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Lampiran 1. Data Responden

No.	Nama Responden	Jenis Kelamin	Usia (Th)	Pekerjaan
1	Ikram S	Laki-laki	21	Mahasiswa
2	Arya Fajar	Laki-laki	29	Wiraswasta
3	Aryamin	Laki-laki	23	Wirausaha
4	Abdullah	Laki-laki	42	Pengacara
5	Nurul Ghina	Perempuan	25	Karyawan Swasta
6	Nanny Nihrawati	Perempuan	24	IRT
7	Nila Adriana	Perempuan	35	Karyawan Swasta
8	Ernawati Syam	Perempuan	31	Karyawan Swasta
9	Syarwandi	Laki-laki	45	PKM Bonto Bahari
10	Alya	Perempuan	19	Mahasiswa
11	Fatmawati	Perempuan	39	IRT
12	Mentari	Perempuan	19	Mahasiswa
13	Yessi	Laki-laki	20	Mahasiswa
14	Julian	Laki-laki	20	Mahasiswa
15	H. Karyawati	Perempuan	38	IRT
16	H. A. Nurjannah	Perempuan	42	IRT
17	Muh. Arif	Laki-laki	21	Mahasiswa
18	Mantasiah M.E	Perempuan	43	Dosen
19	Mulyadi	Laki-laki	41	Wirausaha
20	Herlina	Perempuan	35	Karyawan Swasta
21	Nurul Qalbi Insaniah	Perempuan	19	Mahasiswa
22	Halijah S.	Perempuan	29	Karyawan Swasta
23	Viola	Perempuan	28	Karyawan Swasta
24	Nurwahiba	Perempuan	42	Wiraswasta
25	Yesrel	Laki-laki	39	Wiraswasta
26	Syamsul Alam	Laki-laki	25	Karyawan Swasta
27	Faisal Mubarak	Laki-laki	45	Karyawan Swasta
28	Rosnawati	Perempuan	40	IRT
29	Nur Mifta	Perempuan	21	Mahasiswa
30	Sunardi	Laki-laki	35	Wirausaha
31	Emmy	Laki-laki	37	Karyawan

				Swasta
32	Hj. Rostini	Perempuan	38	IRT
33	Amelia Gusti	Perempuan	29	Karyawan Swasta
34	Siti Azizah	Perempuan	22	Mahasiswa
35	Pakkal	Perempuan	22	Mahasiswa
36	Uswatun Hasanah	Perempuan	25	Wiraswasta
37	Yuhana Labaro	Perempuan	32	Produser
38	Yusril	Laki-laki	27	Karyawan Swasta
39	Nurhinal	Perempuan	53	Dosen
40	Murthada Al-Fajri	Laki-laki	23	Mahasiswa
41	Muh. Amirullah	Laki-laki	60	Wirausaha
42	Ahmad Malik	Laki-laki	22	Lain-lain
43	Fajar Alfian	Laki-laki	27	Karyawan Swasta
44	Farid Arsyad	Laki-laki	23	Lain-lain
45	Keyrina Dinda	Perempuan	23	Mahasiswa
46	Wahyu Purnama	Laki-laki	25	Lain-lain
47	Farhan Abi	Laki-laki	28	PNS
48	Dwi Putri	Perempuan	22	Lain-lain
49	Ahmad Hidayat R.	Laki-laki	39	Pengajar
50	Firsya Natasya	Perempuan	24	Lain-lain
51	Nurul Fatima	Perempuan	21	Mahasiswa
52	Muhammad Ardan	Laki-laki	24	Karyawan Swasta
53	Reski Dwi Putri	Perempuan	23	Lain-lain
54	Andi Hikmawati Y.	Perempuan	25	Mahasiswa
55	Dirman	Laki-laki	23	Lain-lain
56	M. Fadil	Laki-laki	25	Lain-lain
57	Fransiska Miska	Perempuan	23	Lain-lain
58	Alfatiha Nur Amalia	Perempuan	23	PNS
59	Haerawati	Perempuan	33	IRT
60	dr. Winda	Perempuan	37	Pengajar
61	Miftahul	Perempuan	27	Karyawan Swasta
62	Kamal Ma'ruf	Laki-laki	59	Perawat
63	Nur Reskiana	Perempuan	23	Lain-lain
64	Abdul Masli	Laki-laki	25	Lain-lain
65	Rahmat Firza	Laki-laki	22	Lain-lain
66	Muh. Arwin	Laki-laki	21	Lain-lain
67	Ahmad Muzakkir	Laki-laki	27	Lain-lain

68	Fenny Pongtiku	Perempuan	21	Lain-lain
69	Mukhtar, S.Pd, M.Pd	Laki-laki	53	PNS
70	Andi Nurwana Gani	Perempuan	25	Lain-lain
71	Wahyuni	Laki-laki	28	Lain-lain
72	Sarwendi	Laki-laki	32	Lain-lain
73	dr. Fka	Perempuan	53	Dosen
74	Ainun Nabila	Perempuan	42	IRT
75	Yusuf M.	Laki-laki	49	Karyawan Swasta
76	Azizah	Perempuan	57	IRT
77	Erma Yunus	Laki-laki	33	Wirausaha
78	Fatmawati	Perempuan	54	IRT
79	Aisyah	Perempuan	55	Pengajar
80	Abd. Rahman	Laki-laki	53	Pengajar
81	Asriani	Perempuan	29	Pengajar
82	Riyatmiah	Perempuan	53	Pengajar
83	Feyby Sandra Nani	Perempuan	54	PNS
84	Indarwati	Perempuan	54	PNS
85	Maya	Perempuan	35	Pengajar
86	Mulyana M.	Perempuan	52	PNS
87	Amanda	Perempuan	28	PNS
88	Muh. Reza	Laki-laki	21	Mahasiswa
89	Arifuddin, S.Pd, M.Pd	Laki-laki	51	Pengajar
90	Muliana, S.Ag	Perempuan	48	PNS
91	Sardiaman	Perempuan	53	Pengajar
92	Ilham	Laki-laki	33	Lain-lain
93	Faisal	Laki-laki	20	Lain-lain
94	Hasriani	Perempuan	32	Pengajar
95	Ana Chalifah	Perempuan	55	PNS
96	Herianto	Laki-laki	37	PNS
97	Sukmawati	Perempuan	55	PNS
98	Sitti Rahmatiah	Perempuan	55	PNS
99	Nur Hamzah	Laki-laki	34	PNS
100	Rahmat Nur	Laki-laki	26	Lain-lain

Lampiran 2. Jawaban Responden

X1 .Customer Relationship Management													
No	Komitmen		Kepercayaan		Orientasi Pengunjung			Pengalaman Pengunjung		Komunikasi			Total X1
1	4	4	5	5	4	4	5	4	4	4	5	4	48
2	4	4	5	5	4	4	5	4	4	5	5	4	53
3	4	4	4	4	5	5	5	5	5	4	4	4	53
4	4	5	4	5	4	5	5	4	4	4	4	5	53
5	4	4	4	4	5	5	5	4	4	4	4	4	51
6	5	5	4	5	5	5	4	5	5	5	5	4	57
7	4	5	4	5	4	5	4	4	4	5	5	4	53
8	4	5	5	4	4	5	4	5	5	5	4	4	54
9	4	5	5	4	4	4	4	4	4	4	5	5	52
10	4	4	4	4	5	5	4	5	5	4	4	4	52
11	4	4	3	3	5	5	5	5	4	5	5	5	53
12	5	5	5	5	5	5	5	5	5	5	5	5	60
13	5	5	5	5	5	5	5	5	5	5	5	4	59
14	5	5	4	4	4	4	4	5	5	5	5	4	54
15	5	5	5	5	5	5	5	5	5	5	5	5	60
16	4	4	4	4	4	4	4	4	4	4	4	4	48
17	4	4	5	5	4	4	4	4	4	5	5	5	48
18	5	5	4	4	4	4	4	5	5	4	4	3	51
19	4	4	4	4	5	5	4	4	5	5	5	5	54
20	4	5	4	3	5	5	4	4	4	5	5	4	48
21	3	5	5	5	5	5	5	5	4	5	5	5	57
22	5	5	3	4	4	4	4	4	4	5	4	4	50
23	5	4	4	4	4	4	4	5	5	4	4	4	51
24	4	4	5	4	5	4	4	5	5	4	4	4	52
25	4	4	4	4	4	4	4	4	4	4	4	4	48
26	4	4	5	4	4	5	4	4	4	4	5	5	52
27	4	4	5	5	4	4	4	5	5	5	4	4	53
28	4	4	5	5	4	4	5	5	5	5	5	4	55
29	4	5	4	4	4	5	5	5	5	5	5	5	56
30	4	5	5	5	4	4	5	5	5	5	5	4	56
31	5	5	5	5	4	4	5	5	5	5	5	4	57
32	4	4	5	4	5	4	5	5	4	5	4	4	53
33	3	5	5	4	5	5	5	5	5	5	4	3	54

34	5	5	5	4	4	5	4	5	4	4	5	5	55
35	5	5	5	5	5	4	4	4	4	5	5	5	56
36	4	4	4	4	4	5	5	4	4	5	5	5	53
37	4	4	5	5	4	4	4	5	5	5	5	5	55
38	5	5	5	5	4	4	4	5	4	5	4	4	54
39	4	4	4	4	5	5	5	4	4	5	5	5	54
40	5	5	4	5	5	4	5	4	4	4	5	4	54
41	5	4	5	5	4	5	4	5	5	5	5	5	57
42	4	5	4	5	4	4	4	5	4	4	4	4	51
43	4	4	3	4	4	5	4	5	4	5	4	4	50
44	4	4	5	5	4	4	5	4	4	5	4	4	52
45	5	4	4	5	4	5	4	4	5	4	5	4	53
46	4	5	4	4	5	4	4	5	4	4	5	4	52
47	5	5	4	4	5	4	5	5	5	5	5	4	56
48	4	5	5	4	5	4	5	4	4	5	4	4	53
49	4	4	4	4	5	5	5	5	5	4	4	3	52
50	5	5	5	5	4	4	5	4	4	5	5	4	55
51	5	5	5	4	5	4	5	4	4	5	5	5	56
52	4	4	5	4	4	5	4	4	4	5	5	3	51
53	4	5	4	4	5	4	5	4	4	5	4	4	52
54	4	4	5	4	4	5	4	4	5	4	4	4	51
55	4	4	5	4	5	4	5	4	4	5	4	4	52
56	4	5	4	4	5	4	4	4	5	4	4	4	51
57	5	5	4	4	4	4	5	4	5	4	4	4	52
58	5	5	4	4	5	5	4	4	5	4	5	4	54
59	4	4	5	5	4	4	4	5	5	4	5	4	53
60	4	4	4	5	4	5	4	5	5	5	5	4	54
61	4	5	4	5	4	4	4	5	5	4	4	4	52
62	5	5	4	5	4	4	4	5	4	4	5	5	54
63	5	5	4	4	5	4	4	4	5	4	4	4	52
64	4	5	4	5	5	5	5	5	4	5	5	5	57
65	4	5	4	4	5	4	5	4	4	5	5	4	53
66	5	5	4	4	4	5	4	4	4	5	4	4	52
67	5	5	5	4	4	5	4	4	4	4	5	5	54
68	5	4	4	4	4	5	4	4	5	4	5	4	52
69	4	4	4	4	4	4	5	4	4	5	5	4	51
70	3	3	3	3	4	3	3	3	3	4	4	3	39
71	4	5	4	4	5	5	5	5	5	4	4	4	54

72	5	5	5	5	4	4	4	5	5	4	5	5	56
73	4	4	5	5	5	5	5	4	5	5	5	5	57
74	4	4	5	5	5	4	5	5	5	4	4	5	55
75	4	4	5	5	4	4	5	4	5	4	5	5	54
76	4	5	4	5	4	4	4	5	5	4	5	5	54
77	5	5	5	4	4	4	5	4	4	4	4	5	53
78	4	4	5	5	4	5	4	5	5	5	5	5	56
79	4	4	4	4	4	4	4	4	4	4	4	4	48
80	4	4	4	4	5	4	5	4	4	5	4	4	51
81	5	5	5	5	5	5	5	5	5	5	5	5	60
82	4	4	4	4	4	4	5	4	4	5	4	4	50
83	5	5	4	4	4	4	4	4	4	4	4	5	51
84	3	3	3	4	3	3	3	4	3	3	4	3	39
85	4	4	3	3	4	3	3	3	3	4	4	3	41
86	5	5	4	4	4	4	5	4	4	5	4	4	52
87	4	4	4	4	5	5	4	4	5	5	5	4	53
88	4	5	5	5	4	4	5	5	5	4	4	5	55
89	4	5	4	4	5	5	4	4	4	4	4	5	52
90	4	4	4	4	4	4	4	4	4	5	5	4	50
91	4	5	4	4	4	4	4	4	4	5	5	5	52
92	5	5	4	3	5	4	2	5	5	5	5	5	53
93	5	5	5	4	4	5	4	4	5	5	4	5	55
94	4	5	4	4	4	4	4	4	4	5	5	5	52
95	4	5	4	4	4	4	4	4	4	5	5	5	52
96	2	3	4	2	3	4	5	5	5	5	5	5	48
97	5	4	4	3	4	4	4	5	4	5	4	4	50
98	5	4	4	5	4	5	4	4	5	5	5	4	54
99	4	4	4	4	4	4	3	4	4	4	3	3	45
100	4	5	4	5	4	5	4	5	5	5	5	4	55

X2. Product Destination									
No	Daya Tarik	Keragaman Fasilitas	Kemudahan Jangkauan		Penataan Objek Wisata		Tingkat Keamanan		Total X2
1	5	4	5	4	4	4	4	5	35
2	4	4	4	4	5	5	5	5	36
3	5	5	5	4	5	5	4	4	37
4	5	5	5	5	4	5	5	5	39
5	5	5	5	4	4	4	5	5	37
6	4	4	5	5	5	5	4	4	36
7	3	4	5	4	3	4	5	4	32
8	5	4	4	5	4	4	4	4	34
9	4	5	4	4	5	4	4	5	35
10	4	4	4	4	5	5	4	4	34
11	3	3	3	3	3	5	5	5	30
12	5	5	5	5	5	5	5	5	40
13	4	4	4	4	5	5	5	5	36
14	3	3	5	5	4	4	5	5	34
15	5	5	5	5	5	5	5	5	40
16	5	5	5	5	5	5	5	5	40
17	5	5	4	4	5	5	4	4	36
18	4	4	4	3	4	4	3	3	29
19	3	5	4	4	4	4	4	4	32
20	3	4	5	4	5	5	5	5	36
21	3	3	3	3	3	4	5	4	28
22	4	3	3	4	3	4	4	4	29
23	4	4	5	5	5	4	5	5	37
24	5	5	5	5	5	5	5	5	40
25	4	4	4	4	4	4	4	4	32
26	5	5	5	4	5	5	5	5	39
27	5	5	4	4	4	4	5	5	36
28	5	5	5	5	5	5	5	5	40
29	3	3	4	4	2	2	5	5	28
30	5	5	5	5	4	4	5	5	38
31	4	4	4	4	5	4	5	5	35
32	5	4	5	4	4	5	5	4	36
33	4	3	3	3	3	3	5	5	29
34	5	5	5	5	4	4	5	5	38
35	4	4	5	4	4	4	4	4	33

36	4	4	5	5	4	4	5	5	36
37	4	4	5	5	4	4	5	5	36
38	5	5	4	4	5	5	5	5	38
39	5	5	5	4	4	4	5	5	37
40	5	5	4	5	4	5	4	5	37
41	5	5	5	5	5	5	4	4	38
42	5	4	5	5	4	4	5	5	37
43	4	5	4	5	4	5	4	5	36
44	5	4	4	5	4	4	5	4	35
45	4	4	5	5	5	5	4	4	36
46	5	4	4	5	4	4	5	4	35
47	4	5	4	5	4	5	4	4	35
48	5	4	5	4	5	4	4	5	36
49	5	5	5	5	5	5	5	5	40
50	5	4	4	5	4	5	4	4	35
51	4	5	4	5	4	4	5	4	35
52	4	4	4	4	3	5	5	4	33
53	4	4	5	4	5	4	4	5	35
54	5	5	4	4	4	5	4	5	36
55	5	4	4	4	5	4	4	4	34
56	5	4	4	4	5	4	4	4	34
57	4	4	4	4	4	4	4	4	32
58	4	5	5	4	5	4	4	5	36
59	5	5	4	5	5	5	5	5	39
60	5	5	5	5	5	5	5	5	40
61	4	4	4	5	5	4	4	5	35
62	4	5	4	5	5	5	5	5	38
63	4	4	5	4	4	4	5	4	34
64	5	5	5	5	5	5	5	5	40
65	3	4	4	4	4	5	4	5	33
66	5	4	4	4	5	4	5	5	36
67	5	5	5	5	5	5	5	5	40
68	4	4	5	5	5	5	5	4	37
69	4	4	4	4	4	4	4	4	32
70	3	3	3	3	3	3	4	4	26
71	4	4	4	4	5	5	4	4	34
72	4	5	4	5	5	5	5	5	38
73	5	5	5	4	5	5	4	4	37

74	5	5	5	5	4	4	5	5	38
75	5	4	4	5	4	5	4	4	35
76	5	5	5	5	5	4	5	5	39
77	4	4	4	4	5	5	5	5	36
78	5	5	5	5	4	4	5	5	38
79	4	4	4	4	4	4	4	4	32
80	4	4	4	4	4	4	4	4	32
81	5	5	5	5	5	5	5	5	40
82	4	4	5	4	5	5	4	4	35
83	5	5	5	5	5	5	5	5	40
84	2	2	3	3	3	4	4	4	25
85	3	4	4	4	4	4	4	4	31
86	4	4	4	4	5	5	5	5	36
87	4	4	4	4	4	4	5	5	34
88	5	5	5	5	5	5	4	4	38
89	4	5	4	5	4	4	4	4	34
90	4	5	5	5	4	4	5	5	37
91	5	5	5	5	5	5	5	5	40
92	5	5	5	5	4	4	4	4	36
93	5	4	5	5	4	5	4	4	36
94	5	5	5	5	5	5	5	5	40
95	5	5	5	5	5	5	5	5	40
96	5	5	4	4	4	5	5	5	37
97	3	4	5	4	4	4	5	5	34
98	4	4	5	4	4	4	5	4	34
99	4	4	4	4	4	4	4	4	32
100	5	5	5	5	4	5	4	5	38

(X3) Service Quality											
No.	Tangibility			Reliability		Responsiveness		Assurance		Empathy	Total X3
1	5	4	5	4	5	4	4	5	5	4	41
2	5	5	4	4	4	4	4	4	4	5	43
3	5	4	4	5	4	4	4	4	5	4	43
4	5	5	5	5	5	4	4	4	5	5	47
5	4	4	4	4	4	4	4	4	4	5	41
6	5	5	5	4	4	5	5	4	4	4	45
7	4	4	4	4	5	4	3	3	4	4	39
8	4	5	5	4	5	3	4	5	5	4	44
9	4	5	4	4	4	5	4	4	4	5	43
10	4	4	4	4	4	5	5	4	4	4	42
11	5	3	5	5	5	5	5	5	5	5	48
12	5	5	5	5	5	5	5	5	5	5	50
13	4	4	4	4	4	5	5	4	4	4	42
14	4	4	4	4	4	4	4	5	5	4	42
15	5	5	5	5	5	5	5	5	5	5	50
16	4	4	4	4	4	4	4	4	4	4	40
17	5	5	5	5	5	5	5	4	4	4	47
18	4	4	4	3	3	3	3	4	4	4	36
19	3	3	3	5	5	4	4	4	4	4	39
20	4	4	5	4	5	4	4	5	5	5	45
21	4	4	5	5	5	5	5	5	5	4	47
22	4	4	4	4	4	4	4	4	4	4	40
23	4	4	4	5	5	4	4	4	4	4	42
24	4	5	4	5	5	5	4	5	4	4	45
25	4	4	4	4	4	4	4	4	4	4	40
26	4	5	5	4	5	5	5	4	5	4	46
27	4	5	5	5	5	5	5	5	5	4	48
28	5	5	4	4	4	5	5	4	4	5	45
29	5	5	5	5	5	5	5	5	5	3	48
30	4	5	5	5	5	5	5	5	5	5	49
31	4	4	4	4	4	5	5	4	4	5	43
32	5	5	5	4	5	5	5	5	5	5	49
33	4	4	5	5	5	5	5	5	5	3	46
34	5	5	4	4	4	5	5	4	4	5	45
35	5	5	5	5	5	5	5	5	5	5	50
36	4	4	4	5	4	4	4	4	4	4	41

37	5	5	5	4	4	5	4	5	4	4	45
38	5	5	5	4	4	4	4	4	4	4	43
39	4	5	5	5	5	4	4	5	5	4	46
40	4	5	4	5	4	5	4	4	5	4	44
41	5	5	4	5	5	4	4	5	5	4	46
42	4	4	5	4	4	4	5	4	4	5	43
43	4	5	4	5	4	4	5	4	5	4	44
44	4	5	4	4	4	4	5	4	4	4	42
45	4	4	5	4	4	4	5	4	5	4	43
46	4	4	5	4	5	4	5	4	4	5	44
47	4	5	4	5	5	4	4	4	4	4	43
48	4	5	4	4	5	4	5	4	5	4	44
49	3	4	3	4	5	5	5	4	4	5	42
50	5	5	4	5	4	4	4	5	4	4	44
51	5	5	5	4	5	5	4	5	4	5	47
52	4	5	4	5	4	4	5	4	4	4	43
53	4	5	4	4	5	4	4	5	4	4	43
54	4	5	4	4	5	4	5	4	4	4	43
55	4	5	4	4	4	4	5	4	5	4	43
56	4	5	5	4	4	4	4	5	4	4	43
57	4	4	4	5	5	5	5	4	5	4	45
58	4	5	4	4	5	4	5	4	5	4	44
59	4	4	4	5	5	4	4	4	4	4	42
60	4	4	5	5	4	4	5	5	5	4	45
61	4	4	4	5	5	4	4	4	5	5	44
62	4	5	4	5	5	5	5	4	4	5	46
63	4	4	5	4	4	4	4	5	4	4	42
64	4	5	4	5	5	4	4	5	4	4	44
65	4	4	5	3	4	4	5	4	4	5	42
66	4	4	5	5	5	4	4	5	4	4	44
67	4	4	5	4	5	4	5	4	5	4	44
68	4	5	4	5	4	4	4	5	4	4	43
69	4	4	4	4	4	4	4	5	5	5	43
70	4	3	3	3	3	3	3	3	4	4	33
71	4	5	4	5	5	5	5	4	4	4	45
72	4	4	5	4	5	5	5	5	5	5	47
73	4	4	4	4	5	5	5	4	4	5	44
74	4	5	4	5	5	5	5	5	5	5	48

75	4	4	4	5	5	5	5	4	4	5	45
76	4	4	4	5	5	5	5	5	5	4	46
77	5	5	5	4	4	4	4	4	4	4	43
78	5	5	5	5	5	4	4	5	5	4	47
79	4	4	4	4	4	4	4	4	4	4	40
80	4	4	4	4	4	4	4	4	4	4	40
81	5	5	5	5	5	5	5	5	5	5	50
82	4	4	4	4	4	4	4	4	4	4	40
83	5	5	5	5	5	5	5	5	5	5	50
84	3	3	3	3	3	4	4	4	4	4	35
85	3	3	3	4	4	4	4	3	3	3	34
86	4	4	4	3	4	4	4	4	4	3	38
87	4	4	4	5	5	4	4	5	5	4	44
88	4	4	4	4	4	4	5	4	4	5	42
89	4	4	4	4	4	4	4	5	4	4	41
90	5	5	5	5	5	5	5	5	5	5	50
91	5	5	5	5	5	5	5	5	5	5	50
92	5	5	5	5	5	5	5	5	5	5	50
93	5	5	5	4	5	5	4	4	5	5	47
94	5	5	5	5	5	5	5	5	5	5	50
95	5	5	5	5	5	5	5	5	5	5	50
96	5	4	5	5	5	5	4	4	5	5	47
97	4	4	5	4	5	4	4	5	4	5	44
98	4	4	4	4	4	4	4	4	4	4	40
99	4	4	4	4	4	4	4	4	4	4	40
100	4	5	4	5	4	5	5	4	4	5	45

(Y) Kepuasan Wisatawan						
No.	Kesesuaian Jasa dgn Harapan	Kesesuaian Pelayanan dgn Harapan		Kesesuaian Fasilitas dgn Harapan		Total Y
1	5	5	5	5	5	25
2	5	5	5	4	4	23
3	5	4	5	4	5	23
4	4	4	4	5	5	22
5	4	4	4	5	5	22
6	5	4	4	5	5	23
7	4	4	4	5	4	21
8	4	4	5	4	5	22
9	4	4	5	5	5	23
10	5	4	4	5	5	23
11	5	5	5	3	3	21
12	5	5	5	5	5	25
13	4	4	4	5	5	22
14	5	5	5	5	5	25
15	5	5	5	5	5	25
16	4	4	4	4	4	20
17	4	5	5	4	4	22
18	5	4	4	5	5	23
19	4	4	4	4	4	20
20	4	4	4	4	4	20
21	5	5	5	4	4	23
22	4	4	4	4	4	20
23	4	4	4	5	5	22
24	4	4	4	4	4	20
25	4	4	4	4	4	20
26	5	5	5	5	5	25
27	5	5	4	5	5	24
28	4	5	5	4	4	22
29	4	4	4	3	3	18
30	5	4	4	5	5	23
31	5	4	4	4	4	21
32	4	5	5	5	5	24
33	4	4	4	3	3	18
34	5	5	4	5	5	24
35	4	5	5	4	5	23

36	4	5	5	5	5	24
37	5	5	5	4	4	23
38	5	4	4	5	5	23
39	5	5	5	5	5	25
40	5	5	4	5	5	24
41	5	5	5	4	5	24
42	4	5	5	4	4	22
43	5	4	5	4	5	23
44	5	4	4	5	4	22
45	4	5	5	4	4	22
46	4	5	4	5	4	22
47	4	5	4	4	5	22
48	4	5	4	4	4	21
49	4	4	4	5	4	21
50	5	4	4	4	5	22
51	4	5	4	5	4	22
52	4	4	4	4	4	20
53	4	4	5	4	5	22
54	4	4	5	5	5	23
55	4	4	5	4	4	21
56	4	5	4	4	4	21
57	5	4	4	5	5	23
58	4	4	4	4	5	21
59	4	4	5	5	5	23
60	5	5	5	5	5	25
61	5	5	5	5	5	25
62	5	5	5	5	5	25
63	4	4	5	4	5	22
64	4	4	4	4	4	20
65	4	5	4	4	4	21
66	4	4	5	4	4	21
67	4	4	4	4	4	20
68	5	4	4	5	5	23
69	4	4	4	4	4	20
70	3	3	3	3	3	15
71	5	5	5	4	4	23
72	4	4	4	5	5	22
73	4	5	5	4	5	23

74	4	4	4	4	4	20
75	4	5	5	5	5	24
76	4	4	4	5	5	22
77	4	4	4	4	4	20
78	4	5	5	4	4	22
79	4	4	4	4	4	20
80	4	4	4	5	4	21
81	5	5	5	5	5	25
82	4	5	4	4	4	21
83	5	5	5	5	5	25
84	4	4	4	4	4	20
85	3	3	3	3	3	15
86	4	4	4	4	4	20
87	4	4	4	4	4	20
88	5	5	5	5	4	24
89	4	4	4	4	4	20
90	4	4	5	5	5	23
91	4	5	4	5	5	23
92	4	4	5	5	5	23
93	4	5	5	5	5	24
94	4	5	4	5	5	23
95	4	5	4	5	5	23
96	4	4	4	5	5	22
97	4	4	4	4	4	20
98	4	3	4	3	3	17
99	4	4	4	4	4	20
100	4	5	4	4	5	22

Lampiran 3, Hasil Uji Validitas

Correlations														
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	CR.Manajemen
X1.1	Pearson Correlation	1	.492**	0.131	.236*	0.106	0.106	-.058	0.063	.206*	0.035	0.119	0.138	.432**
	Sig. (2-tailed)		0.000	0.195	0.018	0.295	0.295	0.563	0.535	0.039	0.733	0.238	0.171	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.2	Pearson Correlation	.492**	1	0.153	.230*	.260**	0.132	0.118	0.185	0.130	0.122	0.122	.252*	.522**
	Sig. (2-tailed)	0.000		0.129	0.021	0.009	0.190	0.242	0.065	0.198	0.226	0.228	0.011	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.3	Pearson Correlation	0.131	0.153	1	.486**	0.069	0.128	.329**	.236*	.309**	0.186	.208*	.314**	.556**
	Sig. (2-tailed)	0.195	0.129		0.000	0.494	0.205	0.001	0.018	0.002	0.064	0.038	0.001	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.4	Pearson Correlation	.236*	.230*	.486**	1	-.015	0.135	.242*	.273**	.283**	0.059	.263**	0.193	.552**
	Sig. (2-tailed)	0.018	0.021	0.000		0.879	0.179	0.015	0.006	0.004	0.559	0.008	0.054	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.5	Pearson Correlation	0.106	.260**	0.069	-0.015	1	.309**	.299**	0.107	0.161	0.152	0.028	0.059	.392**
	Sig. (2-tailed)	0.295	0.009	0.494	0.879		0.002	0.003	0.290	0.110	0.131	0.782	0.559	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.6	Pearson Correlation	0.106	0.132	0.128	0.135	.309**	1	0.191	.229*	.375**	.226*	.252*	.243*	.524**
	Sig. (2-tailed)	0.295	0.190	0.205	0.179	0.002		0.057	0.022	0.000	0.023	0.011	0.015	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.7	Pearson Correlation	-.058	0.118	.329**	.242*	.299**	0.191	1	0.139	0.123	.271**	0.102	0.178	.479**
	Sig. (2-tailed)	0.563	0.242	0.001	0.015	0.003	0.057		0.168	0.221	0.006	0.314	0.076	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100

X1.8	Pearson Correlation	0.063	0.185	.236*	.273**	0.107	.229*	0.139	1	.578**	0.127	0.121	0.140	.532**
	Sig. (2-tailed)	0.535	0.065	0.018	0.006	0.290	0.022	0.168		0.000	0.208	0.229	0.164	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.9	Pearson Correlation	.206*	0.130	.309**	.283**	0.161	.375**	0.123	.578**	1	0.067	0.168	0.127	.586**
	Sig. (2-tailed)	0.039	0.198	0.002	0.004	0.110	0.000	0.221	0.000		0.505	0.095	0.209	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.10	Pearson Correlation	0.035	0.122	0.186	0.059	0.152	.226*	.271**	0.127	0.067	1	.362**	0.176	.419**
	Sig. (2-tailed)	0.733	0.226	0.064	0.559	0.131	0.023	0.006	0.208	0.505		0.000	0.080	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.11	Pearson Correlation	0.119	0.122	.208*	.263**	0.028	.252*	0.102	0.121	0.168	.362**	1	.449**	.467**
	Sig. (2-tailed)	0.238	0.228	0.038	0.008	0.782	0.011	0.314	0.229	0.095	0.000		0.000	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.12	Pearson Correlation	0.138	.252*	.314**	0.193	0.059	.243*	0.178	0.140	0.127	0.176	.449**	1	.522**
	Sig. (2-tailed)	0.171	0.011	0.001	0.054	0.559	0.015	0.076	0.164	0.209	0.080	0.000		0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
CR. Manajemen	Pearson Correlation	.432**	.522**	.556**	.552**	.392**	.524**	.479**	.532**	.586**	.419**	.467**	.522**	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
**. 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	X2.5	X2.6	X2.7	X2.8	Product Dest
X2.1	Pearson Correlation	1	.653**	.434**	.508**	.439**	.351**	0.131	.203*	.734**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.193	0.042	0.000
	N	100	100	100	100	100	100	100	100	100
X2.2	Pearson Correlation	.653**	1	.510**	.566**	.514**	.447**	0.155	.322**	.809**
	Sig. (2-tailed)	0.000		0.000	0.000	0.000	0.000	0.123	0.001	0.000
	N	100	100	100	100	100	100	100	100	100
X2.3	Pearson Correlation	.434**	.510**	1	.550**	.438**	.245*	.249*	.268**	.704**
	Sig. (2-tailed)	0.000	0.000		0.000	0.000	0.014	0.012	0.007	0.000
	N	100	100	100	100	100	100	100	100	100
X2.4	Pearson Correlation	.508**	.566**	.550**	1	.368**	.340**	.240*	.260**	.731**
	Sig. (2-tailed)	0.000	0.000	0.000		0.000	0.001	0.016	0.009	0.000
	N	100	100	100	100	100	100	100	100	100
X2.5	Pearson Correlation	.439**	.514**	.438**	.368**	1	.576**	0.053	.245*	.708**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000		0.000	0.600	0.014	0.000
	N	100	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	.351**	.447**	.245*	.340**	.576**	1	0.059	0.110	.604**
	Sig. (2-tailed)	0.000	0.000	0.014	0.001	0.000		0.559	0.274	0.000
	N	100	100	100	100	100	100	100	100	100
X2.7	Pearson Correlation	0.131	0.155	.249*	.240*	0.053	0.059	1	.605**	.428**
	Sig. (2-tailed)	0.193	0.123	0.012	0.016	0.600	0.559		0.000	0.000
	N	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	.203*	.322**	.268**	.260**	.245*	0.110	.605**	1	.533**

	Sig. (2-tailed)	0.042	0.001	0.007	0.009	0.014	0.274	0.000		0.000
	N	100	100	100	100	100	100	100	100	100
Product Dest	Pearson Correlation	.734**	.809**	.704**	.731**	.708**	.604**	.428**	.533**	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
	N	100	100	100	100	100	100	100	100	100
**. Correlation is significant at the 0.01 level (2-tailed).										
*. Correlation is significant at the 0.05 level (2-tailed).										

Correlations												
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X3.10	Service Quality
X3.1	Pearson Correlation	1	.530**	.599**	.273**	.223*	.346**	0.139	.346**	.365**	.318**	.629**
	Sig. (2-tailed)		0.000	0.000	0.006	0.026	0.000	0.167	0.000	0.000	0.001	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.2	Pearson Correlation	.530**	1	.378**	.335**	.293**	.325**	.284**	.325**	.252*	0.175	.625**
	Sig. (2-tailed)	0.000		0.000	0.001	0.003	0.001	0.004	0.001	0.011	0.081	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.3	Pearson Correlation	.599**	.378**	1	.219*	.411**	.290**	.296**	.543**	.491**	.253*	.689**
	Sig. (2-tailed)	0.000	0.000		0.029	0.000	0.003	0.003	0.000	0.000	0.011	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.4	Pearson Correlation	.273**	.335**	.219*	1	.574**	.408**	.281**	.408**	.411**	0.095	.640**
	Sig. (2-tailed)	0.006	0.001	0.029		0.000	0.000	0.005	0.000	0.000	0.348	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.5	Pearson Correlation	.223*	.293**	.411**	.574**	1	.419**	.326**	.419**	.476**	.238*	.678**
	Sig. (2-tailed)	0.026	0.003	0.000	0.000		0.000	0.001	0.000	0.000	0.017	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.6	Pearson Correlation	.346**	.325**	.290**	.408**	.419**	1	.629**	.261**	.257**	.390**	.685**
	Sig. (2-tailed)	0.000	0.001	0.003	0.000	0.000		0.000	0.009	0.010	0.000	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.7	Pearson Correlation	0.139	.284**	.296**	.281**	.326**	.629**	1	0.167	.322**	.305**	.598**
	Sig. (2-tailed)	0.167	0.004	0.003	0.005	0.001	0.000		0.097	0.001	0.002	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.8	Pearson Correlation	.346**	.325**	.543**	.408**	.419**	.261**	0.167	1	.506**	0.157	.633**

	Sig. (2-tailed)	0.000	0.001	0.000	0.000	0.000	0.009	0.097		0.000	0.118	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.9	Pearson Correlation	.365**	.252*	.491**	.411**	.476**	.257**	.322**	.506**	1	0.189	.650**
	Sig. (2-tailed)	0.000	0.011	0.000	0.000	0.000	0.010	0.001	0.000		0.059	0.000
	N	100	100	100	100	100	100	100	100	100	100	100
X3.10	Pearson Correlation	.318**	0.175	.253*	0.095	.238*	.390**	.305**	0.157	0.189	1	.493**
	Sig. (2-tailed)	0.001	0.081	0.011	0.348	0.017	0.000	0.002	0.118	0.059		0.000
	N	100	100	100	100	100	100	100	100	100	100	100
Service Quality	Pearson Correlation	.629**	.625**	.689**	.640**	.678**	.685**	.598**	.633**	.650**	.493**	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
	N	100	100	100	100	100	100	100	100	100	100	100
**. Correlation is significant at the 0.01 level (2-tailed).												
*. Correlation is significant at the 0.05 level (2-tailed).												

Correlations							
		Y1	Y2	Y3	Y4	Y5	Kepuasan Wis
Y1	Pearson Correlation	1	.384**	.373**	.372**	.384**	.683**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000
	N	100	100	100	100	100	100
Y2	Pearson Correlation	.384**	1	.533**	.291**	.289**	.686**
	Sig. (2-tailed)	0.000		0.000	0.003	0.004	0.000
	N	100	100	100	100	100	100
Y3	Pearson Correlation	.373**	.533**	1	0.190	.346**	.665**
	Sig. (2-tailed)	0.000	0.000		0.059	0.000	0.000
	N	100	100	100	100	100	100
Y4	Pearson Correlation	.372**	.291**	0.190	1	.743**	.749**
	Sig. (2-tailed)	0.000	0.003	0.059		0.000	0.000
	N	100	100	100	100	100	100
Y5	Pearson Correlation	.384**	.289**	.346**	.743**	1	.793**
	Sig. (2-tailed)	0.000	0.004	0.000	0.000		0.000
	N	100	100	100	100	100	100
Kepuasan Wis	Pearson Correlation	.683**	.686**	.665**	.749**	.793**	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	
	N	100	100	100	100	100	100
**. Correlation is significant at the 0.01 level (2-tailed).							

Lampiran 4. Hasil Uji Reliabilitas

Reliability Statistics	
Cronbach's Alpha	N of Items
0.742	12

Reliability Statistics	
Cronbach's Alpha	N of Items
0.818	8

Reliability Statistics	
Cronbach's Alpha	N of Items
0.836	10

Reliability Statistics	
Cronbach's Alpha	N of Items
0.763	5

Lampiran 5. Hasil Uji Asumsi Klasik

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0.0000000
	Std. Deviation	1.59898486
Most Extreme Differences	Absolute	0.074
	Positive	0.044
	Negative	-0.074
Test Statistic		0.074
Asymp. Sig. (2-tailed)		.200 ^{c,d}
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.477	2.594		1.340	0.183		
	CR.Manajemen	0.112	0.058	0.198	1.944	0.055	0.634	1.577
	Product Dest	0.170	0.059	0.275	2.851	0.005	0.705	1.418
	Service Quality	0.150	0.060	0.264	2.485	0.015	0.581	1.720
a. Dependent Variable: Kepuasan Wis								

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.018	1.633		2.460	0.016
	CR.Manajemen	0.000	0.036	0.000	-0.003	0.997
	Product Dest	-0.015	0.037	-0.049	-0.412	0.681
	Service Quality	-0.051	0.038	-0.177	-1.348	0.181
a. Dependent Variable: RES2						

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.607 ^a	0.369	0.349	1.624	1.796
a. Predictors: (Constant), Service Quality, Product Dest, CR.Manajemen					
b. Dependent Variable: Kepuasan Wis					

Lampiran 7. Hasil Uji T (Uji Parsial)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.477	2.594		1.340	0.183
	CR.Manajemen	0.112	0.058	0.198	1.944	0.055
	Product Dest	0.170	0.059	0.275	2.851	0.005
	Service Quality	0.150	0.060	0.264	2.485	0.015
a. Dependent Variable: Kepuasan Wis						

ANOVA ^a							
Model		Sum of Squares	df	Mean Square	F	Sig.	F Tabel
1	Regression	147.791	3	49.264	18.684	.000 ^b	3.089
	Residual	253.119	96	2.637			
	Total	400.910	99				
a. Dependent Variable: Kepuasan Wis							
b. Predictors: (Constant), Service Quality, Product Dest, CR.Manajemen							

Lampiran 8. Tanggapan Responden

X1.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	4	4.0	4.0	5.0
	4	61	61.0	61.0	66.0
	5	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

X1.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	44	44.0	44.0	47.0
	5	53	53.0	53.0	100.0
	Total	100	100.0	100.0	

X1.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	54	54.0	54.0	60.0
	5	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

X1.4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	6	6.0	6.0	7.0
	4	55	55.0	55.0	62.0
	5	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

X1.5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	61	61.0	61.0	63.0
	5	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

X1.6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	56	56.0	56.0	59.0
	5	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

X1.7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	4	4.0	4.0	5.0
	4	53	53.0	53.0	58.0
	5	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

X1.8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	53	53.0	53.0	55.0
	5	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

X1.9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	50	50.0	50.0	53.0
	5	47	47.0	47.0	100.0
	Total	100	100.0	100.0	

X1.10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	41	41.0	41.0	42.0
	5	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

X1.11					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	43	43.0	43.0	44.0
	5	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

X1.12					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8.0	8.0	8.0
	4	55	55.0	55.0	63.0
	5	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

X2.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	11	11.0	11.0	12.0
	4	39	39.0	39.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

X2.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	7	7.0	7.0	8.0
	4	46	46.0	46.0	54.0
	5	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

X2.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	43	43.0	43.0	49.0
	5	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

X2.4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	46	46.0	46.0	52.0
	5	48	48.0	48.0	100.0
	Total	100	100.0	100.0	

X2.5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	8	8.0	8.0	9.0
	4	45	45.0	45.0	54.0
	5	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

X2.6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	2	2.0	2.0	3.0
	4	48	48.0	48.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

X2.7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	42	42.0	42.0	43.0
	5	57	57.0	57.0	100.0
	Total	100	100.0	100.0	

X2.8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	41	41.0	41.0	42.0
	5	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

X3.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4.0	4.0	4.0
	4	66	66.0	66.0	70.0
	5	30	30.0	30.0	100.0
	Total	100	100.0	100.0	

X3.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	45	45.0	45.0	50.0
	5	50	50.0	50.0	100.0
	Total	100	100.0	100.0	

X3.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	52	52.0	52.0	57.0
	5	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

X3.4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	49	49.0	49.0	54.0
	5	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

X3.5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	42	42.0	42.0	45.0
	5	55	55.0	55.0	100.0
	Total	100	100.0	100.0	

X3.6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	55	55.0	55.0	58.0
	5	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

X3.7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	48	48.0	48.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

X3.8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	55	55.0	55.0	58.0
	5	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

X3.9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	55	55.0	55.0	56.0
	5	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

X3.10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4.0	4.0	4.0
	4	58	58.0	58.0	62.0
	5	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

Y1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	65	65.0	65.0	67.0
	5	33	33.0	33.0	100.0
	Total	100	100.0	100.0	

Y2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	54	54.0	54.0	57.0
	5	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

Y3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	57	57.0	57.0	59.0
	5	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

Y4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	47	47.0	47.0	53.0
	5	47	47.0	47.0	100.0
	Total	100	100.0	100.0	

Y5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	42	42.0	42.0	48.0
	5	52	52.0	52.0	100.0
	Total	100	100.0	100.0	