

Lampiran 1

KUESIONER PENELITIAN



PENGARUH KUALITAS PELAYANAN DAN KUALITAS PRODUK TERHADAP KEPUASAN PELANGGAN PADA WAYAN *RESTAURANT* TULAMBEN

Kepada Yth. Bapak / Ibu
Pelanggan
Wayan Restaurant
Tulamben

Dengan Hormat,

Pertama-tama saya ucapkan terima kasih atas kesediaan Bapak / Ibu meluangkan waktu dalam mengisi kuisisioner ini. Kuisisioner ini merupakan alat untuk mengumpulkan data dan informasi untuk penelitian saya yang berjudul “Pengaruh Kualitas Pelayanan Dan Kualitas Produk Terhadap Kepuasan Pelanggan Pada *Wayan Restaurant Tulamben*”.

Sebelum menjawab pertanyaan-pertanyaan di bawah ini, saya mohon agar Bapak/Ibu membaca terlebih dahulu petunjuk pengisian dan menjawab setiap pertanyaan dengan keyakinan yang tinggi tanpa suatu keraguan sesuai dengan keadaan yang sebenarnya. Jawaban Bapak/ Ibu hanya akan digunakan untuk kepentingan akademik, yaitu menyelesaikan studi saya pada Jurusan Manajemen Universitas Pendidikan Ganesha. Atas perhatian dan kerjasama Bapak/Ibu saya ucapkan terima kasih.

Peneliti,

Ni Luh Gede Arista Rahayuni

RESEARCH QUESTIONNAIRE

**THE INFLUENCE OF SERVICE QUALITY AND PRODUCT QUALITY ON
CUSTOMER SATISFACTION
AT WAYAN RESTAURANT
TULAMBEN**

Dear. Ladies and gentlemen
Consumer
Wayan Restaurant
Tulamben

Yours faithfully,

First of all, I would like to thank you for your willingness to take the time to fill out this questionnaire. This questionnaire is a tool for collecting data and information for my research entitled "The Influence of Service Quality and Product Quality on Consumer Satisfaction at Wayan Restaurant Tulamben".

Before answering the questions below, I request that you first read the instructions for filling in and answer each question with high confidence without any doubt according to the actual situation. Your answers will only be used for academic purposes, namely completing my studies at the Department of Management at Ganesha University of Education. For your attention and cooperation, I thank you.

Researcher,

Ni Luh Gede Arista Rahayuni

IDENTITAS RESPONDEN

Berilah tanda \surd atau x pada kotak pilihan yang disediakan. Apabila preferensi pilihan tidak tersedia, mohon isikan secara tertulis pada titik-titik yang disediakan.

Jenis Kelamin : () Pria () Wanita
 Usia : () < 25 Tahun () > 25 Tahun
 Kewarganegaraan : () WNI () WNA

DATA PENELITIAN

Petunjuk pengisian Pertanyaan dirancang dengan alternatif jawaban :

1. STS (Sangat tidak setuju)
2. TS (Tidak setuju)
3. N (Netral)
4. S (Setuju)
5. SS (Sangat setuju)

Pilih salah satu jawaban yang paling tepat untuk setiap pertanyaan sesuai dengan pendapat Bapak/Ibu dengan cara memberi tanda (\surd) pada kolom jawaban yang telah disediakan.

RESPONDENT IDENTITY

Put a \surd or x in the box provided. If the preference is not available, please enter in writing in the blanks provided.

Gender : () Male () Female
 Age : () < 25 years () > 25 years
 Nationality : () Indonesian citizen () Foreigner

RESEARCH DATA

Question filling instructions are designed with alternative answers:

1. STS (Strongly disagree)
2. TS (Disagree)
3. N (Neutral)
4. S (Agreed)
5. SS (Strongly agree)

Choose the most appropriate answer for each question according to your opinion by marking (\surd) in the answer column provided.

a. **KUALITAS PELAYANAN (*SERVICE QUALITY*)**

No	Pernyataan	STS	TS	N	S	SS
1	Wayan <i>Restaurant</i> Tulamben memiliki tempat makan dan alat makan yang bersih, karyawan berpakaian rapi serta ketersediaan tempat duduk dan ketersediaan parkir. (Wayan <i>Restaurant</i> Tulamben has a place to eat and cutlery that is clean, employees are neatly dressed as well as the availability of seats and the availability of parking spaces)					
2	Wayan <i>Restaurant</i> Tulamben memberikan pelayanan yang cepat, dan handal, serta karyawan memiliki pengetahuan dalam memberikan pelayanan. (Wayan <i>Restaurant</i> Tulamben provides fast and reliable service, and employees are knowledgeable in providing services)					
3	Karyawan Wayan <i>Restaurant</i> Tulamben memiliki sifat sopan santun sehingga para konsumen merasa aman menghabiskan waktu di Wayan <i>Restaurant</i> Tulamben. (Employees of Wayan <i>Restaurant</i> Tulamben are polite so that consumers feel safe while spending time at Wayan <i>Restaurant</i> Tulamben)					
4	Karyawan Wayan <i>Restaurant</i> Tulamben cepat tanggap dalam melayani konsumen yang baru datang untuk membantu dan memberikan pelayanan yang tepat kepada konsumen dengan penyampaian informasi yang jelas. (Wayan <i>Restaurant</i> Tulamben employees are quick to respond in serving customers who have just come to help and provide the right service to consumers by conveying clear information)					
5	Karyawan Wayan <i>Restaurant</i> melayani konsumen dengan senyuman dan ramah tamah tidak ada keterpaksaan dalam memahami dan menyelesaikan permintaan konsumen. (Wayan <i>Restaurant</i> employees serve consumers with a smile and are friendly, there is no compulsion in understanding and resolving consumer requests)					
6	Karyawan Wayan <i>Restaurant</i> Tulamben dengan cepat meminta maaf atas kesalahan yang dilakukan dan menanggapi dengan cepat keluhan konsumen.					

	(Wayan Restaurant Tulamben employees quickly apologized for the mistakes made and responded quickly to consumer complaints)					
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b. KUALITAS PRODUK (*PRODUK QUALITY*)

No	Pernyataan	STS	TS	N	S	SS
1	Makanan yang disajikan Wayan Restaurant Tulamben diproses sesuai dengan pesanan sehingga makanan terlihat segar, memiliki aroma, dan tekstur yang sesuai. (The food served by Wayan Restaurant Tulamben is processed to order so that the food looks fresh, has the right aroma and texture)					
2	Makanan yang disajikan Wayan Restaurant Tulamben kepada konsumen terlihat bersih, porsi makanan sesuai dengan standar, serta bahan makanan pendamping terlihat segar dan baru. (The food served by Wayan Restaurant Tulamben to consumers looks clean, the food portions are according to standards, and the ingredients for the side dishes look fresh and new)					
3	Suhu makanan yang disajikan Wayan Restaurant Tulamben kepada konsumen sesuai dengan makanan yang dipesan, seperti salad dalam kondisi dingin, sup dalam kondisi panas dan benar-benar matang. (The temperature of the food served by Wayan Restaurant Tulamben to consumers is in accordance with the food ordered, such as cold salads, hot and completely cooked soups.)					
4	Terdapat beraneka jenis makanan serta minuman yang ditawarkan Wayan Restaurant Tulamben. (There are various types of food and drinks offered by Wayan Restaurant Tulamben)					

c. **KEPUASAN PELANGGAN (CONSUMER SATISFACTION)**

No	Pernyataan	STS	TS	N	S	SS
1	Saya merasakan kepuasan akan terpenuhinya keinginan dan kebutuhan dari produk makanan yang telah dipesan di Wayan <i>Restaurant</i> Tulamben. (I feel satisfied with the fulfillment of the wants and needs of the food products that have been ordered at Wayan Restaurant Tulamben)					
2	Saya merasa puas karna apa yang saya dapatkan sesuai dengan apa yang saya harapkan sebagai hasil dari beberapa pilihan yang sebelumnya telah diinformasikan. (I feel satisfied because what I got is in accordance with what I expected as a result of the several choices that were previously informed)					
3	Saya merasa puas akan rasa dan porsi yang saya dapatkan karna sesuai dengan apa yang saya inginkan dan butuhkan. (I am satisfied with the taste and portion that I get because it is according to what I want and need)					
4	Saya dengan senang hati merekomendasikan Wayan <i>Restaurant</i> Tulamben kepada orang lain atas apa yang diperoleh dari kualitas produk dan pelayanan yang diterima. (I am happy to recommend Wayan Restaurant Tulamben to others because of the quality of the products and services received)					

**-TERIMAKASIH-
-THANKYOU-**

Lampiran 2
Tabulasi Data

No Responden	Jenis Kelamin	Usia	Kewarganegaraan
1	Pria	<25	WNI
2	Pria	>25	WNI
3	Wanita	>25	WNA
4	Pria	>25	WNI
5	Wanita	<25	WNI
6	Wanita	<25	WNA
7	Pria	<25	WNI
8	Pria	<25	WNI
9	Wanita	<25	WNI
10	Pria	>25	WNI
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34	Wanita	>25	WNA
35	Pria	>25	WNA
36	Pria	>25	WNI

37	Wanita	>25	WNI
38	Pria	>25	WNI
39	Wanita	<25	WNI
40	Wanita	<25	WNI
41	Pria	<25	WNI
42	Wanita	<25	WNI
43	Pria	<25	WNI
No Responden	Jenis Kelamin	Usia	Kewarganegaraan
44	Wanita	>25	WNI
45	Pria	>25	WNI
46	Wanita	>25	WNI
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86	Pria	>25	WNI
87	Wanita	>25	WNI
88	Wanita	>25	WNI
No Responden	Jenis Kelamin	Usia	Kewarganegaraan
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119	Wanita	<25	WNI
120	Wanita	<25	WNI

No Respon	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1	X2.1	X2.2	X2.3	X2.4	X2	Y1	Y2	Y3	Y4	Y
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No Responden	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1	X2.1	X2.2	X2.3	X2.4	X2	Y1	Y2	Y3	Y4	Y
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104	4	5	5	5	4	4	27	1	5	4	3	13	4	1	4	4	13
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106	5	5	5	5	4	4	28	3	4	3	3	13	5	3	5	2	15
107	4	5	5	4	4	5	27	4	2	3	4	13	4	4	4	2	14
108	4	5	5	5	5	4	28	2	2	2	3	9	4	2	4	3	13
109	5	5	5	5	5	4	29	1	4	3	3	11	5	1	4	4	14
110	4	5	5	4	5	5	28	2	4	3	5	14	4	2	3	3	12
111	5	5	5	5	5	5	30	1	3	3	4	11	5	1	4	3	13
112	4	4	4	4	4	5	25	2	2	2	4	10	4	2	2	2	10
113	4	5	4	5	4	4	26	2	3	5	4	14	4	2	5	4	15
114	4	4	4	5	4	4	25	3	2	2	5	12	4	3	4	4	15
115	4	5	5	5	4	5	28	4	3	4	3	14	4	4	4	4	16
116	5	5	5	5	4	4	28	5	3	3	5	16	5	5	4	4	18
117	5	5	5	5	5	5	30	3	3	3	5	14	5	3	3	2	13
118	4	5	5	4	4	4	26	2	5	3	3	13	4	2	5	2	13
119	4	5	4	4	4	4	25	2	3	4	3	12	4	2	5	4	15
120	5	5	4	5	4	4	27	3	4	4	3	14	5	3	2	2	12

Lampiran 3
Hasil Olah data

		Correlations						
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
X1.1	Pearson Correlation	1	.314**	.281**	.419**	.205*	.374**	.604**
	Sig. (2-tailed)		.000	.002	.000	.025	.000	.000
	N	120	120	120	120	120	120	120
X1.2	Pearson Correlation	.314**	1	.432**	.518**	.370**	.453**	.755**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	120	120	120	120	120	120	120
X1.3	Pearson Correlation	.281**	.432**	1	.449**	.198*	.393**	.690**
	Sig. (2-tailed)	.002	.000		.000	.031	.000	.000
	N	120	120	120	120	120	120	120
X1.4	Pearson Correlation	.419**	.518**	.449**	1	.289**	.470**	.769**
	Sig. (2-tailed)	.000	.000	.000		.001	.000	.000
	N	120	120	120	120	120	120	120
X1.5	Pearson Correlation	.205*	.370**	.198*	.289**	1	.284**	.552**
	Sig. (2-tailed)	.025	.000	.031	.001		.002	.000
	N	120	120	120	120	120	120	120
X1.6	Pearson Correlation	.374**	.453**	.393**	.470**	.284**	1	.737**
	Sig. (2-tailed)	.000	.000	.000	.000	.002		.000
	N	120	120	120	120	120	120	120
X1	Pearson Correlation	.604**	.755**	.690**	.769**	.552**	.737**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120	120

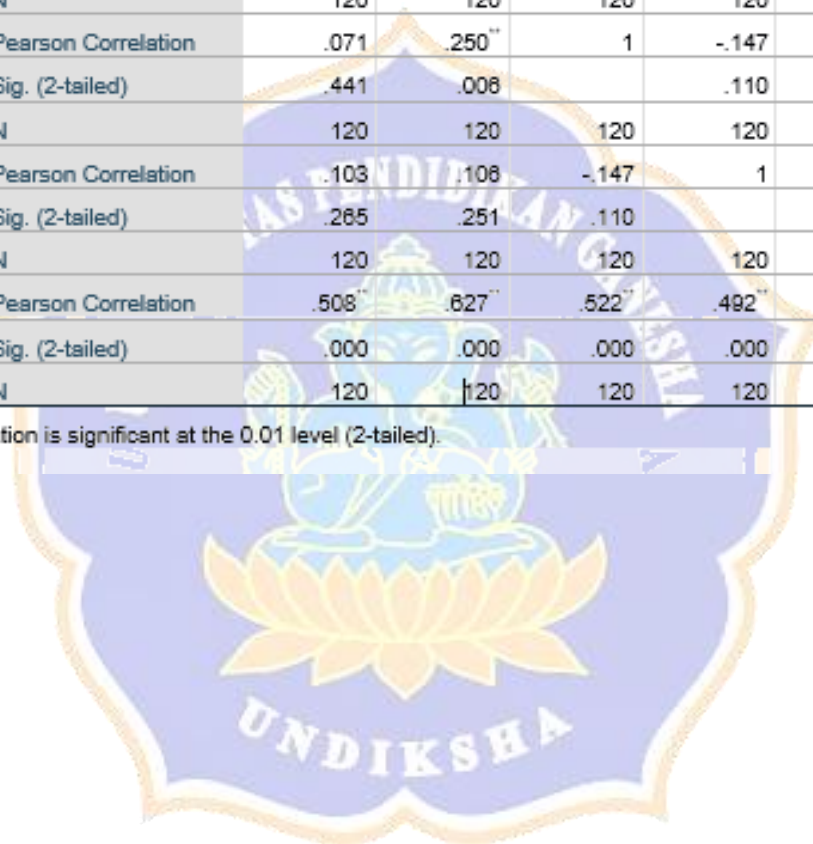
** . Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations

		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	-.068	.071	.103	.508**
	Sig. (2-tailed)		.458	.441	.265	.000
	N	120	120	120	120	120
X2.2	Pearson Correlation	-.068	1	.250**	.108	.627**
	Sig. (2-tailed)	.458		.008	.251	.000
	N	120	120	120	120	120
X2.3	Pearson Correlation	.071	.250**	1	-.147	.522**
	Sig. (2-tailed)	.441	.008		.110	.000
	N	120	120	120	120	120
X2.4	Pearson Correlation	.103	.108	-.147	1	.492**
	Sig. (2-tailed)	.265	.251	.110		.000
	N	120	120	120	120	120
X2	Pearson Correlation	.508**	.627**	.522**	.492**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	120	120	120	120	120

** . Correlation is significant at the 0.01 level (2-tailed).



		Correlations				
		Y1	Y2	Y3	Y4	Y
r1	Pearson Correlation	1	.048	.292**	.088	.480**
	Sig. (2-tailed)		.605	.001	.340	.000
	N	120	120	120	120	120
r2	Pearson Correlation	.048	1	.039	.141	.503**
	Sig. (2-tailed)	.605		.671	.124	.000
	N	120	120	120	120	120
r3	Pearson Correlation	.292**	.039	1	.342**	.744**
	Sig. (2-tailed)	.001	.671		.000	.000
	N	120	120	120	120	120
r4	Pearson Correlation	.088	.141	.342**	1	.678**
	Sig. (2-tailed)	.340	.124	.000		.000
	N	120	120	120	120	120
r	Pearson Correlation	.480**	.503**	.744**	.678**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	120	120	120	120	120

** . Correlation is significant at the 0.01 level (2-tailed).

Case Processing Summary

		N	%
Cases	Valid	120	100.0

Reliability Statistics

Cronbach's	
Alpha	N of Items
.772	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	44.90	36.040	.533	.757
X1.2	44.65	33.708	.694	.733
X1.3	44.79	33.830	.609	.739
X1.4	44.82	33.479	.710	.730
X1.5	44.93	36.180	.468	.761
X1.6	45.04	33.351	.667	.732
X1	24.47	10.150	1.000	.776

Case Processing Summary

		N	%
Cases	Valid	120	100.0
	Excluded ^a	0	.0
	Total	120	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.668	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	22.25	13.954	.304	.663
X2.2	22.13	12.749	.434	.616
X2.3	21.67	14.022	.339	.653

X2.4	21.87	14.133	.291	.667
X2	12.56	4.265	1.000	.185

Case Processing Summary

		N	%
Cases	Valid	120	100.0
	Excluded ^a	0	.0
	Total	120	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.728	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
r1	22.18	19.479	.383	.732
r2	23.35	18.384	.328	.732
r3	22.83	15.154	.593	.845
r4	23.40	16.629	.538	.874
r	13.11	5.492	1.000	.431

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
J		120
Normal Parameters ^{a,b}		
	Mean	.0000000
	Std. Deviation	1.69114651
Most Extreme Differences		
	Absolute	.056

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.179	1.434		-.822	.413		
	X1	.282	.050	.384	5.679	.000	.974	1.026
	X2	.588	.077	.518	7.661	.000	.974	1.026

a. Dependent Variable: Y

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.450	1.004		.449	.658
X1	.080	.063	.168	.980	.344
X2	-.008	.033	-.034	-.194	.847

a. Dependent Variable: AB_RES

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.692 ^a	.479	.470	1.706

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	313.254	2	156.627	53.845	.000 ^b
	Residual	340.337	117	2.909		
	Total	653.592	119			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

1	(Constant)	-1.179	1.434		- .822	.413
	X1	.282	.050	.384	5.679	.000
	X2	.588	.077	.518	7.661	.000

a. Dependent Variable: Y

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
N	Valid	120	120	120	120	120	120	120
	Missing	0	0	0	0	0	0	0
Mean		4.03	4.28	4.14	4.12	4.00	3.89	24.47
Sum		484	514	497	494	480	467	2936

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	19.2	19.2	19.2
	4	70	58.3	58.3	77.5
	5	27	22.5	22.5	100.0
Total		120	100.0	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.8	.8	.8
	2	1	.8	.8	1.7
	3	15	12.5	12.5	14.2
	4	49	40.8	40.8	55.0
	5	54	45.0	45.0	100.0
Total		120	100.0	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.8	.8	.8
	2	3	2.5	2.5	3.3
	3	21	17.5	17.5	20.8
	4	48	40.0	40.0	60.8

	5	47	39.2	39.2	100.0
	Total	120	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.8	.8	.8
	3	28	23.3	23.3	24.2
	4	47	39.2	39.2	63.3
	5	44	36.7	36.7	100.0
	Total	120	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	5.0	5.0	5.0
	3	11	9.2	9.2	14.2
	4	80	66.7	66.7	80.8
	5	23	19.2	19.2	100.0
	Total	120	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	7.5	7.5	7.5
	3	23	19.2	19.2	26.7
	4	60	50.0	50.0	76.7
	5	28	23.3	23.3	100.0
	Total	120	100.0	100.0	

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	2	1.7	1.7	1.7
	18	1	.8	.8	2.5
	19	2	1.7	1.7	4.2
	20	11	9.2	9.2	13.3
	21	10	8.3	8.3	21.7
	22	11	9.2	9.2	30.8
	23	13	10.8	10.8	41.7
	24	7	5.8	5.8	47.5
	25	10	8.3	8.3	55.8
	26	13	10.8	10.8	66.7
	27	13	10.8	10.8	77.5
	28	19	15.8	15.8	93.3
	29	4	3.3	3.3	96.7
	30	4	3.3	3.3	100.0
Total		120	100.0	100.0	

Statistics

		X2.1	X2.2	X2.3	X2.4	X2
N	Valid	120	120	120	120	120
	Missing	0	0	0	0	0
Mean		2.87	2.99	3.45	3.25	12.58
Sum		344	359	414	390	1507

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	5.8	5.8	5.8
	2	39	32.5	32.5	38.3
	3	41	34.2	34.2	72.5
	4	29	24.2	24.2	96.7

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	5.8	5.8	5.8

2	35	29.2	29.2	35.0
3	39	32.5	32.5	67.5
4	30	25.0	25.0	92.5
5	9	7.5	7.5	100.0
Total	120	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	18	15.0	15.0	15.0
	3	44	36.7	36.7	51.7
	4	44	36.7	36.7	88.3
	5	14	11.7	11.7	100.0
	Total	120	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1.7	1.7	1.7
	2	20	16.7	16.7	18.3
	3	59	49.2	49.2	67.5
	4	24	20.0	20.0	87.5
	5	15	12.5	12.5	100.0
	Total	120	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7	1	.8	.8	.8
	8	2	1.7	1.7	2.5
	9	4	3.3	3.3	5.8
	10	10	8.3	8.3	14.2
	11	20	16.7	16.7	30.8
	12	22	18.3	18.3	49.2
	13	23	19.2	19.2	68.3
	14	19	15.8	15.8	84.2

15	11	9.2	9.2	93.3
16	5	4.2	4.2	97.5
17	2	1.7	1.7	99.2
20	1	.8	.8	100.0
Total	120	100.0	100.0	

Statistics

		Y1	Y2	Y3	Y4	Y
N	Valid	120	120	120	120	120
	Missing	0	0	0	0	0
Mean		4.03	2.87	3.39	2.82	13.11
Sum		484	344	407	338	1573

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	19.2	19.2	19.2
	4	70	58.3	58.3	77.5
	5	27	22.5	22.5	100.0
Total		120	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	5.8	5.8	5.8
	2	39	32.5	32.5	38.3
	3	41	34.2	34.2	72.5
	4	29	24.2	24.2	96.7
	5	4	3.3	3.3	100.0
Total		120	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	5.8	5.8	5.8
	2	27	22.5	22.5	28.3
	3	18	15.0	15.0	43.3
	4	48	40.0	40.0	83.3
	5	20	16.7	16.7	100.0
Total		120	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	8.3	8.3	8.3
	2	41	34.2	34.2	42.5
	3	31	25.8	25.8	68.3
	4	37	30.8	30.8	99.2
	5	1	.8	.8	100.0
	Total	120	100.0	100.0	

Y

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7	1	.8	.8	.8
	8	1	.8	.8	1.7
	9	5	4.2	4.2	5.8
	10	11	9.2	9.2	15.0
	11	10	8.3	8.3	23.3
	12	19	15.8	15.8	39.2
	13	23	19.2	19.2	58.3
	14	15	12.5	12.5	70.8
	15	17	14.2	14.2	85.0
	16	12	10.0	10.0	95.0
	17	1	.8	.8	95.8

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	58	48.3	48.3	48.3
	Wanita	62	51.7	51.7	100.0
	Total	120	100.0	100.0	

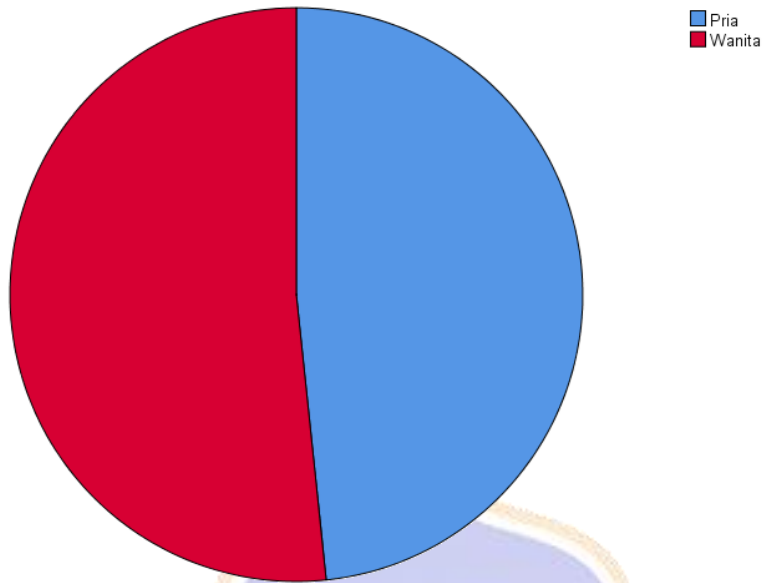
Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<25	40	33.3	33.3	33.3
	>25	80	66.7	66.7	100.0
	Total	120	100.0	100.0	

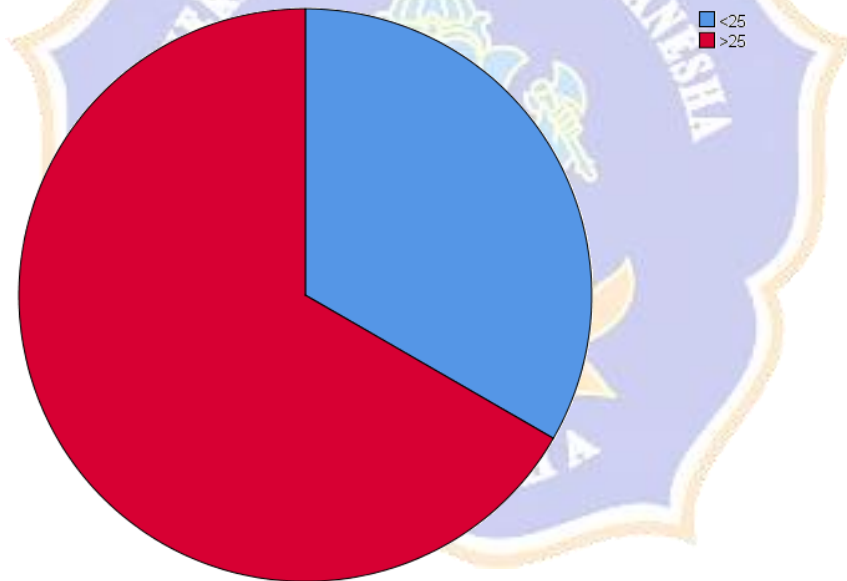
Kewarganegaraan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	WNA	7	5.8	5.8	5.8
	WNI	113	94.2	94.2	100.0
	Total	120	100.0	100.0	

Jenis Kelamin



Usia





RIWAYAT HIDUP



Ni Luh Gede Arista Rahayuni lahir di Bangli pada 11 April 2001. Penulis lahir dari pasangan suami istri Bapak I Ketut Gede Rumadana dan Ibu Ni Wayan Sumarni. Penulis berkebangsaan Indonesia dan beragama Hindu. Kini penulis beralamat di Desa Adat Baturinggih, Kecamatan Kubu, Kabupaten Karangasem, Provinsi Bali.

Penulis menyelesaikan Pendidikan dasar di SD N 10 Kesiman dan lulus pada tahun 2013. Kemudian penulis melanjutkan di SMP N 1 Kubu lulus pada tahun 2016. Pada tahun 2019 penulis lulus di SMA N 1 Kubu jurusan Ilmu Pengetahuan alam dan melanjutkan ke Universitas Pendidikan Ganesha Jurusan Manajemen. Pada semester akhir 2023 penulis telah menyelesaikan skripsi yang berjudul “Pengaruh Kualitas Pelayanan dan Kualitas Produk terhadap Kepuasan Pelanggan Pada Wayan Restaurant Tulamben”