BAB V
KESIMPULAN

5.1 Kesimpulan

Kesimpulan yang didapat dari penelitian ini adalah sebagai berikut :

1. Sirkulasi pergerakan penumpang di terminal penumpang Bandara Internasional Lombok sudah sangat baik dengan terpisahnya sirkulasi penumpang keberangkatan – kedatangan maupun penumpang domestic – internasional walaupun semua pergerakan dilakukan di dalam gedung yang sama. Hal ini memastikan hal – hal yang berpotensi mengganggu operasional dan keselamatan penerbangan dapat dihindari.
2. Berdasarkan evaluasi pelayanan berdasarkan persepsi penumpang didapat tingkat kepuasan rata – rata terhadap keseluruhan atribut yang diuji berada pada angka 4,62. Ini menunjukkan bahwa secara keseluruhan pelayanan penumpang domestik yang dilakukan oleh Bandara Internasional Lombok dianggap sangat memuaskan.
3. Berdasarkan evaluasi pelayanan berdasarkan Standar Pelayanan Pengguna Jasa Bandar Udara PM.178 Tahun 2015 tentang Standar Pelayanan Pengguna Jasa Bandar Udara didapat :
    a. Hasil evaluasi pada proses keberangkatan dan kedatangan penumpang domestik di Bandara Internasional Lombok didapatkan nilai sebesar 95 dan termasuk klasifikasi nilai A = Istimewa (90-100).
    b. Hasil evaluasi pada fasilitas yang memberikan kenyamanan di Bandara Internasional Lombok didapatkan nilai sebesar 80 dan termasuk klasifikasi nilai B = Baik Sekali (75-89).
    c. Hasil evaluasi pada fasilitas yang memberikan nilai tambah di Bandara Internasional Lombok didapatkan nilai sebesar 60 dan termasuk klasifikasi nilai A = Istimewa (51 - 60).

5.2 Saran

5.2.1 Saran untuk Bandara Internasional Lombok

1. Walaupun secara keseluruhan responden merasa sangat puas terhadap pelayanan yang diberikan oleh Bandara Internasional Lombok, namun masih terdapat selisih antara harapan dan kinerja pelayanan yang dapat merugikan Bandara Internasional Lombok sendiri, untuk meningkatkan kualitas pelayanan dan citra perusahaan kedepan, penting untuk mengetahui hal – hal yang menjadi prioritas utama untuk diperbaiki. Hasil importance and performance analysis yang dilakukan menunjukkan bahwa prioritas perbaikan yang paling utama adalah sebagai berikut :
   a. Fasilitas berbelanja, restoran dan kafe
   b. Informasi harga produk, makanan dan minuman
   c. Media hiburan
   d. Internet service / free wifi
   e. Free charging
   f. Smoking room / area
   g. Suasana terminal bandara
   h. Kebersihan terminal bandara
2. Penting untuk Bandara Internasional Lombok melakukan penelitian secara rutin dan mendalam terkait kepuasan pelanggan agar langkah – langkah yang dilakukan sesuai dengan apa yang benar – benar pelanggan harapkan berdasarkan penelitian ilmiah.

5.2.2 Saran Untuk Penelitian Selanjutnya

1. Perlu ada penambahan jumlah sampel dan penentuan cluster sampel yang lebih merata untuk mendapatkan kualitas hasil yang lebih mewakili populasi.
2. Perlu dilakukan penelitian lebih lanjut mengenai efektifitas perbaikan – perbaikan yang dilakukan oleh Bandara Internasional Lombok terhadap peningkatan kepuasan pelanggan.

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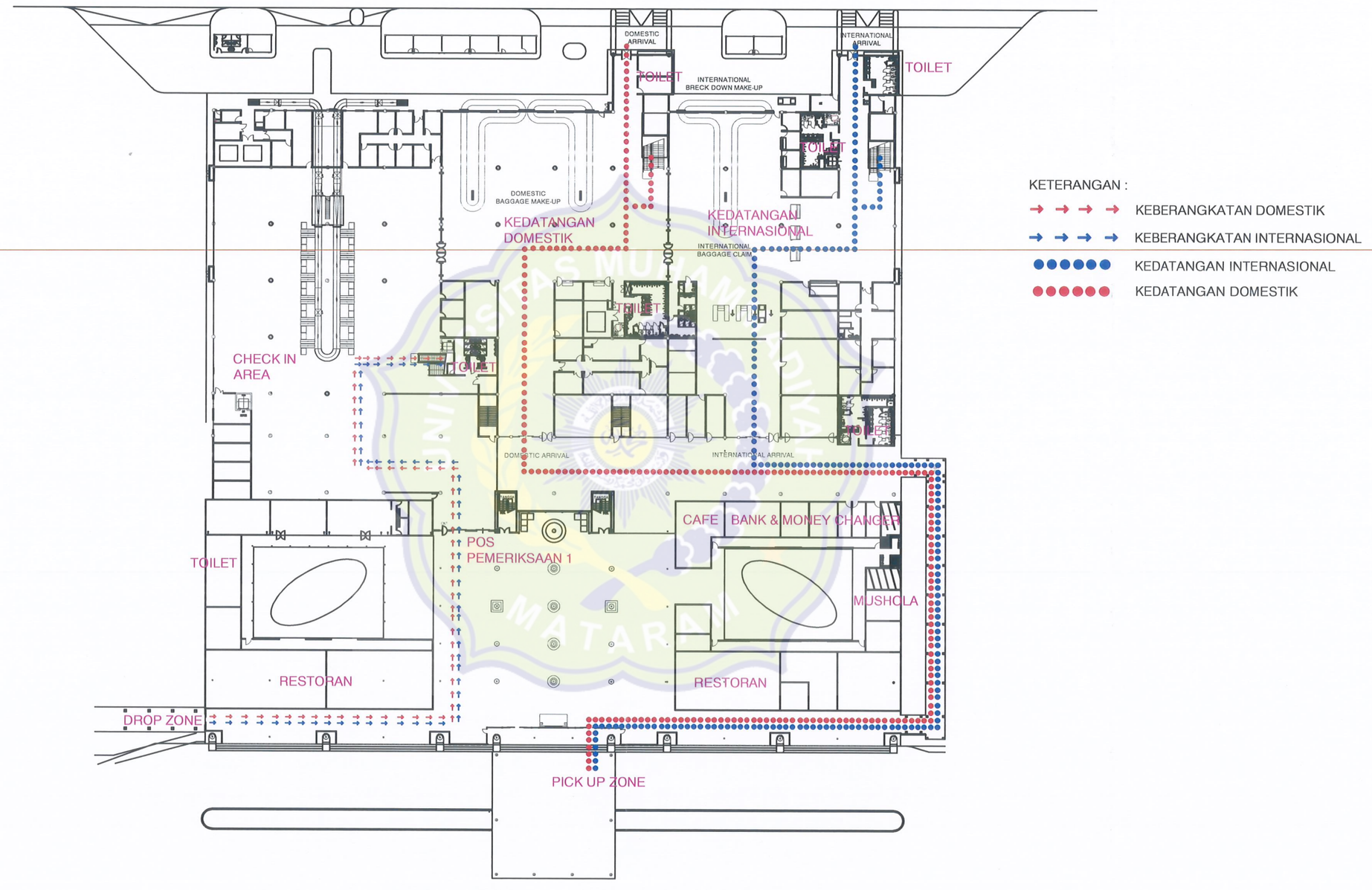
LAMPIRAN I

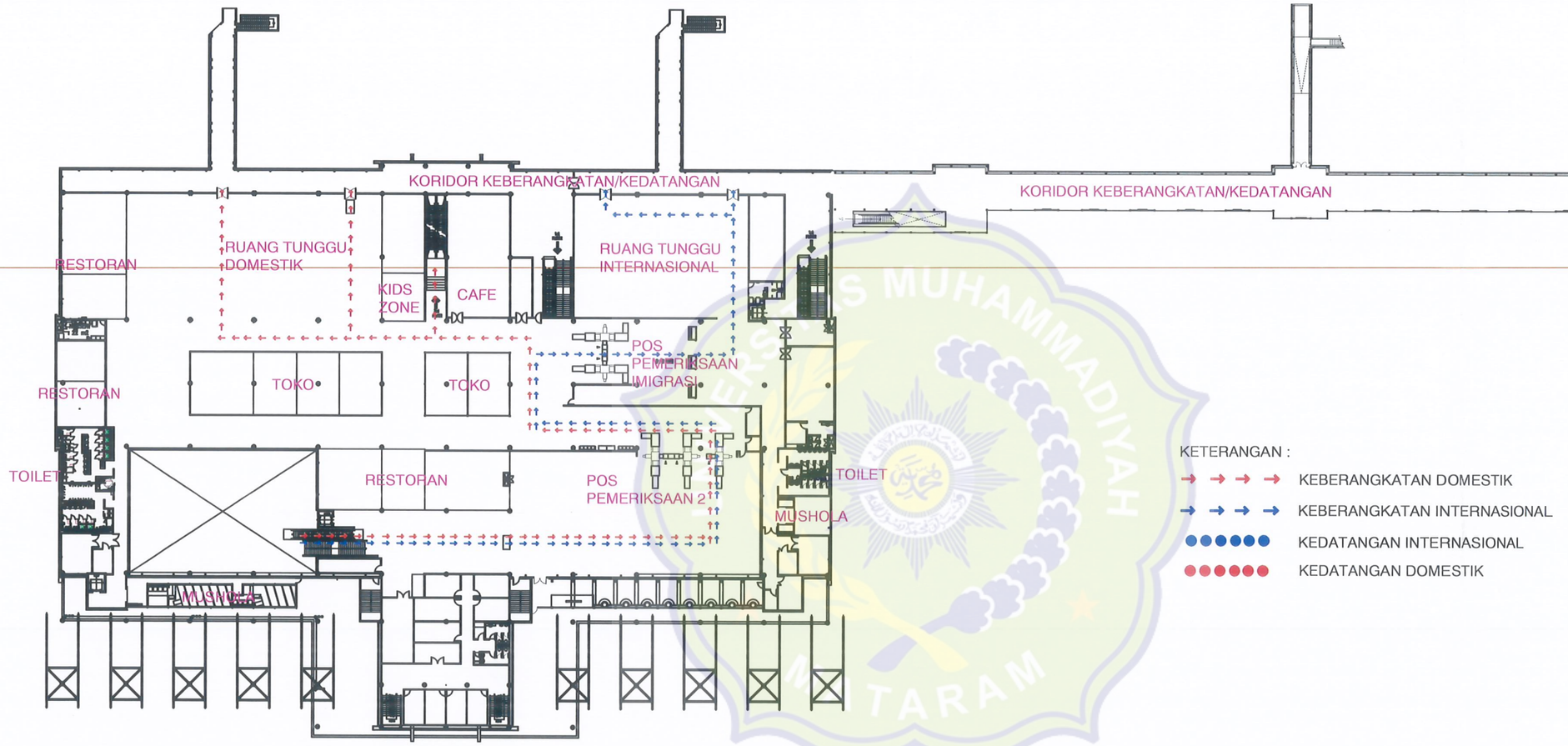


KETERANGAN :

- KEBERANGKATAN DOMESTIK
- KEBERANGKATAN INTERNASIONAL
- KEDATANGAN INTERNASIONAL
- KEDATANGAN DOMESTIK

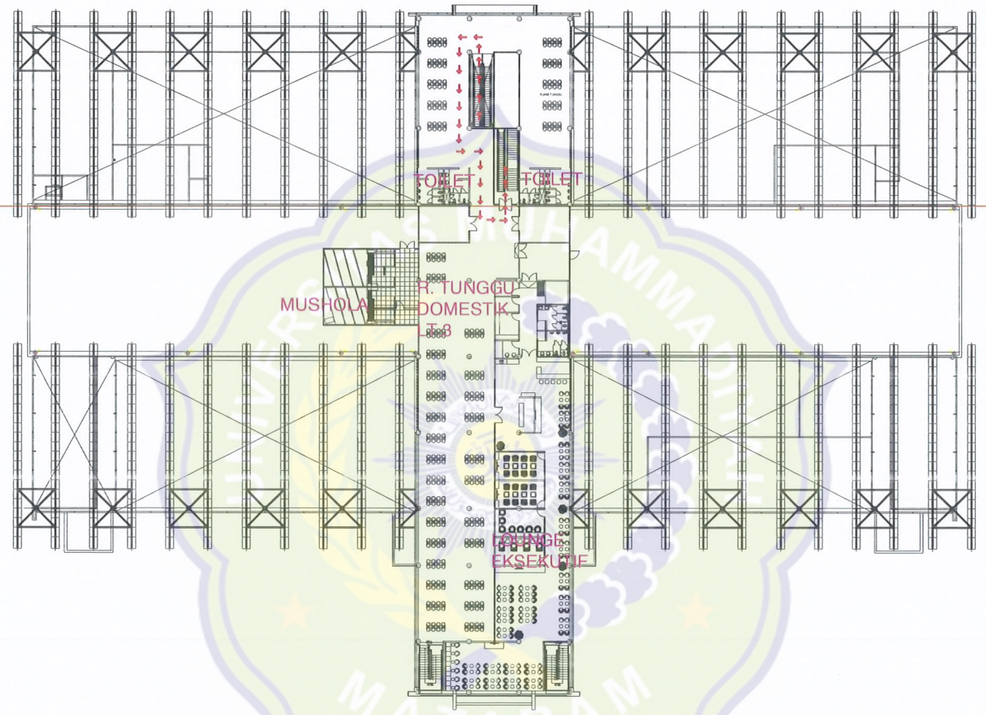
SIRKULASI PERGERAKAN PENUMPANG
BANDARA INTERNASIONAL LOMBOK LANTAI 1

LAMPIRAN II



SIRKULASI PERGERAKAN PENUMPANG
BANDARA INTERNASIONAL LOMBOK LANTAI 2

LAMPIRAN III



KETERANGAN :

- KEBERANGKATAN DOMESTIK
- KEBERANGKATAN INTERNASIONAL
- KEDATANGAN INTERNASIONAL
- KEDATANGAN DOMESTIK

SIRKULASI PERGERAKAN PENUMPANG
BANDARA INTERNASIONAL LOMBOK LANTAI 3

LAMPIRAN 4

DOKUMENTASI

PENGAMBILAN DATA

LAMPIRAN 5

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w/ Mas Agus Teknik Umum

LAPORAN PERGERAKAN LALU LINTAS ANGKUTAN UDARA

OPERATOR - ORIGIN DESTINATION - TYPE AIRCRAFT

BANDARA : INTERNASIONAL LOMBOK

Februari - 2020

DOMESTIK

NO.	OPERATOR	Asal Tujuan	PESAWAT			PENUMPANG								BAGASI			KARGO		
			Jenis pesawat	DTG	BRK	DTG			BRK			TRANSIT		DTG	BRK	TRS.	DTG	BRK	TRS.
						ad.	ch.	in.	ad.	ch.	in.	dtg.	brk.	*(arr.)*	*(dep.)*	*(transit)*	*(arr.)*	*(dep.)*	*(transit)*
1.	ANGKATAN LAUT	DENPASAR	AS565	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		JKT/HALIM PK	C212	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			CN212	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		MALANG	CN212	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		SURABAYA	C212	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL ANGKATAN LAUT			3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.	ANGKATAN UDARA	JKT/HALIM PK	B734	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			C130	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			CN295	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		MALANG	C130	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			C212	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			CN295	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		MALANG (AR. SALEH)	CN295	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		TOMBOLAKA	C212	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		UJUNG PANDANG	CN295	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL ANGKATAN UDARA			9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3.	BALI INT'L FLIGHT ACADEMY	BANYUWANGI	C172	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			PA44	8	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL BALI INT'L FLIGHT			9	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.	BATIK AIR	JKT/HALIM PK	A320	0	29	0	0	0	2.303	18	29	0	320	0	15.494	0	0	709	0
		JKT/SOEKARNO-HATTA	A320	56	27	4.636	51	29	2.386	29	24	0	67	30.503	15.875	0	15.225	2	0
			B738	1	1	63	0	1	45	1	0	0	0	444	288	0	282	0	0
			B739	2	2	117	3	0	197	1	0	0	1	843	916	0	536	0	0
		LABUAN BAJO	A320	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		RETURN TO BASE	A320	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		SURABAYA	A320	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL BATIK AIR			61	61	4.816	54	30	4.931	49	53	0	388	31.790	32.573	0	16.043	711	0

PT. ANGKASA PURA I

LAPORAN PERGERAKAN LALU LINTAS ANGKUTAN UDARA

OPERATOR - ORIGIN DESTINATION - TYPE AIRCRAFT

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Februari - 2020

DOMESTIK

NO.	OPERATOR	Asal Tujuan	PESAWAT			PENUMPANG								BAGASI			KARGO		
			Jenis pesawat	DTG	BRK	DTG			BRK			TRANSIT		DTG	BRK	TRS.	DTG	BRK	TRS.
						ad.	ch.	in.	ad.	ch.	in.	dtg.	brk.	*(arr.)*	*(dep.)*	*(transit)*	*(arr.)*	*(dep.)*	*(transit)*
5.	CALIBRASI	DENPASAR	B429	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		KENDARI	HOWKER900	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		SUMBAWA	B429	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			HOWKER900	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CALIBRASI			2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6.	CANADAIR CHALLENGER	JKT/HALIM PK	LEGACY500	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CANADAIR CHALLENGER			1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7.	CITILINK	JKT/HALIM PK	A320	7	7	526	11	6	427	9	7	0	0	3.388	2.335	0	1.410	0	0
		SURABAYA	A320	25	25	2.304	115	46	2.612	83	35	0	0	20.016	21.077	0	32.963	1.581	0
	TOTAL CITILINK			32	32	2.830	126	52	3.039	92	42	0	0	23.404	23.412	0	34.373	1.581	0
8.	DIMONIM AIR	SUMBAWA	AS350B2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL DIMONIM AIR			1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9.	GARUDA INDONESIA	DENPASAR	ATR72	1	1	60	0	0	15	0	0	0	0	307	152	0	0	0	0
			B738	29	29	3.322	88	34	3.800	140	49	0	0	32.291	39.540	0	3.649	706	0
			CRJ1000	29	29	1.970	33	12	1.525	31	15	0	0	18.904	9.529	0	754	3.213	0
		JKT/SOEKARNO-HATTA	A333	1	1	167	1	0	158	0	0	0	0	2.025	1.071	0	3.125	2.774	0
			B738	57	57	7.311	78	31	7.390	114	34	0	4	59.681	49.318	0	120.125	57.006	0
		SURABAYA	B738	1	1	98	0	0	94	2	1	0	3	764	787	0	408	203	0
			CRJ1000	25	25	1.616	41	20	1.743	31	21	0	20	10.802	13.539	0	10.786	4.535	0
	TOTAL GARUDA INDONESIA			143	143	14.544	241	97	14.725	318	120	0	27	124.774	113.936	0	138.847	68.437	0
10.	INDONESIA AIRASIA	DENPASAR	A320	58	58	6.907	396	118	6.374	357	134	0	0	42.846	43.672	0	1.332	535	0
		JKT/SOEKARNO-HATTA	A320	58	58	7.641	316	130	7.884	340	128	0	0	61.005	54.312	0	128.666	2.350	0
		JOGYAKARTA	A320	13	13	1.244	49	22	1.959	50	26	0	0	8.958	14.676	0	250	0	0
		SURABAYA	A320	16	16	1.660	108	43	2.106	104	32	0	0	9.560	13.971	0	0	0	0

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DOMESTIK

NO.	OPERATOR	Asal Tujuan	PESAWAT			PENUMPANG						TRANSIT		BAGASI			KARGO		
			Jenis pesawat	DTG	BRK	DTG			BRK					DTG	BRK	TRS.	DTG	BRK	TRS.
						ad.	ch.	in.	ad.	ch.	in.	dtg.	brk.	*(arr.)*	*(dep.)*	*(transit)*	*(arr.)*	*(dep.)*	*(transit)*
	TOTAL INDONESIA AIRASIA			145	145	17.452	869	313	18.323	851	320	0	0	122.369	126.631	0	130.248	2.885	0
11.	**JOHNLIN AIR TRANSPORT**	JKT/HALIM PK	RH800	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL JOHNLIN AIR TRANSPORT			1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12.	**LION AIR**	DENPASAR	B738	5	5	723	27	8	521	11	10	0	106	1.152	1.430	0	38	35	0
			B739	67	67	8.329	169	101	9.449	185	125	0	417	16.156	19.453	0	3.708	312	0
		JKT/SOEKARNO-HATTA	B738	50	5	6.138	68	48	694	6	4	0	73	15.235	397	0	51.181	489	0
			B739	65	80	7.806	133	82	11.168	149	137	0	1.369	11.739	14.515	0	29.371	21.275	0
		JOGYAKARTA	B739	29	29	3.864	104	62	3.898	75	42	0	3	7.938	5.346	0	6.446	2.062	0
		SURABAYA	B738	26	72	3.058	72	50	7.895	140	108	0	1.024	4.072	8.588	0	4.596	9.123	0
			B739	115	99	15.311	249	176	11.490	193	171	0	1.442	23.085	14.844	0	44.203	7.020	0
		UJUNG PANDANG	B739	10	10	937	14	16	813	20	15	0	49	2.355	2.108	0	929	180	0
	TOTAL LION AIR			367	367	46.166	836	543	45.928	779	612	0	4.483	81.732	66.681	0	140.472	40.496	0
13.	**LOMBOK INST. FLIGHT**	LOKAL	XL2	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		SUMBAWA	XL2	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL LOMBOK INST. FLIGHT			22	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14.	**NAM AIR**	BIMA	B737-500	29	29	2.724	114	99	2.641	120	98	0	0	13.338	15.802	0	5	10	0
	TOTAL NAM AIR			29	29	2.724	114	99	2.641	120	98	0	0	13.338	15.802	0	5	10	0
15.	**SAYAP GARUDA INDAH**	DENPASAR	BELL 206	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		JKT/HALIM PK	BELL407	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		MALANG (AR. SALEH)	BELL407	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL SAYAP GARUDA INDAH			2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16.	**TRAVIRA AIR**	BENETE	C208	87	87	375	0	0	418	1	1	0	0	2.816	3.184	0	212	388	0

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DOMESTIK

NO.	OPERATOR	Asal Tujuan	PESAWAT			PENUMPANG						TRANSIT		BAGASI			KARGO		
			Jenis pesawat	DTG	BRK	DTG			BRK					DTG	BRK	TRS.	DTG	BRK	TRS.
						ad.	ch.	in.	ad.	ch.	in.	dtg.	brk.	*(arr.)*	*(dep.)*	*(transit)*	*(arr.)*	*(dep.)*	*(transit)*
	TOTAL TRAVIRA AIR			87	87	375	0	0	418	1	1	0	0	2.816	3.184	0	212	388	0
17.	**WINGS AIR**	BIMA	ATR72	87	89	5.016	74	116	2.586	83	87	0	1.917	4.854	5.469	0	369	1.322	0
		DENPASAR	ATR72	59	59	2.997	53	31	2.458	46	33	0	452	8.303	4.303	0	544	473	0
		LABUAN BAJO	ATR72	29	29	835	19	7	686	7	6	0	32	5.138	4.380	0	3	137	0
		RETURN TO BASE	ATR72	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		SUMBAWA	ATR72	58	62	3.939	76	48	1.645	45	51	0	1.694	7.188	7.041	0	231	1.834	0
	TOTAL WINGS AIR			240	239	12.787	222	202	7.375	181	177	0	4.095	25.483	21.193	0	1.147	3.766	0
	TOTAL DOMESTIK			1.154	1.153	101.694	2.462	1.336	97.380	2.391	1.423	0	8.993	425.706	403.412	0	461.347	118.274	0

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BANDARA : INTERNASIONAL LOMBOK

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INTERNASIONAL

NO.	OPERATOR	Asal Tujuan	PESAWAT			PENUMPANG								BAGASI			KARGO		
			Jenis pesawat	DTG	BRK	DTG			BRK			TRANSIT		DTG	BRK	TRS.	DTG	BRK	TRS.
						ad.	ch.	in.	ad.	ch.	in.	dtg.	brk.	*(arr.)*	*(dep.)*	*(transit)*	*(arr.)*	*(dep.)*	*(transit)*
1.	**INDONESIA AIRASIA**	KUALA LUMPUR	A320	42	42	5.398	125	44	5.224	185	35	0	0	84.626	29.586	0	0	156	0
		PERTH	A320	16	16	1.601	50	20	1.709	89	21	0	0	13.313	13.370	0	0	0	0
	TOTAL INDONESIA AIRASIA			58	58	6.999	175	64	6.933	274	56	0	0	97.939	42.956	0	0	156	0
2.	**SILK AIR**	SINGAPURA	A319	3	3	187	10	1	251	8	3	0	0	3.757	3.212	0	0	438	0
			A320	9	9	658	20	13	558	24	8	0	0	8.633	7.510	0	1	266	0
	TOTAL SILK AIR			12	12	845	30	14	809	32	11	0	0	12.390	10.722	0	1	704	0
	TOTAL INTERNASIONAL			70	70	7.844	205	78	7.742	306	67	0	0	110.329	53.678	0	1	860	0

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LAMPIRAN 6

NO KUESIONER	

SURVEI KEPUASAN PENUMPANG PESAWAT UDARA

JAM	HARI	TANGGAL
:		- - 2020

Penumpang yang terhormat,

Terimakasih Anda telah meluangkan waktu yang sangat berharga untuk memberikan pendapat tentang pelayanan di Bandara ini. Pendapat anda sangat berharga dalam rangka pengumpulan data penelitian saya sebagai Mahasiswa Universitas Muhammadiyah Mataram. Doa dan harapan saya, semoga penerbangan Anda lancar dan tiba dengan selamat sampai tujuan.

PESAWAT ☐ KELAS ☐ Ekonomi ☐ Bisnis BANDARA TUJUAN ☐

NOMOR 1-5 *Pilih jawaban yang sesuai dengan Anda!*

1. Apa alasan atau TUJUAN UTAMA perjalanan udara Anda hari ini?
   ☐ Dinas ☐ Pribadi ☐ Bisnis ☐ Liburan ☐ .....
2. Berapa kali Anda telah melakukan PERJALANAN UDARA (pulang-pergi) dalam 3 tahun terakhir, termasuk perjalanan hari ini?
   ☐ 1 kali ☐ 2-5 kali ☐ 5-10 kali ☐ 10-20 kali ☐ Lebih dari 20 kali
3. TRANSPORTASI apa yang Anda gunakan untuk datang ke bandara INI? (abaikan jika anda penumpang transit)
   ☐ Kendaraan Pribadi/kantor ☐ Bus/angkutan umum ☐ Taksi Argo ☐ Taksi Online
   ☐ Kendaraan rental/sewa ☐ .....
4. Berapa lama Anda TIBA DI BANDARA sebelum jadwal jam keberangkatan
   ☐ Kurang 30 menit ☐ 30 menit – 1 jam ☐ 1 jam – 1 jam 30 menit
   ☐ 1 jam 30 menit – 2 jam ☐ Lebih dari 2 jam

NOMOR A-DD *Perasaan PUAS timbul jika pelayanan yang Anda rasakan sudah memenuhi atau melebihi harapan. Berdasarkan pengalaman hari ini, SEBERAPA PUASKAH Anda dengan berbagai butir layanan dan fasilitas berikut di bandara INI? Dan SEBERAPA PENTINGKAH butir layanan tersebut menurut Anda? Pilihlah sesuai yang anda alaami. Jika Anda tidak memperhatikan atau tidak menggunakan suatu layanan, Anda dapat memilih "TIDAK BERPENDAPAT".*

6	AKSES	TINGKAT KEPUASAN	TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN
A.	Petunjuk untuk menemukan arah/tempat di bandara	5 4 3 2 1	☐	5 4 3 2 1
B.	Fasilitas parkir	5 4 3 2 1	☐	5 4 3 2 1

7	PELAYANAN INFORMASI BANDARA	TINGKAT KEPUASAN	TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN
C.	Pelayanan costumer service	5 4 3 2 1	☐	5 4 3 2 1
D.	Petunjuk untuk menemukan arah/tempat di terminal	5 4 3 2 1	☐	5 4 3 2 1
E.	Kejelasan informasi penerbangan pada layar informasi	5 4 3 2 1	☐	5 4 3 2 1
F.	Kejelasan panggilan penerbangan melalui pengeras suara	5 4 3 2 1	☐	5 4 3 2 1
8	PEMERIKSAAN KEAMANAN	TINGKAT KEPUASAN	TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN
G	Waktu tunggu antrian pemeriksaan keamanan (<7 menit)	5 4 3 2 1	☐	5 4 3 2 1
H.	Ketelitian pemeriksaan keamanan	5 4 3 2 1	☐	5 4 3 2 1
I.	Kesopanan dan kecekatan petugas keamanaan	5 4 3 2 1	☐	5 4 3 2 1

9	PELAYANAN CHECK IN	TINGKAT KEPUASAN					TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN				
J.	Waktu tunggu antrian check-in (<30 menit)	5	4	3	2	1	☐	5	4	3	2	1
K.	Kecepatan pelayanan check-in (<2 menit 30 detik)	5	4	3	2	1	☐	5	4	3	2	1
L.	Kesopanan dan kecekatan petugas check in	5	4	3	2	1	☐	5	4	3	2	1

10	FASILITAS BERBELANJA, RESTORAN DAN KAFE	TINGKAT KEPUASAN					TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN				
M.	Fasilitas berbelanja, restoran dan kafe	5	4	3	2	1	☐	5	4	3	2	1
N.	Informasi harga produk, makanan dan minuman	5	4	3	2	1	☐	5	4	3	2	1
O.	Keramahan pelayanan outlet, restoran dan kafe	5	4	3	2	1	☐	5	4	3	2	1

11	FASILITAS TERMINAL DAN KENYAMANAN	TINGKAT KEPUASAN					TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN				
P.	Ketersediaan trolley	5	4	3	2	1	☐	5	4	3	2	1
Q.	Kertersediaan ATM, Bank, Money Changer	5	4	3	2	1	☐	5	4	3	2	1
R.	Ketersediaan tempat duduk di ruang tunggu	5	4	3	2	1	☐	5	4	3	2	1
S.	Kesejukan / AC di terminal (< 25' C)	5	4	3	2	1	☐	5	4	3	2	1
T.	Kebersihan toilet	5	4	3	2	1	☐	5	4	3	2	1
U.	Kebersihan musholla	5	4	3	2	1	☐	5	4	3	2	1
V.	Kebersihan nursery room	5	4	3	2	1	☐	5	4	3	2	1
W.	Media hiburan	5	4	3	2	1	☐	5	4	3	2	1
X.	Internet service / free wifi	5	4	3	2	1	☐	5	4	3	2	1
Y.	Free charging	5	4	3	2	1	☐	5	4	3	2	1
Z.	Smoking room / area	5	4	3	2	1	☐	5	4	3	2	1
AA.	Lounge eksekutif	5	4	3	2	1	☐	5	4	3	2	1
BB.	Kids zone	5	4	3	2	1	☐	5	4	3	2	1

12	LINGKUNGAN BANDARA	TINGKAT KEPUASAN					TIDAK BERPENDAPAT	TINGKAT KEPENTINGAN				
CC.	Suasana terminal bandara	5	4	3	2	1	☐	5	4	3	2	1
DD.	Kebersihan terminal bandara	5	4	3	2	1	☐	5	4	3	2	1

MOHON LENGKAPI DATA ANDA								
KOTA/KABUPATEN DOMISILI				JENIS KELAMIN	☐	Laki - laki	☐	Perempuan
USIA	☐	< 20 tahun	☐ 20 - 30 tahun	☐ 30 - 40 tahun	☐	40 - 50 tahun	☐	> 50 tahun
PENDIDIKAN TERAKHIR	☐	SD	☐ SMP	☐ SMA	☐	Diploma/S1	☐	Profesi/S2/S3
PEKERJAAN/PROFESI	☐	Pelajar	☐ PNS	☐ TNI/Polri	☐	BUMN	☐	Pegawai swasta
	☐	Tenaga Kerja	☐ Wirausaha	☐ Profesional (dokter, lawyer, dll)			☐	Lainnya .....
PENGHASILAN PER BULAN (Rp)	☐	< 2,5 juta	☐ 2,5 - 5 juta	☐ 5-10 juta	☐	10 - 20 juta	☐	> 20 juta

LAMPIRAN 7

[DataSet1] H:\SKRIPSI\skripsi agus\scale SPSS agus.sav

Correlations

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	BB	CC	DD	skor_total
A	Pearson Correlation	1	.563**	.706**	.670**	.369**	.425**	.543**	.629**	.625**	.513**	.517**	-0.028	.499**	.518**	.478**	.511**	.422**	.342**	.412**	.482**	.376**	.501**	.437**	.459**	.542**	.312**	.324**	.343**	.304**	.437**	.643**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.783	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002	0.002	0.001	0.002	0.000	0.000
	N	99	98	99	99	99	98	99	99	99	99	99	99	94	94	94	97	98	99	99	99	98	91	97	95	97	94	92	96	99	99	81
B	Pearson Correlation	.563**	1	.661**	.656**	.677**	.624**	.470**	.598**	.683**	.525**	.474**	-0.003	.555**	.409**	.457**	.496**	.480**	.486**	.366**	.477**	.492**	.587**	.491**	.388**	.550**	.423**	.409**	.484**	.472**	.431**	.649**
	Sig. (2-tailed)	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.974	0.000	0.000	0.000	0.000	0.000	0.000	0.000	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	98	99	99	99	99	98	99	99	99	99	99	99	94	94	94	97	98	99	99	99	98	91	97	95	97	94	92	96	99	99	81
C	Pearson Correlation	.706**	.661**	1	.778**	.641**	.727**	.577**	.732**	.783**	.647**	.604**	0.001	.501**	.580**	.529**	.687**	.537**	.492**	.513**	.644**	.616**	.593**	.451**	.515**	.519**	.392**	.558**	.463**	.400**	.458**	.776**
	Sig. (2-tailed)	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.989	0.000	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
D	Pearson Correlation	.670**	.656**	.778**	1	.671**	.697**	.499**	.620**	.690**	.567**	.673**	-0.038	.554**	.493**	.564**	.611**	.526**	.440**	.444**	.522**	.524**	.573**	.490**	.509**	.514**	.411**	.553**	.510**	.394**	.440**	.711**
	Sig. (2-tailed)	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.710	0.000	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
E	Pearson Correlation	.369**	.677**	.641**	.671**	1	.740**	.398**	.535**	.564**	.461**	.486**	-0.056	.472**	.392**	.481**	.558**	.451**	.471**	.449**	.552**	.521**	.504**	.444**	.300**	.447**	.398**	.574**	.479**	.474**	.470**	.655**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.577	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.003	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
F	Pearson Correlation	.425**	.624**	.727**	.697**	.740**	1	.375**	.579**	.635**	.462**	.533**	-0.038	.436**	.466**	.445**	.529**	.451**	.378**	.468**	.571**	.576**	.548**	.469**	.401**	.383**	.378**	.604**	.487**	.422**	.480**	.683**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.708	0.000	0.000	0.000	0.000	0.000	0.000	0.000	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	98	98	99	99	99	99	99	99	99	99	99	99	94	94	94	97	98	99	99	99	98	91	97	95	97	94	92	96	99	99	81
G	Pearson Correlation	.543**	.470**	.577**	.499**	.398**	.375**	1	.772**	.755**	.665**	.616**	0.028	.595**	.508**	.584**	.433**	.355**	.398**	.425**	.483**	.512**	.553**	.285**	.433**	.537**	.474**	.533**	.572**	.438**	.465**	.742**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.784	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.004	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
H	Pearson Correlation	.629**	.598**	.732**	.620**	.535**	.579**	.772**	1	.845**	.553**	.533**	-0.002	.433**	.423**	.414**	.585**	.444**	.367**	.474**	.537**	.507**	.592**	.307**	.412**	.465**	.431**	.544**	.490**	.361**	.361**	.751**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.981	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
I	Pearson Correlation	.625**	.683**	.783**	.690**	.564**	.635**	.755**	.845**	1	.687**	.645**	0.020	.582**	.571**	.552**	.563**	.531**	.475**	.533**	.625**	.630**	.695**	.407**	.578**	.527**	.439**	.597**	.600**	.449**	.438**	.792**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.846	0.000	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
J	Pearson Correlation	.513**	.525**	.647**	.567**	.461**	.462**	.665**	.553**	.687**	1	.855**	0.054	.568**	.510**	.559**	.559**	.513**	.480**	.459**	.539**	.597**	.560**	.420**	.528**	.543**	.332**	.475**	.463**	.356**	.372**	.681**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.594	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
K	Pearson Correlation	.517**	.474**	.604**	.673**	.486**	.533**	.616**	.533**	.645**	.855**	1	0.009	.522**	.510**	.550**	.527**	.396**	.474**	.427**	.523**	.593**	.490**	.406**	.513**	.485**	.291**	.471**	.449**	.363**	.500**	.654**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.926	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.004	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
L	Pearson Correlation	-0.028	-0.003	0.001	-0.038	-0.056	-0.038	0.028	-0.002	0.020	0.054	0.009	1	0.011	0.025	0.022	-0.028	-0.004	-0.049	-0.046	-0.041	-0.047	-0.027	0.025	0.017	0.024	-0.010	-0.028	-0.012	-0.026	-0.039	.281*
	Sig. (2-tailed)	0.783	0.974	0.989	0.710	0.577	0.708	0.784	0.981	0.846	0.594	0.926		0.916	0.808	0.835	0.784	0.972	0.626	0.652	0.685	0.646	0.801	0.807	0.872	0.818	0.924	0.793	0.903	0.799	0.697	0.011
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
M	Pearson Correlation	.499**	.555**	.501**	.554**	.472**	.436**	.595**	.433**	.582**	.568**	.522**	0.011	1	.758**	.788**	.465**	.475**	.420**	.483**	.540**	.540**	.727**	.555**	.557**	.734**	.529**	.617**	.594**	.555**	.594**	.740**
	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	0.916		0.000	0.000	0.000	0.000	0.000	0.000	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	94	94	95	95	95	94	95	95	95	95	95	95	95	95	93	95	95	95	95	95	94	89	94	93	94	93	91	94	95	95	81
N	Pearson Correlation	.518**	.409**	.580**	.493**	.392**	.466**	.508**	.423**	.571**	.510**	.510**	0.025	.758**	1	.747**	.393**	.484**	.316**	.502**	.578**	.552**	.646**	.617**	.588**	.601**	.381**	.563**	.532**	.492**	.579**	.684**
	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	0.808	0.000		0.000	0.000	0.000	0.002	0.000	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	94	94	95	95	95	94	95	95	95	95	95	95	95	95	93	95	95	95	95	95	94	89	94	93	94	93	91	94	95	95	81
O	Pearson Correlation	.478**	.457**	.529**	.564**	.481**	.445**	.584**	.414**	.552**	.559**	.550**	0.022	.788**	.747**	1	.445**	.513**	.427**	.597**	.651**	.655**	.731**	.635**	.605**	.687**	.505**	.653**	.585**	.631**	.682**	.769**
	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	0.835	0.000	0.000		0.000	0.000	0.000	0.000	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	94	94	95	95	95	94	95	95	95	95	95	95	95	95	93	95	95	95	95	95	94	89	94	93	94	93	91	94	95	95	81
P	Pearson Correlation	.511**	.496**	.687**	.611**	.558**	.529**	.433**	.585**	.563**	.559**	.527**	-0.028	.465**	.393**	.445**	1	.560**	.747**	.594**	.657**	.666**	.595**	.450**	.575**	.586**	.583**	.622**	.543**	.387**	.420**	.751**
	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	0.784	0.000	0.000	0.000		0.000	0.000	0.000	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	97	97	98	98	98	97	98	98	98	98	98	98	93	93	93	98	97	98	98	98	97	90	96	94	96	93	91	95	98	98	81
Q	Pearson Correlation	.422**	.480**	.537**	.526**	.451**	.451**	.355**	.444**	.531**	.513**	.396**	-0.004	.475**	.484**	.513**	.560**	1	.519**	.557**	.557**	.598**	.712**	.511**	.477**	.508**	.464**	.480**	.546**	.516**	.407**	.628**
	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	0.972	0.000	0.000	0.000	0.000		0.000	0.000	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	98	98	99	99	99	98	99	99	99	99	99	99	95	95	95	97	99	99	99	99	98	91	98	96	97	95	93	97	99	99	81
R	Pearson Correlation	.342**	.486**	.492**	.440**	.471**	.378**	.398**	.367**	.475**	.480**	.474**	-0.049	.420**	.316**	.427**	.747**	.519**	1	.568**	.599**	.649**	.485**	.328**	.496**	.474**	.537**	.463**	.504**	.539**	.504**	.669**
	Sig. (2-tailed)	0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.626	0.000	0.002	0.000	0.000	0.000		0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	N	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
S	Pearson Correlation	.412**	.366**	.513**	.444**	.449**	.468**	.425**	.474**	.533**	.459**	.427**	-0.046	.483**	.502**	.597**	.594**	.557**	.568**	1	.796**	.683**	.713**	.564**	.656**	.466**	.439**	.592**	.567**	.415**	.440**	.667**
	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	0.652	0.000	0.000	0.000	0.000	0.000	0.000		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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
T	Pearson Correlation	.482**	.477**	.644**	.522**	.552**	.571**	.483**	.537**	.625**	.539**	.523**	-0.041	.540**	.578**	.651**	.657**	.557**	.599**	.796**	1	.737**	.731**	.521**	.563**	.492**	.468**	.678**	.596**	.498**	.564**	.744**
	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	0.685	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
U	Pearson Correlation	.376**	.492**	.616**	.524**	.521**	.576**	.512**	.507**	.630**	.597**	.593**	-0.047	.540**	.552**	.655**	.666**	.598**	.649**	.683**	.737**	1	.811**	.503**	.538**	.498**	.497**	.579**	.581**	.536**	.630**	.718**
	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	0.646	0.000	0.000	0.000	0.000	0.000	0.000	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	98	98	99	99	99	98	99	99	99	99	99	99	94	94	94	97	98	99	99	99	99	92	97	95	97	94	93	96	99	99	81
V	Pearson Correlation	.501**	.587**	.593**	.573**	.504**	.548**	.553**	.592**	.695**	.560**	.490**	-0.027	.727**	.646**	.731**	.595**	.712**	.485**	.713**	.731**	.811**	1	.731**	.691**	.715**	.639**	.631**	.654**	.647**	.615**	.782**
	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	0.801	0.000	0.000	0.000	0.000	0.000	0.000	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	91	91	92	92	92	91	92	92	92	92	92	92	89	89	89	90	91	92	92	92	92	92	90	89	91	89	89	90	92	92	81
W	Pearson Correlation	.437**	.491**	.451**	.490**	.444**	.469**	.285**	.307**	.407**	.420**	.406**	0.025	.555**	.617**	.635**	.450**	.511**	.328**	.564**	.521**	.503**	.731**	1	.587**	.678**	.481**	.440**	.534**	.475**	.501**	.675**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.004	0.002	0.000	0.000	0.000	0.807	0.000	0.000	0.000	0.000	0.000	0.001	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	97	97	98	98	98	97	98	98	98	98	98	98	94	94	94	96	98	98	98	98	97	90	98	96	97	95	93	97	98	98	81

Correlations

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	BB	CC	DD	skor_total
X	Pearson Correlation	.459**	.388**	.515**	.509**	.300**	.401**	.433**	.412**	.578**	.528**	.513**	0.017	.557**	.588**	.605**	.575**	.477**	.496**	.656**	.563**	.538**	.691**	.587**	1	.543**	.496**	.562**	.569**	.509**	.482**	.678**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.003	0.000	0.000	0.000	0.000	0.000	0.000	0.872	0.000	0.000	0.000	0.000	0.000	0.000	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	95	95	96	96	96	95	96	96	96	96	96	96	93	93	93	94	96	96	96	96	95	89	96	96	96	94	92	96	96	96	81
Y	Pearson Correlation	.542**	.550**	.519**	.514**	.447**	.383**	.537**	.465**	.527**	.543**	.485**	0.024	.734**	.601**	.687**	.586**	.508**	.474**	.466**	.492**	.498**	.715**	.678**	.543**	1	.745**	.601**	.628**	.585**	.589**	.739**
	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	0.818	0.000	0.000	0.000	0.000	0.000	0.000	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	97	97	98	98	98	97	98	98	98	98	98	98	94	94	94	96	97	98	98	98	97	91	97	96	98	95	93	97	98	98	81
Z	Pearson Correlation	.312**	.423**	.392**	.411**	.398**	.378**	.474**	.431**	.439**	.332**	.291**	-0.010	.529**	.381**	.505**	.583**	.464**	.537**	.439**	.468**	.497**	.639**	.481**	.496**	.745**	1	.704**	.726**	.605**	.507**	.729**
	Sig. (2-tailed)	0.002	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.004	0.924	0.000	0.000	0.000	0.000	0.000	0.000	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	94	94	95	95	95	94	95	95	95	95	95	95	93	93	93	93	95	95	95	95	94	89	95	94	95	95	93	95	95	95	81
AA	Pearson Correlation	.324**	.409**	.558**	.553**	.574**	.604**	.533**	.544**	.597**	.475**	.471**	-0.028	.617**	.563**	.653**	.622**	.480**	.463**	.592**	.678**	.579**	.631**	.440**	.562**	.601**	.704**	1	.742**	.598**	.561**	.748**
	Sig. (2-tailed)	0.002	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.793	0.000	0.000	0.000	0.000	0.000	0.000	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	92	92	93	93	93	92	93	93	93	93	93	93	91	91	91	91	93	93	93	93	93	89	93	92	93	93	93	93	93	93	81
BB	Pearson Correlation	.343**	.484**	.463**	.510**	.479**	.487**	.572**	.490**	.600**	.463**	.449**	-0.012	.594**	.532**	.585**	.543**	.546**	.504**	.567**	.596**	.581**	.654**	.534**	.569**	.628**	.726**	.742**	1	.534**	.505**	.730**
	Sig. (2-tailed)	0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.903	0.000	0.000	0.000	0.000	0.000	0.000	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	96	96	97	97	97	96	97	97	97	97	97	97	94	94	94	95	97	97	97	97	96	90	97	96	97	95	93	97	97	97	81
CC	Pearson Correlation	.304**	.472**	.400**	.394**	.474**	.422**	.438**	.361**	.449**	.356**	.363**	-0.026	.555**	.492**	.631**	.387**	.516**	.539**	.415**	.498**	.536**	.647**	.475**	.509**	.585**	.605**	.598**	.534**	1	.775**	.633**
	Sig. (2-tailed)	0.002	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.799	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
DD	Pearson Correlation	.437**	.431**	.458**	.440**	.470**	.480**	.465**	.361**	.438**	.372**	.500**	-0.039	.594**	.579**	.682**	.420**	.407**	.504**	.440**	.564**	.630**	.615**	.501**	.482**	.589**	.507**	.561**	.505**	.775**	1	.693**
	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	0.697	0.000	0.000	0.000	0.000	0.000	0.000	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	99	99	100	100	100	99	100	100	100	100	100	100	95	95	95	98	99	100	100	100	99	92	98	96	98	95	93	97	100	100	81
skor_total	Pearson Correlation	.643**	.649**	.776**	.711**	.655**	.683**	.742**	.751**	.792**	.681**	.654**	.281*	.740**	.684**	.769**	.751**	.628**	.669**	.667**	.744**	.718**	.782**	.675**	.678**	.739**	.729**	.748**	.730**	.633**	.693**	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	0.011	0.000	0.000	0.000	0.000	0.000	0.000	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	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81	81

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

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

```
RELIABILITY
  /VARIABLES=A B C D E F G H I J K L M N O P Q R S T U V W X Y Z AA BB CC DD
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA
  /SUMMARY=TOTAL.
```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	81	81.0
	Excluded[a]	19	19.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.865	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A	135.39506	174.092	.619	.858
B	135.49383	172.428	.621	.857
C	135.44444	171.750	.759	.856
D	135.38272	174.564	.694	.858
E	135.38272	174.414	.632	.859
F	135.43210	173.248	.660	.858
G	135.56790	170.248	.718	.855
H	135.48148	171.103	.730	.856
I	135.49383	170.778	.775	.855
J	135.46914	171.652	.654	.857
K	135.40741	173.469	.629	.858
L	134.96296	169.211	-.048	.971
M	135.53086	171.877	.719	.856
N	135.62963	171.236	.656	.856
O	135.56790	170.498	.749	.855
P	135.40741	171.969	.732	.856
Q	135.49383	172.803	.598	.858
R	135.43210	173.848	.646	.858
S	135.40741	174.044	.645	.858
T	135.43210	172.323	.724	.857
U	135.41975	173.672	.699	.858
V	135.43210	172.198	.766	.856
W	135.61728	170.789	.645	.856
X	135.54321	170.826	.649	.856
Y	135.56790	169.948	.715	.855
Z	135.56790	170.823	.705	.856
AA	135.46914	172.027	.728	.856
BB	135.48148	171.078	.707	.856
CC	135.51852	172.028	.602	.857
DD	135.50617	171.978	.668	.857

```
FREQUENCIES VARIABLES=Lb Mk At Ft Tr Dm Jk Us Pt Pk Ph
  /PIECHART FREQ
  /ORDER=ANALYSIS.
```

Frequencies

Statistics

		Lantai Boarding	Maskapai	Alasan Terbang	Frekuensi Terbang 3 Tahun	Transportasi
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0

Statistics

		Domisili	Jenis Kelamin	Usia	Pendidikan Terakhir	Pekerjaan	Penghasilan
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0

Frequency Table

Lantai Boarding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lantai 2	73	73.0	73.0	73.0
	Lantai 3	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

Maskapai

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Batik Air	24	24.0	24.0	24.0
	Nam Air	3	3.0	3.0	27.0
	Lion Air	47	47.0	47.0	74.0
	Citilink	3	3.0	3.0	77.0
	Garuda Indonesia	15	15.0	15.0	92.0
	Wings Air	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

Alasan Terbang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dinas	12	12.0	12.0	12.0
	Pribadi	54	54.0	54.0	66.0
	Bisnis	24	24.0	24.0	90.0
	Wisata	9	9.0	9.0	99.0
	Lainnya	1	1.0	1.0	100.0
	Total	100	100.0	100.0	

Frekuensi Terbang 3 Tahun

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 kali	10	10.0	10.0	10.0
	2 - 5 kali	51	51.0	51.0	61.0
	5 -10 kali	28	28.0	28.0	89.0
	10 - 20 kali	5	5.0	5.0	94.0
	> 20 kali	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

Transportasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kendaraan Pribadi	56	56.0	56.0	56.0
	Bus	9	9.0	9.0	65.0
	Taksi Argo	6	6.0	6.0	71.0
	Mobil Sewa	7	7.0	7.0	78.0
	Taksi Online	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

Domisili

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mataram	24	24.0	24.0	24.0
	Sumbawa	10	10.0	10.0	34.0
	Lombok	7	7.0	7.0	41.0
	Bima	8	8.0	8.0	49.0
	Jakarta	7	7.0	7.0	56.0
	Surabaya	6	6.0	6.0	62.0
	Praya	4	4.0	4.0	66.0
	Praya	2	2.0	2.0	68.0
	Bandung	1	1.0	1.0	69.0
	Bali	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki - laki	59	59.0	59.0	59.0
	Perempuan	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 - 30 tahun	40	40.0	40.0	40.0
	30 - 40 tahun	33	33.0	33.0	73.0
	40 - 50 tahun	18	18.0	18.0	91.0
	> 50 tahun	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

Pendidikan Terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	2.0	2.0	2.0
	SMP	3	3.0	3.0	5.0
	SMA/SMK	31	31.0	31.0	36.0
	DIPLOMA / S1	54	54.0	54.0	90.0
	PROFESI / S2 / S3	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar	9	9.0	9.0	9.0
	PNS	18	18.0	18.0	27.0
	TNI / Polri	5	5.0	5.0	32.0
	BUMN	10	10.0	10.0	42.0
	Pegawai Swasta	31	31.0	31.0	73.0
	Tenaga Kerja	3	3.0	3.0	76.0
	Wirausaha	20	20.0	20.0	96.0
	Profesional	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

Penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,5 - 5 Juta	30	30.0	30.0	30.0
	5 - 10 Juta	43	43.0	43.0	73.0
	10 - 20 Juta	12	12.0	12.0	85.0
	> 20 Jt	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

Pie Chart

```
CROSSTABS
  /TABLES=Lb Mk At Ft Tr Dm Jk Us Pt Pk Ph BY RMV_rata2
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ
  /CELLS=COUNT TOTAL
  /COUNT ROUND CELL.
```

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Lantai Boarding * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Maskapai * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Alasan Terbang * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Frekuensi Terbang 3 Tahun * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Transportasi * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Domisili * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Jenis Kelamin * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Usia * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Pendidikan Terakhir * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Pekerjaan * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%
Penghasilan * RMV mean kepuasan	100	100.0%	0	0.0%	100	100.0%

Lantai Boarding * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Lantai Boarding	Lantai 2	Count	1	15	57	73
		% of Total	1.0%	15.0%	57.0%	73.0%
	Lantai 3	Count	1	1	25	27
		% of Total	1.0%	1.0%	25.0%	27.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.538[a]	2	.103
Likelihood Ratio	5.548	2	.062
Linear-by-Linear Association	1.447	1	.229
N of Valid Cases	100		

a. 3 cells (50.0%) have expected count less than 5. The minimum expected count is .54.

Maskapai * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Maskapai	Batik Air	Count	1	1	22	24
		% of Total	1.0%	1.0%	22.0%	24.0%
	Nam Air	Count	0	0	3	3
		% of Total	0.0%	0.0%	3.0%	3.0%
	Lion Air	Count	1	8	38	47
		% of Total	1.0%	8.0%	38.0%	47.0%
	Citilink	Count	0	0	3	3
		% of Total	0.0%	0.0%	3.0%	3.0%
	Garuda Indonesia	Count	0	5	10	15
		% of Total	0.0%	5.0%	10.0%	15.0%
	Wings Air	Count	0	2	6	8
		% of Total	0.0%	2.0%	6.0%	8.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.456[a]	10	.584
Likelihood Ratio	10.017	10	.439
Linear-by-Linear Association	1.586	1	.208
N of Valid Cases	100		

a. 13 cells (72.2%) have expected count less than 5. The minimum expected count is .06.

Alasan Terbang * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Alasan Terbang	Dinas	Count	0	1	11	12
		% of Total	0.0%	1.0%	11.0%	12.0%
	Pribadi	Count	2	5	47	54
		% of Total	2.0%	5.0%	47.0%	54.0%
	Bisnis	Count	0	9	15	24
		% of Total	0.0%	9.0%	15.0%	24.0%
	Wisata	Count	0	1	8	9
		% of Total	0.0%	1.0%	8.0%	9.0%
	Lainnya	Count	0	0	1	1
		% of Total	0.0%	0.0%	1.0%	1.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.415[a]	8	.134
Likelihood Ratio	11.889	8	.156
Linear-by-Linear Association	.663	1	.415
N of Valid Cases	100		

a. 10 cells (66.7%) have expected count less than 5. The minimum expected count is .02.

Frekuensi Terbang 3 Tahun * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Frekuensi Terbang 3 Tahun	1 kali	Count	0	0	10	10
		% of Total	0.0%	0.0%	10.0%	10.0%
	2 - 5 kali	Count	2	6	43	51
		% of Total	2.0%	6.0%	43.0%	51.0%
	5 -10 kali	Count	0	7	21	28
		% of Total	0.0%	7.0%	21.0%	28.0%
	10 - 20 kali	Count	0	0	5	5
		% of Total	0.0%	0.0%	5.0%	5.0%
	> 20 kali	Count	0	3	3	6
		% of Total	0.0%	3.0%	3.0%	6.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.188[a]	8	.143
Likelihood Ratio	13.719	8	.089
Linear-by-Linear Association	2.520	1	.112
N of Valid Cases	100		

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .10.

Transportasi * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Transportasi	Kendaraan Pribadi	Count	2	10	44	56
		% of Total	2.0%	10.0%	44.0%	56.0%
	Bus	Count	0	1	8	9
		% of Total	0.0%	1.0%	8.0%	9.0%
	Taksi Argo	Count	0	0	6	6
		% of Total	0.0%	0.0%	6.0%	6.0%
	Mobil Sewa	Count	0	2	5	7
		% of Total	0.0%	2.0%	5.0%	7.0%
	Taksi Online	Count	0	3	19	22
		% of Total	0.0%	3.0%	19.0%	22.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.071[a]	8	.851
Likelihood Ratio	5.650	8	.686
Linear-by-Linear Association	.869	1	.351
N of Valid Cases	100		

a. 10 cells (66.7%) have expected count less than 5. The minimum expected count is .12.

Domisili * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Domisili	Mataram	Count	0	4	20	24
		% of Total	0.0%	4.0%	20.0%	24.0%
	Sumbawa	Count	0	0	10	10
		% of Total	0.0%	0.0%	10.0%	10.0%
	Lombok	Count	0	0	7	7
		% of Total	0.0%	0.0%	7.0%	7.0%
	Bima	Count	0	2	6	8
		% of Total	0.0%	2.0%	6.0%	8.0%
	Jakarta	Count	0	4	3	7
		% of Total	0.0%	4.0%	3.0%	7.0%
	Surabaya	Count	0	0	6	6
		% of Total	0.0%	0.0%	6.0%	6.0%
	Praya	Count	0	0	4	4
		% of Total	0.0%	0.0%	4.0%	4.0%
	Praya	Count	0	0	2	2
		% of Total	0.0%	0.0%	2.0%	2.0%
	Bandung	Count	0	0	1	1
		% of Total	0.0%	0.0%	1.0%	1.0%
	Bali	Count	2	6	23	31
		% of Total	2.0%	6.0%	23.0%	31.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	20.064[a]	18	.329
Likelihood Ratio	22.251	18	.221
Linear-by-Linear Association	2.475	1	.116
N of Valid Cases	100		

a. 24 cells (80.0%) have expected count less than 5. The minimum expected count is .02.

Jenis Kelamin * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Jenis Kelamin	Laki - laki	Count	0	9	50	59
		% of Total	0.0%	9.0%	50.0%	59.0%
	Perempuan	Count	2	7	32	41
		% of Total	2.0%	7.0%	32.0%	41.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.060[a]	2	.216
Likelihood Ratio	3.749	2	.153
Linear-by-Linear Association	1.604	1	.205
N of Valid Cases	100		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is .82.

Usia * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Usia	20 - 30 tahun	Count	1	6	33	40
		% of Total	1.0%	6.0%	33.0%	40.0%
	30 - 40 tahun	Count	0	3	30	33
		% of Total	0.0%	3.0%	30.0%	33.0%
	40 - 50 tahun	Count	0	6	12	18
		% of Total	0.0%	6.0%	12.0%	18.0%
	> 50 tahun	Count	1	1	7	9
		% of Total	1.0%	1.0%	7.0%	9.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	10.186[a]	6	.117
Likelihood Ratio	8.669	6	.193
Linear-by-Linear Association	1.215	1	.270
N of Valid Cases	100		

a. 6 cells (50.0%) have expected count less than 5. The minimum expected count is .18.

Pendidikan Terakhir * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Pendidikan Terakhir	SD	Count	0	0	2	2
		% of Total	0.0%	0.0%	2.0%	2.0%
	SMP	Count	0	1	2	3
		% of Total	0.0%	1.0%	2.0%	3.0%
	SMA/SMK	Count	1	4	26	31
		% of Total	1.0%	4.0%	26.0%	31.0%
	DIPLOMA / S1	Count	1	7	46	54
		% of Total	1.0%	7.0%	46.0%	54.0%
	PROFESI / S2 / S3	Count	0	4	6	10
		% of Total	0.0%	4.0%	6.0%	10.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.355[a]	8	.608
Likelihood Ratio	5.829	8	.666
Linear-by-Linear Association	.557	1	.456
N of Valid Cases	100		

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .04.

Pekerjaan * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Pekerjaan	Pelajar	Count	1	0	8	9
		% of Total	1.0%	0.0%	8.0%	9.0%
	PNS	Count	0	2	16	18
		% of Total	0.0%	2.0%	16.0%	18.0%
	TNI / Polri	Count	0	1	4	5
		% of Total	0.0%	1.0%	4.0%	5.0%
	BUMN	Count	0	0	10	10
		% of Total	0.0%	0.0%	10.0%	10.0%
	Pegawai Swasta	Count	0	5	26	31
		% of Total	0.0%	5.0%	26.0%	31.0%
	Tenaga Kerja	Count	0	1	2	3
		% of Total	0.0%	1.0%	2.0%	3.0%
	Wirausaha	Count	1	6	13	20
		% of Total	1.0%	6.0%	13.0%	20.0%
	Profesional	Count	0	1	3	4
		% of Total	0.0%	1.0%	3.0%	4.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	14.012[a]	14	.449
Likelihood Ratio	15.647	14	.335
Linear-by-Linear Association	2.622	1	.105
N of Valid Cases	100		

a. 19 cells (79.2%) have expected count less than 5. The minimum expected count is .06.

Penghasilan * RMV mean kepuasan

Crosstab

			RMV mean kepuasan			
			Netral	Puas	Sangat Puas	Total
Penghasilan	2,5 - 5 Juta	Count	0	5	25	30
		% of Total	0.0%	5.0%	25.0%	30.0%
	5 - 10 Juta	Count	0	4	39	43
		% of Total	0.0%	4.0%	39.0%	43.0%
	10 - 20 Juta	Count	1	4	7	12
		% of Total	1.0%	4.0%	7.0%	12.0%
	> 20 Jt	Count	1	3	11	15
		% of Total	1.0%	3.0%	11.0%	15.0%
Total		Count	2	16	82	100
		% of Total	2.0%	16.0%	82.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	10.478[a]	6	.106
Likelihood Ratio	9.987	6	.125
Linear-by-Linear Association	3.641	1	.056
N of Valid Cases	100		

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .24.

UNIVERSITAS MUHAMMADIYAH MATARAM

FAKULTAS TEKNIK, PROGRAM STUDI REKAYASA SIPIL

Alamat: Jl. K.H Ahmad Dahlan No. 1 Telp. 640728 Pagesangan Mataram 83117

LEMBAR ASISTENSI SKRIPSI

Nama : **AGUS PRAMANA**

NIM : **418110197M**

NO	Hari/Tanggal	Catatan/ Revisi	Tanda Tangan
1	24 Feb 2020	-Jelaskan penentuan jumlah sampel ruang tunggu lt. 2 dan lt 3! - Jelaskan maskapai-maskapai yg menggunakan ruang tunggu lt. 2 dan lt. 3! - Lampirkan data penunjang yg digunakan untuk dasar pengambilan sampel	
2.	26 Maret 2020	- Tambahkan selisih antara kepuasan dan kepentingan pelanggan! - Jelaskan attribut yg dianggap paling penting -Jelaskan prioritas perbaikan berdasarkan IPA analisis!	
3.	30 April 2020	- Sesuaikan kesimpulan dengan rumusan masalah! - Pembahasan pd kesimpulan ditambah pd pembahasan bab 4	

Mataram : 30 April 2020

DOSEN PEMBIMBING I

TITIK WAHYUNINGSIH, ST., MT

NIDN. 0819097401

UNIVERSITAS MUHAMMADIYAH MATARAM

FAKULTAS TEKNIK, PROGRAM STUDI REKAYASA SIPIL

Alamat: Jl. K.H Ahmad Dahlan No. 1 Telp. 640728 Pagesangan Mataram 83117

LEMBAR ASISTENSI SKRIPSI

Nama : **AGUS PRAMANA**

NIM : **418110197M**

NO	Hari/Tanggal	Catatan/ Revisi	Tanda Tangan
4	28 Mei 2020	- Perbaiki Penulisan tabel. - Lengkapi Lampiran/abstrak.	
5	2 juni 2020	- ACC - Lanjut ujian seminar	

Mataram : 2-06- ~~Mei~~ 2020

DOSEN PEMBIMBING I

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NIDN. 0819097401

UNIVERSITAS MUHAMMADIYAH MATARAM

FAKULTAS TEKNIK, PROGRAM STUDI REKAYASA SIPIL

Alamat: Jl. K.H Ahmad Dahlan No. 1 Telp. 640728 Pagesangan Mataram 83117

LEMBAR ASISTENSI SKRIPSI

Nama : AGUS PRAMANA

NIM : 418110197M

NO	Hari/Tanggal	Catatan/ Revisi	Tanda Tangan
	21/4/2020	Lengkapi lampiran Quasioner Perbaiki gambar 3.1 sebaknya digambar ulang Penulisan rumus disesuaikan dengan pandua. Perbaiki skema metodologi	
	21/4-2020	Tambahkan kata pratanya, lembar, kata dan kayangan di dalam peta lembar tahapan penelitian diperbaiki hal 21 di ceh nama tabel Tambahkan keterangan di gambar denah	

Mataram : 21 April 2020

DOSEN PEMBIMBING II

Dr. Eng. M. ISLAMY RUSYDA, ST., MT

NIDN. 082417501

UNIVERSITAS MUHAMMADIYAH MATARAM

FAKULTAS TEKNIK, PROGRAM STUDI REKAYASA SIPIL

Alamat: Jl. K.H Ahmad Dahlan No. 1 Telp. 640728 Pagesangan Mataram 83117

LEMBAR ASISTENSI SKRIPSI

Nama : AGUS PRAMANA

NIM : 418110197M

NO	Hari/Tanggal	Catatan/ Revisi	Tanda Tangan
	30-5-2020	Metode Penelitian OK penelitian numerus de Dasar penentuan sample 100 orang. Lantai 3 untuk perubahan apa saja Lantai 2 untuk apa saja. Tabel 3.1 diperbaiki Distribusi domisili di Bali Tabel 4.2 di Lengkap lapisan	

Mataram : 30 Mei 2020

DOSEN PEMBIMBING II

Dr. Eng. M. ISLAMY RUSYDA, ST., MT

NIDN. 082417501

UNIVERSITAS MUHAMMADIYAH MATARAM

FAKULTAS TEKNIK, PROGRAM STUDI REKAYASA SIPIL

Alamat: Jl. K.H Ahmad Dahlan No. 1 Telp. 640728 Pagesangan Mataram 83117

LEMBAR ASISTENSI SKRIPSI

Nama : **AGUS PRAMANA**

NIM : **418110197M**

NO	Hari/Tanggal	Catatan/ Revisi	Tanda Tangan
	2-6-20	gambar desain ok lebar jembatan ok Tabel 3.1 ok. lembar daftar pustaka. lembar daftar acc. silahkan lanjut ke pembimbing I	
	3-6-20		

Mataram : 3 Juni 2020

DOSEN PEMBIMBING II

Dr. Eng. M. ISLAMY RUSYDA, ST., MT

NIDN. 082417501