7	-,195	-,004	,248	-,226	-,017	-,433	,701 ^a	-,354
	Tempat_Fasilitas8	-,001	-,117	-,498	,252	,130	-,035	-,354	,659 ^a

a. Measures of Sampling Adequacy(MSA)

Commonalities

	Initial	Extraction
Tempat_Fasilitas1	1,000	,618
Tempat_Fasilitas2	1,000	,497
Tempat_Fasilitas3	1,000	,603
Tempat_Fasilitas4	1,000	,640
Tempat_Fasilitas5	1,000	,716
Tempat_Fasilitas6	1,000	,638
Tempat_Fasilitas7	1,000	,598
Tempat_Fasilitas8	1,000	,679

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3,813	47,668	47,668	3,813	47,668	47,668
2	1,175	14,687	62,355	1,175	14,687	62,355
3	,754	9,425	71,780			
4	,629	7,860	79,640			
5	,564	7,052	86,693			
6	,498	6,220	92,913			
7	,337	4,217	97,130			
8	,230	2,870	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component	
	1	2
Tempat_Fasilitas1	,695	-,367
Tempat_Fasilitas2	,696	-,112
Tempat_Fasilitas3	,777	,002
Tempat_Fasilitas4	,695	-,396
Tempat_Fasilitas5	,744	-,404
Tempat_Fasilitas6	,658	,453
Tempat_Fasilitas7	,655	,411
Tempat_Fasilitas8	,588	,577

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

	Tempat_Fasilitas1	Tempat_Fasilitas2	Tempat_Fasilitas3	Tempat_Fasilitas4	Tempat_Fasilitas5	Tempat_Fasilitas6	Tempat_Fasilitas7	Tempat_Fasilitas8	
Reproduced Correlation	Tempat_Fasilitas1	,618 ^b	,525	,539	,628	,665	,291	,304	,197
	Tempat_Fasilitas2	,525	,497 ^b	,540	,528	,563	,407	,409	,345
	Tempat_Fasilitas3	,539	,540	,603 ^b	,539	,577	,512	,509	,458
	Tempat_Fasilitas4	,628	,528	,539	,640 ^b	,677	,277	,292	,180
	Tempat_Fasilitas5	,665	,563	,577	,677	,716 ^b	,306	,321	,205
	Tempat_Fasilitas6	,291	,407	,512	,277	,306	,638 ^b	,617	,649
	Tempat_Fasilitas7	,304	,409	,509	,292	,321	,617	,598 ^b	,623
	Tempat_Fasilitas8	,197	,345	,458	,180	,205	,649	,623	,679 ^b
Residual ^a	Tempat_Fasilitas1		-,054	-,140	-,166	-,076	-,029	,079	,033
	Tempat_Fasilitas2	-,054		-,100	-,108	-,114	-,033	-,068	-,015
	Tempat_Fasilitas3	-,140	-,100		,007	-,021	-,060	-,210	,078
	Tempat_Fasilitas4	-,166	-,108	,007		-,131	,007	,053	-,014
	Tempat_Fasilitas5	-,076	-,114	-,021	-,131		,036	-,006	,014
	Tempat_Fasilitas6	-,029	-,033	-,060	,007	,036		-,064	-,233
	Tempat_Fasilitas7	,079	-,068	-,210	,053	-,006	-,064		-,167
	Tempat_Fasilitas8	,033	-,015	,078	-,014	,014	-,233	-,167	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 17 (60,0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,863
Bartlett's Test of Sphericity	Approx. Chi-Square	824,931
	df	36
	Sig.	,000

Anti-image Matrices

		Pelayanan1	Pelayanan2	Pelayanan3	Pelayanan4	Pelayanan5	Pelayanan6	Pelayanan7	Pelayanan8	Pelayanan9
Anti-image Covariance	Pelayanan1	,295	-,129	,030	,008	-,061	-,093	-,017	,004	,044
	Pelayanan2	-,129	,159	-,097	-,081	,080	,041	-,014	,037	-,063
	Pelayanan3	,030	-,097	,220	-,019	-,125	-,054	,027	-,035	,026
	Pelayanan4	,008	-,081	-,019	,341	-,074	-,016	-,029	-,032	,028
	Pelayanan5	-,061	,080	-,125	-,074	,433	-,046	-,069	,016	,001
	Pelayanan6	-,093	,041	-,054	-,016	-,046	,277	-,042	-,032	-,027
	Pelayanan7	-,017	-,014	,027	-,029	-,069	-,042	,276	-,061	-,022
	Pelayanan8	,004	,037	-,035	-,032	,016	-,032	-,061	,140	-,102
	Pelayanan9	,044	-,063	,026	,028	,001	-,027	-,022	-,102	,154
Anti-image Correlation	Pelayanan1	,835 ^a	-,596	,118	,024	-,170	-,325	-,061	,018	,207
	Pelayanan2	-,596	,757 ^a	-,518	-,346	,306	,197	-,066	,248	-,405
	Pelayanan3	,118	-,518	,868 ^a	-,070	-,406	-,220	,108	-,197	,142
	Pelayanan4	,024	-,346	-,070	,941 ^a	-,194	-,053	-,093	-,148	,122
	Pelayanan5	-,170	,306	-,406	-,194	,864 ^a	-,131	-,200	,064	,004
	Pelayanan6	-,325	,197	-,220	-,053	-,131	,929 ^a	-,151	-,165	-,133
	Pelayanan7	-,061	-,066	,108	-,093	-,200	-,151	,947 ^a	-,309	-,107
	Pelayanan8	,018	,248	-,197	-,148	,064	-,165	-,309	,831 ^a	-,693
	Pelayanan9	,207	-,405	,142	,122	,004	-,133	-,107	-,693	,822 ^a

a. Measures of Sampling Adequacy(MSA)

Commonalities

	Initial	Extraction
Pelayanan1	1,000	,573
Pelayanan2	1,000	,694
Pelayanan3	1,000	,760
Pelayanan4	1,000	,688
Pelayanan5	1,000	,516
Pelayanan6	1,000	,747
Pelayanan7	1,000	,724
Pelayanan8	1,000	,714
Pelayanan9	1,000	,699

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	6,115	67,944	67,944	6,115	67,944	67,944
2	,944	10,486	78,429			
3	,629	6,985	85,415			
4	,377	4,187	89,602			
5	,294	3,267	92,869			
6	,253	2,812	95,681			
7	,194	2,157	97,838			
8	,125	1,388	99,225			
9	,070	,775	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component
	1
Pelayanan1	,757
Pelayanan2	,833
Pelayanan3	,872
Pelayanan4	,830
Pelayanan5	,718
Pelayanan6	,864
Pelayanan7	,851
Pelayanan8	,845
Pelayanan9	,836

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

	Pelayanan1	Pelayanan2	Pelayanan3	Pelayanan4	Pelayanan5	Pelayanan6	Pelayanan7	Pelayanan8	Pelayanan9	
Reproduced Correlation	Pelayanan1	,573 ^b	,630	,660	,628	,543	,654	,644	,640	,633
	Pelayanan2	,630	,694 ^b	,726	,691	,598	,720	,709	,704	,696
	Pelayanan3	,660	,726	,760 ^b	,723	,626	,754	,742	,737	,729
	Pelayanan4	,628	,691	,723	,688 ^b	,596	,717	,706	,701	,694
	Pelayanan5	,543	,598	,626	,596	,516 ^b	,621	,611	,607	,600
	Pelayanan6	,654	,720	,754	,717	,621	,747 ^b	,736	,731	,723
	Pelayanan7	,644	,709	,742	,706	,611	,736	,724 ^b	,719	,711
	Pelayanan8	,640	,704	,737	,701	,607	,731	,719	,714 ^b	,706
	Pelayanan9	,633	,696	,729	,694	,600	,723	,711	,706	,699 ^b
Residual ^a	Pelayanan1		,160	,004	,001	-,039	-,033	-,111	-,197	-,172
	Pelayanan2	,160		,066	,051	-,146	-,120	-,113	-,146	-,058
	Pelayanan3	,004	,066		,003	,037	-,043	-,112	-,092	-,102
	Pelayanan4	,001	,051	,003		-,018	-,081	-,070	-,090	-,102
	Pelayanan5	-,039	-,146	,037	-,018		,006	-,029	-,091	-,139
	Pelayanan6	-,033	-,120	-,043	-,081	,006		-,001	,019	-,010
	Pelayanan7	-,111	-,113	-,112	-,070	-,029	-,001		,086	,058
	Pelayanan8	-,197	-,146	-,092	-,090	-,091	,019	,086		,189
	Pelayanan9	-,172	-,058	-,102	-,102	-,139	-,010	,058	,189	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 23 (63,0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Factor Analysis

Correlation Matrix

	Sajian 1	Sajian 2	Sajian 3	Sajian 4	Sajian 5	Sajian 6	Sajian 7	Sajian 8	Sajian 9	Sajian 10	Sajian 11	Sajian 12	Sajian 13	Sajian 14		
Correlation	Sajian 1	1,000	,425	,364	,270	,351	,489	,288	,278	,522	,437	,413	,453	,473	,271	
	Sajian 2	,425	1,000	,633	,433	,650	,482	,581	,618	,589	,662	,571	,620	,556	,479	
	Sajian 3	,364	,633	1,000	,325	,575	,490	,557	,572	,594	,620	,467	,541	,407	,422	
	Sajian 4	,270	,433	,325	1,000	,576	,363	,339	,371	,469	,347	,431	,418	,503	,472	
	Sajian 5	,351	,650	,575	,576	1,000	,521	,511	,607	,522	,603	,520	,568	,627	,609	
	Sajian 6	,489	,482	,490	,363	,521	1,000	,564	,508	,521	,571	,386	,445	,516	,425	
	Sajian 7	,288	,581	,557	,339	,511	,564	1,000	,677	,621	,613	,548	,597	,508	,442	
	Sajian 8	,278	,618	,572	,371	,607	,508	,677	1,000	,676	,719	,471	,535	,493	,516	
	Sajian 9	,522	,589	,594	,469	,522	,521	,621	,676	1,000	,700	,607	,620	,550	,414	
	Sajian 10	,437	,662	,620	,347	,603	,571	,613	,719	,700	1,000	,584	,668	,463	,517	
	Sajian 11	,413	,571	,467	,431	,520	,386	,548	,471	,607	,584	1,000	,755	,629	,486	
	Sajian 12	,453	,620	,541	,418	,568	,445	,597	,535	,620	,668	,755	1,000	,700	,651	
	Sajian 13	,473	,556	,407	,503	,627	,516	,508	,493	,550	,463	,629	,700	1,000	,706	
	Sajian 14	,271	,479	,422	,472	,609	,425	,516	,414	,517	,486	,651	,706	1,000	,000	
Sig. (1-tailed)	Sajian 1	,000	,000	,000	,003	,000	,000	,002	,003	,000	,000	,000	,000	,000	,000	,003
	Sajian 2	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 3	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 4	,003	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 5	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 6	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 7	,002	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 8	,003	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 9	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 10	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 11	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 12	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 13	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Sajian 14	,003	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000

a. Determinant = 4,69E-005

Inverse of Correlation Matrix

	Sajian 1	Sajian 2	Sajian 3	Sajian 4	Sajian 5	Sajian 6	Sajian 7	Sajian 8	Sajian 9	Sajian 10	Sajian 11	Sajian 12	Sajian 13	Sajian 14
Sajian 1	1,806	-,242	-,034	,099	,049	-,555	,408	,428	-,656	-,216	,007	-,238	-,498	,286
Sajian 2	-,242	2,644	-,589	-,179	-,505	,161	-,233	-,351	,233	-,529	-,164	-,214	-,336	,290
Sajian 3	-,034	-,589	2,207	,195	-,516	-,224	-,215	-,028	-,521	-,068	,044	-,272	,509	-,166
Sajian 4	,099	-,179	,195	1,771	-,744	-,138	,100	,172	-,670	,398	-,208	,109	-,018	-,367
Sajian 5	,049	-,505	-,516	-,744	2,891	-,184	,124	-,459	,460	-,467	-,089	,240	-,639	-,316
Sajian 6	-,555	,161	-,224	-,138	-,184	2,115	-,686	,041	,112	-,647	,268	,424	-,531	-,014
Sajian 7	,408	-,233	-,215	,100	,124	-,686	2,571	-,847	-,344	,136	-,297	-,524	-,085	,179
Sajian 8	,428	-,351	-,028	,172	-,459	,041	-,847	3,189	-,988	-,1013	,299	,454	-,149	-,430
Sajian 9	-,656	,233	-,521	-,670	,460	,112	-,344	-,988	3,337	-,852	-,373	-,122	-,513	,618
Sajian 10	-,216	-,529	-,068	,398	-,467	-,647	,136	-,1013	-,852	3,775	-,358	-,962	1,268	-,519
Sajian 11	,007	-,164	,044	-,208	-,089	,268	-,297	,299	-,373	-,358	2,756	-,1313	-,593	,350
Sajian 12	-,238	-,214	-,272	,109	,240	,424	-,524	,454	-,122	-,962	-,1313	3,984	-,852	-,908
Sajian 13	-,498	-,336	,509	-,018	-,639	-,531	-,085	-,149	-,513	1,268	-,593	-,852	3,632	-,1348
Sajian 14	,286	,290	-,166	-,367	-,316	-,014	,179	-,430	,618	-,519	,350	-,908	-,1348	2,754

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,911
Bartlett's Test of Sphericity	Approx. Chi-Square	931,899
	df	91
	Sig.	,000

Anti-image Matrices

	Sajian1	Sajian2	Sajian3	Sajian4	Sajian5	Sajian6	Sajian7	Sajian8	Sajian9	Sajian10	Sajian11	Sajian12	Sajian13	Sajian14	
Anti-image Covariance	Sajian1	,554	-,051	-,009	,031	,009	-,145	,088	,074	-,109	-,032	,001	-,033	-,076	,057
	Sajian2	-,051	,378	-,101	-,038	-,066	,029	-,034	-,042	,026	-,053	-,023	-,020	-,035	,040
	Sajian3	-,009	-,101	,453	,050	-,081	-,048	-,038	-,004	-,071	-,008	,007	-,031	,063	-,027
	Sajian4	,031	-,038	,050	,565	-,145	-,037	,022	,030	-,113	,060	-,043	,015	-,003	-,075
	Sajian5	,009	-,066	-,081	-,145	,346	-,030	,017	-,050	,048	-,043	-,011	,021	-,061	-,040
	Sajian6	-,145	,029	-,048	-,037	-,030	,473	-,126	,006	,016	-,081	,046	,050	-,069	-,002
	Sajian7	,088	-,034	-,038	,022	,017	-,126	,389	-,103	-,040	,014	-,042	-,051	-,009	,025
	Sajian8	,074	-,042	-,004	,030	-,050	,006	-,103	,314	-,093	-,084	,034	,036	-,013	-,049
	Sajian9	-,109	,026	-,071	-,113	,048	,016	-,040	-,093	,300	-,068	-,041	-,009	-,042	,067
	Sajian10	-,032	-,053	-,008	,060	-,043	-,081	,014	-,084	-,068	,265	-,034	-,064	,093	-,050
	Sajian11	,001	-,023	,007	-,043	-,011	,046	-,042	,034	-,041	-,034	,363	-,120	-,059	,046
	Sajian12	-,033	-,020	-,031	,015	,021	,050	-,051	,036	-,009	-,064	-,120	,251	-,059	-,083
	Sajian13	-,076	-,035	,063	-,003	-,061	-,069	-,009	-,013	-,042	,093	-,059	-,059	,275	-,135
	Sajian14	,057	,040	-,027	-,075	-,040	-,002	,025	-,049	,067	-,050	,046	-,083	-,135	,363
Anti-image Correlation	Sajian1	,870 ^a	-,111	-,017	,055	,021	-,284	,189	-,178	-,267	-,083	,003	-,089	-,194	,128
	Sajian2	-,111	,953 ^a	-,244	-,083	-,183	,068	-,089	-,121	,078	-,168	-,061	-,066	-,108	,108
	Sajian3	-,017	-,244	,942 ^a	,099	-,204	-,104	-,090	-,011	-,192	-,024	,018	-,092	,180	-,067
	Sajian4	,055	-,083	,099	,890 ^a	-,329	-,071	,047	,072	-,276	,154	-,094	,041	-,007	-,166
	Sajian5	,021	-,183	-,204	-,329	,929 ^a	-,074	,046	-,151	,148	-,141	-,032	,071	-,197	-,112
	Sajian6	-,284	,068	-,104	-,071	-,074	,906 ^a	-,294	,016	,042	-,229	,111	,146	-,192	-,006
	Sajian7	,189	-,089	-,090	,047	,046	-,294	,928 ^a	-,296	-,117	,044	-,112	-,164	-,028	,067
	Sajian8	,178	-,121	-,011	,072	-,151	,016	-,296	,911 ^a	-,303	-,292	,101	,127	-,044	-,145
	Sajian9	-,267	,078	-,192	-,276	-,148	,042	-,117	-,303	,904 ^a	-,240	-,123	-,034	-,147	,204
	Sajian10	-,083	-,168	-,024	,154	-,141	-,229	,044	-,292	-,240	,901 ^a	-,111	-,248	,343	-,161
	Sajian11	,003	-,061	,018	-,094	-,032	,111	-,112	,101	-,123	-,111	,930 ^a	-,396	-,167	,127
	Sajian12	-,089	-,066	-,092	,041	,071	,146	-,164	,127	-,034	-,248	-,396	,912 ^a	-,224	-,274
	Sajian13	-,194	-,108	,180	-,007	-,197	-,192	-,028	-,044	-,147	,343	-,187	-,224	,876 ^a	-,426
	Sajian14	,128	,108	-,067	-,166	-,112	-,006	,067	-,145	,204	-,161	,127	-,274	-,426	,883 ^a

a. Measures of Sampling Adequacy(MSA)

Comunalities

	Initial	Extraction
Sajian1	1,000	,318
Sajian2	1,000	,653
Sajian3	1,000	,634
Sajian4	1,000	,557
Sajian5	1,000	,655
Sajian6	1,000	,506
Sajian7	1,000	,649
Sajian8	1,000	,687
Sajian9	1,000	,697
Sajian10	1,000	,762
Sajian11	1,000	,600
Sajian12	1,000	,712
Sajian13	1,000	,784
Sajian14	1,000	,686

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7,830	55,926	55,926	7,830	55,926	55,926
2	1,068	7,631	63,558	1,068	7,631	63,558
3	,902	6,440	69,998			
4	,754	5,383	75,381			
5	,631	4,506	79,887			
6	,559	3,994	83,881			
7	,446	3,186	87,067			
8	,381	2,723	89,789			
9	,357	2,551	92,340			
10	,293	2,091	94,431			
11	,257	1,835	96,267			
12	,204	1,459	97,725			
13	,175	1,251	98,976			
14	,143	1,024	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component	
	1	2
Sajian 1	,563	-,030
Sajian 2	,801	-,111
Sajian 3	,729	-,321
Sajian 4	,593	,452
Sajian 5	,791	,169
Sajian 6	,692	-,167
Sajian 7	,759	-,270
Sajian 8	,779	-,281
Sajian 9	,808	-,209
Sajian 10	,823	-,291
Sajian 11	,758	,158
Sajian 12	,828	,163
Sajian 13	,778	,423
Sajian 14	,711	,425

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

	Sajian1	Sajian2	Sajian3	Sajian4	Sajian5	Sajian6	Sajian7	Sajian8	Sajian9	Sajian10	Sajian11	Sajian12	Sajian13	Sajian14	
Reproduced Correlation	Sajian1	.318 ^b	.454	.420	.321	.441	.395	.435	.447	.462	.472	.422	.461	.426	.388
	Sajian2	.454	.653 ^b	.619	.425	.615	.572	.638	.655	.670	.691	.589	.644	.576	.521
	Sajian3	.420	.619	.634 ^b	.287	.523	.558	.640	.658	.666	.693	.502	.551	.431	.382
	Sajian4	.321	.425	.287	.557 ^b	.546	.335	.328	.335	.385	.357	.521	.565	.653	.614
	Sajian5	.441	.615	.523	.546	.655 ^b	.519	.555	.569	.604	.602	.627	.682	.687	.634
	Sajian6	.395	.572	.558	.335	.519	.506 ^b	.570	.586	.594	.618	.498	.545	.468	.421
	Sajian7	.435	.638	.640	.328	.555	.570	.649 ^b	.667	.670	.703	.533	.584	.476	.424
	Sajian8	.447	.655	.658	.335	.569	.586	.667	.687 ^b	.689	.723	.547	.599	.487	.434
	Sajian9	.462	.670	.656	.385	.604	.594	.670	.689	.697 ^b	.726	.580	.635	.540	.485
	Sajian10	.472	.691	.693	.357	.602	.618	.703	.723	.726	.762 ^b	.578	.634	.517	.461
	Sajian11	.422	.589	.502	.521	.627	.498	.533	.547	.580	.578	.600 ^b	.653	.657	.606
	Sajian12	.461	.644	.551	.565	.682	.545	.584	.599	.635	.634	.653	.712 ^b	.713	.657
	Sajian13	.426	.576	.431	.653	.687	.468	.476	.487	.540	.517	.657	.713	.784 ^b	.732
	Sajian14	.388	.521	.382	.614	.634	.421	.424	.434	.485	.461	.606	.657	.732	.686 ^b
Residual ^a	Sajian1		-.030	-.056	-.051	-.090	.094	-.147	-.170	.060	-.035	-.009	-.008	.048	-.117
	Sajian2	-.030		.014	.008	.035	-.091	-.056	-.037	-.081	-.029	-.018	-.025	-.020	-.043
	Sajian3	-.056	.014		.037	.053	-.068	-.083	-.086	-.062	-.073	-.035	-.010	-.025	.041
	Sajian4	-.051	.008	.037		.030	.028	.011	.036	.084	-.010	-.090	-.147	-.150	-.142
	Sajian5	-.090	.035	.053	.030		.002	.043	.037	-.082	.001	-.106	-.115	-.060	-.025
	Sajian6	.094	-.091	-.068	.028	.002		-.006	-.078	-.073	-.047	-.112	-.100	.048	.004
	Sajian7	-.147	-.056	-.083	.011	-.043	-.006		.010	-.049	-.090	.016	.013	.032	.017
	Sajian8	-.170	-.037	-.086	.036	.037	-.078	.010		-.012	-.004	-.076	-.064	.006	.082
	Sajian9	.060	-.081	-.062	.084	-.082	-.073	-.049	-.012		-.026	.027	-.015	.010	-.072
	Sajian10	-.035	-.029	-.073	-.010	.001	-.047	-.090	-.004	-.026		.006	.034	-.054	.056
	Sajian11	-.009	-.018	-.035	-.090	-.106	-.112	.016	-.076	.027	.006		.102	-.028	-.120
	Sajian12	-.008	-.025	-.010	-.147	-.115	-.100	.013	-.064	-.015	.034	.102		-.012	-.006
	Sajian13	.048	-.020	-.025	-.150	-.060	.048	.032	.006	.010	-.054	-.028	-.012		-.026
	Sajian14	-.117	-.043	.041	-.142	-.025	.004	.017	.082	-.072	.056	-.120	-.006	-.026	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 39 (42.0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Frequency Table

Jenis_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	53	53,0	53,0	53,0
	Perempuan	47	47,0	47,0	100,0
	Total	100	100,0	100,0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 25 tahun	66	66,0	66,0	66,0
	25 - 30 tahun	19	19,0	19,0	85,0
	31 - 35 tahun	12	12,0	12,0	97,0
	> 40 tahun	3	3,0	3,0	100,0
	Total	100	100,0	100,0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mahasiswa	36	36,0	36,0	36,0
	Pelajar	10	10,0	10,0	46,0
	Umum	54	54,0	54,0	100,0
	Total	100	100,0	100,0	

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Tempat_Fasilitas 1	100	2,00	5,00	4,0600	,70811
Tempat_Fasilitas 2	100	2,00	5,00	3,9800	,79111
Tempat_Fasilitas 3	100	3,00	5,00	4,0700	,70000
Tempat_Fasilitas 4	100	3,00	5,00	4,2900	,68601
Tempat_Fasilitas 5	100	3,00	5,00	4,0500	,74366
Tempat_Fasilitas 6	100	3,00	5,00	3,8400	,70668
Tempat_Fasilitas 7	100	2,00	5,00	3,9900	,82260
Tempat_Fasilitas 8	100	3,00	5,00	4,0000	,61955
Tempat_Fasilitas	100	3,00	5,00	4,1289	,58874
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Pelayanan1	100	3,00	5,00	4,2700	,70861
Pelayanan2	100	3,00	5,00	4,2400	,71237
Pelayanan3	100	3,00	5,00	4,1900	,70632
Pelayanan4	100	3,00	5,00	4,1900	,67712
Pelayanan5	100	2,00	5,00	4,0800	,78727
Pelayanan6	100	2,00	5,00	4,0400	,70953
Pelayanan7	100	3,00	5,00	4,0800	,69165
Pelayanan8	100	3,00	5,00	4,0400	,73745
Pelayanan9	100	3,00	5,00	4,0300	,71711
Pelayanan	100	3,00	5,00	4,1289	,58874
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Sajian1	100	3,00	5,00	4,1700	,76614
Sajian2	100	2,00	5,00	3,7300	,76350
Sajian3	100	2,00	5,00	3,5700	,84393
Sajian4	100	2,00	5,00	3,8000	,75210
Sajian5	100	2,00	5,00	3,6400	,71802
Sajian6	100	2,00	5,00	3,8300	,72551
Sajian7	100	2,00	5,00	3,7400	,70525
Sajian8	100	3,00	5,00	3,6100	,69479
Sajian9	100	3,00	5,00	3,7800	,67540
Sajian10	100	2,00	5,00	3,7100	,78232
Sajian11	100	3,00	5,00	3,8000	,77850
Sajian12	100	3,00	5,00	3,8000	,73855
Sajian13	100	2,00	5,00	3,7600	,72641
Sajian14	100	2,00	5,00	3,7000	,88192
Sajian	100	2,57	5,00	3,7599	,56005
Valid N (listwise)	100				

Frequency Table

Promotion_marketing1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	48	48,0	48,0	48,0
	Ya	52	52,0	52,0	100,0
Total		100	100,0	100,0	

Promotion_marketing2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	25	25,0	25,0	25,0
	Ya	75	75,0	75,0	100,0
Total		100	100,0	100,0	

Promotion_marketing3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	20	20,0	20,0	20,0
	Ya	80	80,0	80,0	100,0
Total		100	100,0	100,0	

Promotion_marketing4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	39	39,0	39,0	39,0
	Ya	61	61,0	61,0	100,0
Total		100	100,0	100,0	

Delivery_Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	42	42,0	42,0	42,0
	Ya	58	58,0	58,0	100,0
Total		100	100,0	100,0	

Party

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	34	34,0	34,0	34,0
	Ya	66	66,0	66,0	100,0
Total		100	100,0	100,0	

Pemesanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	44	44,0	44,0	44,0
	Ya	56	56,0	56,0	100,0
	Total	100	100,0	100,0	

Memberikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	43	43,0	43,0	43,0
	Ya	57	57,0	57,0	100,0
	Total	100	100,0	100,0	

Mengadakan_Workshop

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	31	31,0	31,0	31,0
	Ya	69	69,0	69,0	100,0
	Total	100	100,0	100,0	

Pakaian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	50	50,0	50,0	50,0
	Ya	50	50,0	50,0	100,0
	Total	100	100,0	100,0	

Frozen

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	31	31,0	31,0	31,0
	Ya	69	69,0	69,0	100,0
	Total	100	100,0	100,0	

Jenis_kopi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	22	22,0	22,0	22,0
	Ya	78	78,0	78,0	100,0
	Total	100	100,0	100,0	

Peralatan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	39	39,0	39,0	39,0
	Ya	61	61,0	61,0	100,0
	Total	100	100,0	100,0	



Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,841	8

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,940	9

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,937	14

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.799	4