BAB 8
PENUTUP

8.1. Kesimpulan

Tugas akhir yang dilakukan pada Warung Onti Ani memiliki beberapa kesimpulan sebagai berikut.

a. Berdasarkan analisis data menggunakan Metode SERVQUAL terdapat 14 atribut yang memiliki nilai *gap* negatif yang menunjukkan tingkat kepuasan pelanggan masih belum mampu memenuhi harapan pelanggan dan 5 atribut yang memiliki nilai *gap* positif yang menunjukkan bahwa tingkat kepuasan pelanggan telah sesuai dengan harapan.
b. Berdasarkan analisis data menggunakan Metode IPA yang terbagi menjadi empat kuadran, yaitu Kuadran I (*Concentrate Here*), Kuadran II (*Keep Up the Good Work*), Kuadran III (*Low Priority*), dan Kuadran IV (*Possible Overkill*). Kuadran I merupakan atribut yang dianggap penting oleh pelanggan, namun kinerjanya masih belum optimal, maka perlu perbaikan segera dan atribut tersebut meliputi TL1, TL2, TL3, dan RS4.
c. Penurunan jumlah transaksi selama empat periode pada bulan September 2025 hingga Desember 2025 dengan rata-rata 33 transaksi per hari dan kepuasan pelanggan yang. Berdasarkan hasil perbaikan, mengalami peningkatan jumlah transaksi per hari dengan selama 30 hari, yaitu sebesar 48 transaksi per hari. Berdasarkan hal tersebut Warung Onti Ani menargetkan jumlah transaksi adalah sebesar 45 transaksi per hari (*critical success factor*) dapat terpenuhi dengan perancangan dan pengembangan buku menu elektronik berupa *barcode* untuk mengakses buku menu dan nomor meja, perancangan penataan kursi dan meja secara langsung, perancangan SOP untuk kebersihan area penyajian, perancangan media penyampaian keluhan atau masukan berupa poster.

8.2. Saran

Saran yang dapat diberikan untuk Tugas Akhir atau penelitian selanjutnya adalah dilakukan pengukuran kepuasan pelanggan harus rutin untuk dikumpulkan melalui media penyaluran khusus seperti *Google Form* atau wadah lainya agar Warung Onti Ani terus memperbaiki pelayanan yang diberikan. Selain itu, disarankan untuk merancang SOP menjadi beberapa *Jobdesc* secara detail. Serta perancangan efisiensi biaya operasional untuk membantu mengurangi pemborosan.

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LAMPIRAN

Lampiran 1. Surat Izin Penelitian

SURAT KETERANGAN

Saya yang bertanda tangan di bawah ini:

Nama : Etheldreda Fallovi
NPM : 210611512
Program Studi : Teknik Industri
Universitas : Universitas Atma Jaya Yogyakarta

Dengan ini menerangkan bahwa :

Nama Usaha : Onti Ani
Alamat Usaha : Jl. Perumnas No.234A, Kledokan, Caturtunggal. Depok, Sleman, Daerah Istimewa Yogyakarta

Sudah memberikan izin untuk melakukan penelitian menggunakan objek rumah makan Onti Ani. Penelitian ini dilakukan dengan tujuan untuk menyusun tugas akhir yang merupakan syarat kelulusan dari Universitas Atma Jaya Yogyakarta.

Demikian surat keterangan dibuat untuk dipergunakan sebagaimana mestinya.

Yogyakarta, 15 Mei 2026

Hormat saya,

Etheldreda Fallovi

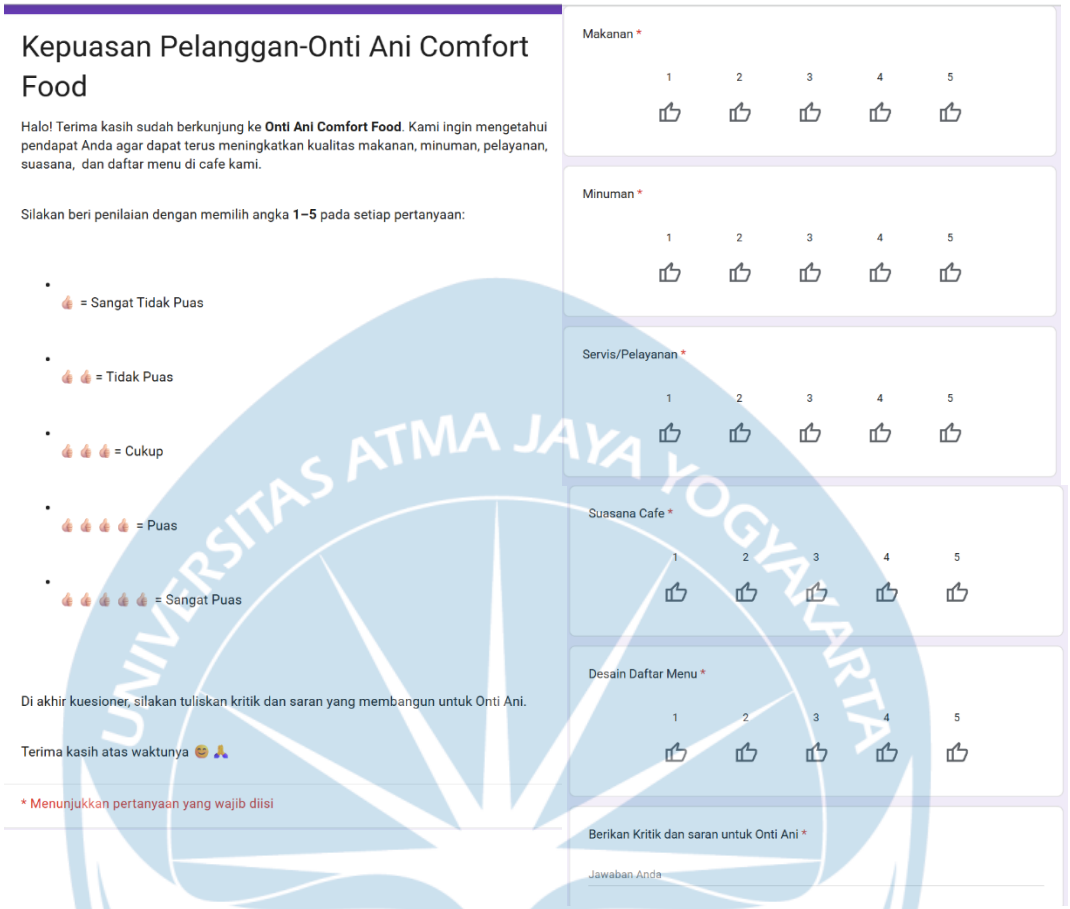
Menyetujui,

Benyamin Imanuel Silalahi

Lampiran 2. Warung Onti Ani



Lampiran 3. Lembar Kuesioner Kepuasan Pelanggan dengan Google Form



Kepuasan Pelanggan-Onti Ani Comfort Food

Halo! Terima kasih sudah berkunjung ke **Onti Ani Comfort Food**. Kami ingin mengetahui pendapat Anda agar dapat terus meningkatkan kualitas makanan, minuman, pelayanan, suasana, dan daftar menu di cafe kami.

Silakan beri penilaian dengan memilih angka **1–5** pada setiap pertanyaan:

- 👍 = Sangat Tidak Puas
- 👍👍 = Tidak Puas
- 👍👍👍 = Cukup
- 👍👍👍👍 = Puas
- 👍👍👍👍👍 = Sangat Puas

Di akhir kuesioner, silakan tuliskan kritik dan saran yang membangun untuk Onti Ani.

Terima kasih atas waktunya 😊🙏

* Menunjukkan pertanyaan yang wajib diisi

Makanan *
1 2 3 4 5

Minuman *
1 2 3 4 5

Servis/Pelayanan *
1 2 3 4 5

Suasana Cafe *
1 2 3 4 5

Desain Daftar Menu *
1 2 3 4 5

Berikan Kritik dan saran untuk Onti Ani *
Jawaban Anda

Lampiran 4. Hasil Uji Validitas Tingkat Kepuasan Pelayanan

Correlations

		TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3	Total
TL1	Pearson Correlation	1	.600**	.327	.668**	.205	.219	.257	.219	.458*	.116	.433*	.531**	.367*	-.110	.299	.278	.238	.055	.123	.526**
	Sig. (2-tailed)		.000	.078	.000	.278	.245	.170	.245	.011	.542	.017	.003	.046	.564	.109	.137	.205	.774	.517	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL2	Pearson Correlation	.600**	1	.544**	.565**	.213	.531**	.411*	.220	.348	.197	.331	.518**	.393*	.161	.246	.400*	.360	.361*	.447*	.648**
	Sig. (2-tailed)	.000		.002	.001	.259	.003	.024	.244	.060	.297	.074	.003	.032	.396	.189	.029	.051	.050	.013	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL3	Pearson Correlation	.327	.544**	1	.512**	.567**	.752**	.373*	.565**	.548**	.433*	.593**	.447*	.758**	.355	.400*	.561**	.740**	.153	.585**	.838**
	Sig. (2-tailed)	.078	.002		.004	.001	.000	.043	.001	.002	.017	.001	.013	.000	.054	.028	.001	.000	.420	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL4	Pearson Correlation	.668**	.565**	.512**	1	.440*	.372*	.236	.481**	.573**	.143	.476**	.665**	.348	.024	.332	.280	.251	.043	.167	.624**
	Sig. (2-tailed)	.000	.001	.004		.015	.043	.209	.007	.001	.449	.008	.000	.059	.901	.073	.135	.181	.823	.379	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL5	Pearson Correlation	.205	.213	.567**	.440*	1	.457*	.457*	.198	.507**	.245	.391*	.144	.414*	-.089	.417*	.246	.316	.134	.340	.542**
	Sig. (2-tailed)	.278	.259	.001	.015		.011	.011	.295	.004	.193	.032	.447	.023	.639	.022	.190	.089	.480	.066	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1	Pearson Correlation	.219	.531**	.752**	.372*	.457*	1	.435*	.413*	.542**	.371*	.331	.244	.643**	.240	.574**	.704**	.575**	.170	.565**	.754**
	Sig. (2-tailed)	.245	.003	.000	.043	.011		.016	.023	.002	.044	.074	.194	.000	.202	.001	.000	.001	.369	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R2	Pearson Correlation	.257	.411*	.373*	.236	.457*	.435*	1	.219	.521**	.484**	.366*	.209	.133	.172	.434*	.356	.509**	.485**	.161	.593**
	Sig. (2-tailed)	.170	.024	.043	.209	.011	.016		.246	.003	.007	.046	.269	.483	.362	.017	.054	.004	.007	.396	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R3	Pearson Correlation	.219	.220	.565**	.481**	.198	.413*	.219	1	.424*	.508**	.522**	.679**	.495**	.522**	.181	.383*	.415*	.158	.351	.646**
	Sig. (2-tailed)	.245	.244	.001	.007	.295	.023	.246		.019	.004	.003	.000	.005	.003	.340	.037	.023	.405	.057	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R4	Pearson Correlation	.458*	.348	.548**	.573**	.507**	.542**	.521**	.424*	1	.026	.548**	.439*	.560**	.181	.740**	.569**	.529**	.204	.439*	.751**
	Sig. (2-tailed)	.011	.060	.002	.001	.004	.002	.003	.019		.891	.002	.015	.001	.338	.000	.001	.003	.280	.016	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS1	Pearson Correlation	.116	.197	.433*	.143	.245	.371*	.484**	.508**	.026	1	.312	.306	.139	.282	.081	.275	.503**	.284	.137	.477**
	Sig. (2-tailed)	.542	.297	.017	.449	.193	.044	.007	.004	.891		.094	.100	.464	.131	.671	.141	.005	.128	.472	.008
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2	Pearson Correlation	.433*	.331	.593**	.476**	.391*	.331	.366*	.522**	.548**	.312	1	.546**	.510**	.491**	.453*	.348	.538**	.156	.198	.699**
	Sig. (2-tailed)	.017	.074	.001	.008	.032	.074	.046	.003	.002	.094		.002	.004	.006	.012	.059	.002	.410	.293	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS3	Pearson Correlation	.531**	.518**	.447*	.665**	.144	.244	.209	.679**	.438*	.306	.546**	1	.462*	.435*	.310	.449*	.288	.342	.334	.677**
	Sig. (2-tailed)	.003	.003	.013	.000	.447	.194	.269	.000	.015	.100	.002		.010	.016	.096	.013	.123	.064	.071	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS4	Pearson Correlation	.367*	.393*	.758**	.348	.414*	.643**	.133	.495**	.560**	.139	.510**	.462*	1	.291	.517**	.727**	.630**	.078	.717**	.755**
	Sig. (2-tailed)	.046	.032	.000	.059	.023	.000	.483	.005	.001	.464	.004	.010		.119	.003	.000	.000	.682	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A1	Pearson Correlation	-.110	.161	.355	.024	-.089	.240	.172	.522**	.181	.282	.491**	.435*	.291	1	.093	.252	.375*	.328	.232	.415*
	Sig. (2-tailed)	.564	.396	.054	.901	.639	.202	.362	.003	.338	.131	.006	.016	.119		.623	.180	.041	.076	.217	.023
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A2	Pearson Correlation	.299	.246	.400*	.332	.417*	.574**	.434*	.181	.740**	.081	.453*	.310	.517**	.093	1	.778**	.545**	.221	.502**	.667**
	Sig. (2-tailed)	.109	.189	.028	.073	.022	.001	.017	.340	.000	.671	.012	.096	.003	.623		.000	.002	.240	.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3	Pearson Correlation	.278	.400*	.561**	.280	.246	.704**	.356	.383*	.569**	.275	.348	.449*	.727**	.252	.778**	1	.659**	.298	.652**	.756**
	Sig. (2-tailed)	.137	.029	.001	.135	.190	.000	.054	.037	.001	.141	.059	.013	.000	.180	.000		.000	.110	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E1	Pearson Correlation	.238	.360	.740**	.251	.316	.575**	.509**	.415*	.529**	.503**	.538**	.288	.630**	.375*	.545**	.659**	1	.329	.575**	.769**
	Sig. (2-tailed)	.205	.051	.000	.181	.089	.001	.004	.023	.003	.005	.002	.123	.000	.041	.002	.000		.075	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E2	Pearson Correlation	.055	.361*	.153	.043	.134	.170	.485**	.158	.204	.284	.156	.342	.078	.328	.221	.298	.329	1	.444*	.418*
	Sig. (2-tailed)	.774	.050	.420	.823	.480	.369	.007	.405	.280	.128	.410	.064	.682	.076	.240	.110	.075		.014	.021
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E3	Pearson Correlation	.123	.447*	.585**	.167	.340	.565**	.161	.351	.439*	.137	.198	.334	.717**	.232	.502**	.652**	.575**	.444*	1	.649**
	Sig. (2-tailed)	.517	.013	.001	.379	.066	.001	.396	.057	.016	.472	.293	.071	.000	.217	.005	.000	.001	.014		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.526**	.648**	.838**	.624**	.542**	.754**	.593**	.646**	.751**	.477**	.699**	.677**	.755**	.415*	.667**	.756**	.769**	.418*	.649**	1
	Sig. (2-tailed)	.003	.000	.000	.000	.002	.000	.001	.000	.000	.008	.000	.000	.000	.023	.000	.000	.000	.021	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Lampiran 5. Hasil Uji Validitas Tingkat Harapan

Correlations

		TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3	Total
TL1	Pearson Correlation	1	.483**	.541**	.485**	.266	.596**	.291	.247	.509**	.405*	.293	.439*	.359	.451*	.532**	.440*	.464**	.274	.326	.677**
	Sig. (2-tailed)		.007	.002	.007	.155	.001	.119	.189	.004	.026	.116	.015	.052	.012	.003	.015	.010	.142	.079	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL2	Pearson Correlation	.483**	1	.297	.452*	-.127	.421*	.477**	.405*	.178	.252	.205	.339	.312	.235	.502**	.352	.065	.087	.189	.494**
	Sig. (2-tailed)	.007		.111	.012	.505	.021	.008	.026	.347	.179	.277	.067	.094	.212	.005	.056	.732	.647	.317	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL3	Pearson Correlation	.541**	.297	1	.409*	.476**	.441*	.431*	.366*	.417*	.551**	.329	.307	.647**	.315	.712**	.647**	.501**	.335	.503**	.757**
	Sig. (2-tailed)	.002	.111		.025	.008	.015	.017	.047	.022	.002	.075	.099	.000	.090	.000	.000	.005	.070	.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL4	Pearson Correlation	.485**	.452*	.409*	1	.149	.648**	.620**	.598**	.491**	.455*	.429*	.611**	.450*	.332	.413*	.609**	.307	.301	.322	.721**
	Sig. (2-tailed)	.007	.012	.025		.432	.000	.000	.000	.006	.011	.018	.000	.012	.073	.023	.000	.099	.106	.083	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL5	Pearson Correlation	.266	-.127	.476**	.149	1	.235	.315	.105	.369*	.376*	.443*	.360	.208	.309	.169	.116	.459*	.273	.256	.469**
	Sig. (2-tailed)	.155	.505	.008	.432		.211	.090	.582	.044	.041	.014	.051	.269	.096	.371	.542	.011	.144	.172	.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1	Pearson Correlation	.596**	.421*	.441*	.648**	.235	1	.405*	.465**	.247	.526**	.462*	.672**	.548**	.382*	.339	.432*	.315	.315	.374*	.704**
	Sig. (2-tailed)	.001	.021	.015	.000	.211		.026	.010	.188	.003	.010	.000	.002	.037	.067	.017	.090	.090	.042	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R2	Pearson Correlation	.291	.477**	.431*	.620**	.315	.405*	1	.520**	.370*	.574**	.567**	.562**	.447*	.309	.454*	.287	.429*	.077	.045	.657**
	Sig. (2-tailed)	.119	.008	.017	.000	.090	.026		.003	.044	.001	.001	.001	.013	.096	.012	.124	.018	.685	.813	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R3	Pearson Correlation	.247	.405*	.366*	.598**	.105	.465**	.520**	1	.314	.674**	.481**	.413*	.484**	.314	.437*	.299	.253	.066	.278	.631**
	Sig. (2-tailed)	.189	.026	.047	.000	.582	.010	.003		.091	.000	.007	.023	.007	.091	.016	.109	.178	.731	.137	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R4	Pearson Correlation	.509**	.178	.417*	.491**	.369*	.247	.370*	.314	1	.418*	.223	.445*	.386*	.482**	.417*	.382*	.709**	.113	.154	.613**
	Sig. (2-tailed)	.004	.347	.022	.006	.044	.188	.044	.091		.022	.237	.014	.035	.007	.022	.037	.000	.551	.415	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS1	Pearson Correlation	.405*	.252	.551**	.455*	.376*	.526**	.574**	.674**	.418*	1	.529**	.413*	.695**	.366*	.541**	.410*	.420*	.014	.086	.712**
	Sig. (2-tailed)	.026	.179	.002	.011	.041	.003	.001	.000	.022		.003	.023	.000	.047	.002	.025	.021	.942	.651	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2	Pearson Correlation	.293	.205	.329	.429*	.443*	.462*	.567**	.481**	.223	.529**	1	.657**	.405*	.438*	.314	.104	.410*	.406*	.378*	.656**
	Sig. (2-tailed)	.116	.277	.075	.018	.014	.010	.001	.007	.237	.003		.000	.026	.016	.091	.586	.025	.026	.039	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS3	Pearson Correlation	.439*	.339	.307	.611**	.360	.672**	.562**	.413*	.445*	.413*	.657**	1	.481**	.516**	.375*	.399*	.587**	.488**	.491**	.760**
	Sig. (2-tailed)	.015	.067	.099	.000	.051	.000	.001	.023	.014	.023	.000		.007	.003	.041	.029	.001	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS4	Pearson Correlation	.359	.312	.647**	.450*	.208	.548**	.447*	.484**	.386*	.695**	.405*	.481**	1	.211	.565**	.663**	.429*	.141	.336	.713**
	Sig. (2-tailed)	.052	.094	.000	.012	.269	.002	.013	.007	.035	.000	.026	.007		.264	.001	.000	.018	.459	.070	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A1	Pearson Correlation	.451*	.235	.315	.332	.309	.382*	.309	.314	.482**	.366*	.438*	.516**	.211	1	.474**	.259	.647**	.574**	.367*	.646**
	Sig. (2-tailed)	.012	.212	.090	.073	.096	.037	.096	.091	.007	.047	.016	.003	.264		.008	.168	.000	.001	.046	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A2	Pearson Correlation	.532**	.502**	.712**	.413*	.169	.339	.454*	.437*	.417*	.541**	.314	.375*	.565**	.474**	1	.631**	.349	.336	.503**	.743**
	Sig. (2-tailed)	.003	.005	.000	.023	.371	.067	.012	.016	.022	.002	.091	.041	.001	.008		.000	.059	.070	.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3	Pearson Correlation	.440*	.352	.647**	.609**	.116	.432*	.287	.299	.382*	.410*	.104	.399*	.663**	.259	.631**	1	.305	.357	.535**	.663**
	Sig. (2-tailed)	.015	.056	.000	.000	.542	.017	.124	.109	.037	.025	.586	.029	.000	.168	.000		.101	.053	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E1	Pearson Correlation	.464**	.065	.501**	.307	.459*	.315	.429*	.263	.709**	.420*	.410*	.587**	.429*	.647**	.349	.305	1	.263	.270	.660**
	Sig. (2-tailed)	.010	.732	.005	.099	.011	.090	.018	.178	.000	.021	.025	.001	.018	.000	.059	.101		.161	.150	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E2	Pearson Correlation	.274	.087	.335	.301	.273	.315	.077	.066	.113	.014	.406*	.488**	.141	.574**	.336	.357	.263	1	.698**	.494**
	Sig. (2-tailed)	.142	.647	.070	.106	.144	.090	.685	.731	.551	.942	.026	.006	.459	.001	.070	.053	.161		.000	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E3	Pearson Correlation	.326	.189	.503**	.322	.256	.374*	.045	.278	.154	.086	.378*	.491**	.336	.367*	.503**	.535**	.270	.698**	1	.580**
	Sig. (2-tailed)	.079	.317	.005	.083	.172	.042	.813	.137	.415	.651	.039	.006	.070	.046	.005	.002	.150	.000		.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.677**	.494**	.757**	.721**	.469**	.704**	.657**	.631**	.613**	.712**	.656**	.760**	.713**	.646**	.743**	.663**	.660**	.494**	.580**	1
	Sig. (2-tailed)	.000	.006	.000	.000	.009	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.006	.001	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Lampiran 6. Hasil Uji Validitas Tingkat Kepentingan

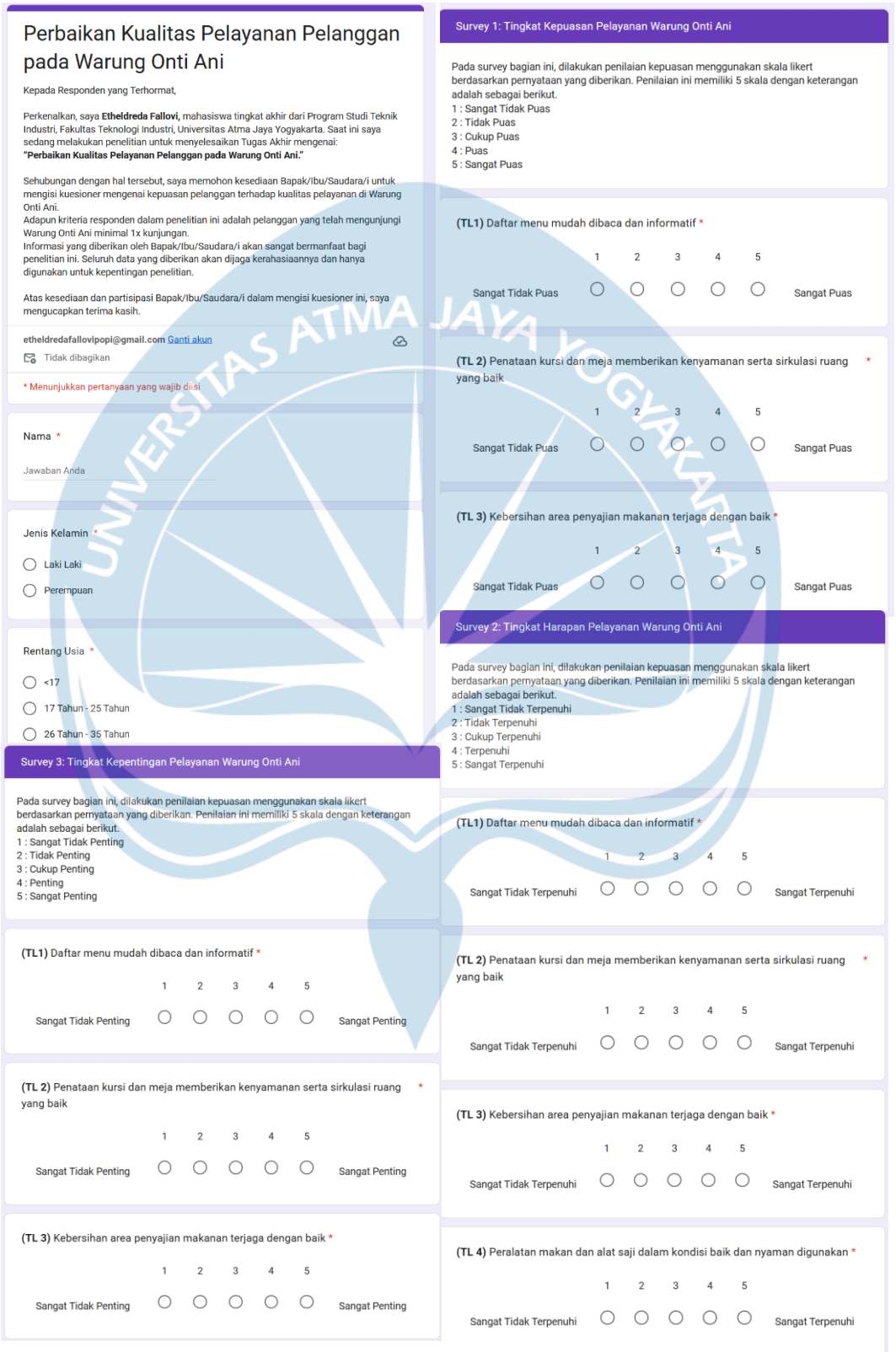
Correlations

		TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3	Total
TL1	Pearson Correlation	1	.714**	.456*	.637**	.456*	.540**	.475**	.438*	.514**	.229	.391*	.528**	.215	.515**	.386*	.541**	.184	.197	.637**	.645**
	Sig. (2-tailed)		.000	.011	.000	.011	.002	.008	.015	.004	.223	.033	.003	.254	.004	.035	.002	.330	.296	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL2	Pearson Correlation	.714**	1	.525**	.608**	.525**	.582**	.567**	.558**	.546**	.449*	.398*	.441*	.266	.545**	.195	.580**	.291	.337	.458*	.682**
	Sig. (2-tailed)	.000		.003	.000	.003	.001	.001	.001	.002	.013	.030	.015	.155	.002	.302	.001	.119	.069	.011	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL3	Pearson Correlation	.456*	.525**	1	.415*	.407*	.402*	.490**	.459*	.358	.400*	.570**	.279	.333	.593**	.407*	.529**	.343	.309	.415*	.621**
	Sig. (2-tailed)	.011	.003		.023	.025	.028	.006	.011	.052	.028	.001	.135	.072	.001	.026	.003	.064	.097	.023	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL4	Pearson Correlation	.637**	.608**	.415*	1	.623**	.690**	.321	.650**	.546**	.576**	.522**	.626**	.540**	.699**	.562**	.794**	.409*	.472**	.871**	.827**
	Sig. (2-tailed)	.000	.000	.023		.000	.000	.083	.000	.002	.001	.003	.000	.002	.000	.001	.000	.025	.008	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TL5	Pearson Correlation	.456*	.525**	.407*	.623**	1	.649**	.490**	.591**	.597**	.400*	.399*	.419*	.600**	.485**	.407*	.529**	.572**	.533**	.623**	.739**
	Sig. (2-tailed)	.011	.003	.025	.000		.000	.006	.001	.000	.028	.029	.021	.000	.007	.026	.003	.001	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1	Pearson Correlation	.540**	.582**	.402*	.690**	.649**	1	.547**	.614**	.578**	.695**	.600**	.711**	.575**	.438*	.598**	.781**	.493**	.539**	.690**	.837**
	Sig. (2-tailed)	.002	.001	.028	.000	.000		.002	.000	.001	.000	.000	.000	.001	.015	.000	.000	.006	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R2	Pearson Correlation	.475**	.567**	.490**	.321	.490**	.547**	1	.417*	.505**	.395*	.432*	.320	.392*	.431*	.272	.376*	.386*	.371*	.321	.611**
	Sig. (2-tailed)	.008	.001	.006	.083	.006	.002		.022	.004	.031	.017	.085	.032	.017	.145	.040	.035	.043	.083	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R3	Pearson Correlation	.438*	.558**	.459*	.650**	.591**	.614**	.417*	1	.560**	.646**	.586**	.507**	.532**	.640**	.562**	.708**	.506**	.398*	.527**	.781**
	Sig. (2-tailed)	.015	.001	.011	.000	.001	.000	.022		.001	.000	.001	.004	.003	.000	.001	.000	.004	.029	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R4	Pearson Correlation	.514**	.546**	.358	.546**	.597**	.578**	.505**	.560**	1	.401*	.266	.427*	.430*	.530**	.354	.416*	.553**	.498**	.602**	.699**
	Sig. (2-tailed)	.004	.002	.052	.002	.000	.001	.004	.001		.028	.155	.018	.018	.003	.055	.022	.002	.005	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS1	Pearson Correlation	.229	.449*	.400*	.576**	.400*	.695**	.395*	.646**	.401*	1	.452*	.603**	.507**	.501**	.469**	.559**	.435*	.371*	.493**	.677**
	Sig. (2-tailed)	.223	.013	.028	.001	.028	.000	.031	.000	.028		.012	.000	.004	.005	.009	.001	.016	.044	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2	Pearson Correlation	.391*	.398*	.570**	.522**	.399*	.600**	.432*	.586**	.266	.452*	1	.516**	.513**	.589**	.713**	.669**	.440*	.389*	.522**	.719**
	Sig. (2-tailed)	.033	.030	.001	.003	.029	.000	.017	.001	.155	.012		.004	.004	.001	.000	.000	.015	.034	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS3	Pearson Correlation	.528**	.441*	.279	.626**	.419*	.711**	.320	.507**	.427*	.603**	.516**	1	.691**	.529**	.598**	.642**	.485**	.635**	.561**	.755**
	Sig. (2-tailed)	.003	.015	.135	.000	.021	.000	.085	.004	.018	.000	.004		.000	.003	.000	.000	.007	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS4	Pearson Correlation	.215	.266	.333	.540**	.600**	.575**	.392*	.532**	.430*	.507**	.513**	.691**	1	.566**	.659**	.617**	.806**	.808**	.540**	.768**
	Sig. (2-tailed)	.254	.155	.072	.002	.000	.001	.032	.003	.018	.004	.004	.000		.001	.000	.000	.000	.000	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A1	Pearson Correlation	.515**	.545**	.593**	.699**	.485**	.436*	.431*	.640**	.530**	.501**	.589**	.529**	.566**	1	.450*	.636**	.527**	.450*	.598**	.776**
	Sig. (2-tailed)	.004	.002	.001	.000	.007	.015	.017	.000	.003	.005	.001	.003	.001		.013	.000	.003	.013	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A2	Pearson Correlation	.386*	.195	.407*	.562**	.407*	.598**	.272	.562**	.354	.469**	.713**	.598**	.659**	.450*	1	.671**	.628**	.493**	.714**	.728**
	Sig. (2-tailed)	.035	.302	.026	.001	.026	.000	.145	.001	.055	.009	.000	.000	.000	.013		.000	.000	.006	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3	Pearson Correlation	.541**	.580**	.529**	.794**	.529**	.781**	.376*	.708**	.416*	.559**	.669**	.642**	.617**	.636**	.671**	1	.484**	.490**	.739**	.844**
	Sig. (2-tailed)	.002	.001	.003	.000	.003	.000	.040	.000	.022	.001	.000	.000	.000	.000	.000		.007	.006	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E1	Pearson Correlation	.184	.291	.343	.409*	.572**	.493**	.386*	.506**	.553**	.435*	.440*	.485**	.806**	.527**	.628**	.484**	1	.780**	.516**	.717**
	Sig. (2-tailed)	.330	.119	.064	.025	.001	.006	.035	.004	.002	.016	.015	.007	.000	.003	.000	.007		.000	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E2	Pearson Correlation	.197	.337	.309	.472**	.533**	.539**	.371*	.398*	.498**	.371*	.389*	.635**	.808**	.450*	.493**	.490**	.780**	1	.367*	.689**
	Sig. (2-tailed)	.296	.069	.097	.008	.002	.002	.043	.029	.005	.044	.034	.000	.000	.013	.006	.006	.000		.046	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E3	Pearson Correlation	.637**	.458*	.415*	.871**	.623**	.690**	.321	.527**	.602**	.493**	.522**	.561**	.540**	.598**	.714**	.739**	.516**	.367*	1	.800**
	Sig. (2-tailed)	.000	.011	.023	.000	.000	.000	.083	.003	.000	.006	.003	.001	.002	.000	.000	.000	.003	.046		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.645**	.682**	.621**	.827**	.739**	.837**	.611**	.781**	.699**	.677**	.719**	.755**	.768**	.776**	.728**	.844**	.717**	.689**	.800**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Lampiran 7. Lembar Kuesioner Perbaikan Kualitas pelayanan dengan *Google Form*



Perbaikan Kualitas Pelayanan Pelanggan pada Warung Onti Ani

Kepada Responden yang Terhormat,

Perkenalkan, saya **Etheldreda Fallovi,** mahasiswa tingkat akhir dari Program Studi Teknik Industri, Fakultas Teknologi Industri, Universitas Atma Jaya Yogyakarta. Saat ini saya sedang melakukan penelitian untuk menyelesaikan Tugas Akhir mengenai:
"Perbaikan Kualitas Pelayanan Pelanggan pada Warung Onti Ani."

Sehubungan dengan hal tersebut, saya memohon kesediaan Bapak/Ibu/Saudara/i untuk mengisi kuesioner mengenai kepuasan pelanggan terhadap kualitas pelayanan di Warung Onti Ani.
Adapun kriteria responden dalam penelitian ini adalah pelanggan yang telah mengunjungi Warung Onti Ani minimal 1x kunjungan.
Informasi yang diberikan oleh Bapak/Ibu/Saudara/i akan sangat bermanfaat bagi penelitian ini. Seluruh data yang diberikan akan dijaga kerahasiaannya dan hanya digunakan untuk kepentingan penelitian.

Atas kesediaan dan partisipasi Bapak/Ibu/Saudara/i dalam mengisi kuesioner ini, saya mengucapkan terima kasih.

etheldredafallovipopi@gmail.com Ganti akun
Tidak dibagikan

* Menunjukkan pertanyaan yang wajib diisi

Nama *
Jawaban Anda

Jenis Kelamin *
- Laki Laki
- Perempuan

Rentang Usia *
- <17
- 17 Tahun - 25 Tahun
- 26 Tahun - 35 Tahun

Survey 3: Tingkat Kepentingan Pelayanan Warung Onti Ani

Pada survey bagian ini, dilakukan penilaian kepuasan menggunakan skala likert berdasarkan pernyataan yang diberikan. Penilaian ini memiliki 5 skala dengan keterangan adalah sebagai berikut.
1 : Sangat Tidak Penting
2 : Tidak Penting
3 : Cukup Penting
4 : Penting
5 : Sangat Penting

(TL1) Daftar menu mudah dibaca dan informatif *

	1	2	3	4	5	
Sangat Tidak Penting	○	○	○	○	○	Sangat Penting

(TL 2) Penataan kursi dan meja memberikan kenyamanan serta sirkulasi ruang yang baik *

	1	2	3	4	5	
Sangat Tidak Penting	○	○	○	○	○	Sangat Penting

(TL 3) Kebersihan area penyajian makanan terjaga dengan baik *

	1	2	3	4	5	
Sangat Tidak Penting	○	○	○	○	○	Sangat Penting

Survey 1: Tingkat Kepuasan Pelayanan Warung Onti Ani

Pada survey bagian ini, dilakukan penilaian kepuasan menggunakan skala likert berdasarkan pernyataan yang diberikan. Penilaian ini memiliki 5 skala dengan keterangan adalah sebagai berikut.
1 : Sangat Tidak Puas
2 : Tidak Puas
3 : Cukup Puas
4 : Puas
5 : Sangat Puas

(TL1) Daftar menu mudah dibaca dan informatif *

	1	2	3	4	5	
Sangat Tidak Puas	○	○	○	○	○	Sangat Puas

(TL 2) Penataan kursi dan meja memberikan kenyamanan serta sirkulasi ruang yang baik *

	1	2	3	4	5	
Sangat Tidak Puas	○	○	○	○	○	Sangat Puas

(TL 3) Kebersihan area penyajian makanan terjaga dengan baik *

	1	2	3	4	5	
Sangat Tidak Puas	○	○	○	○	○	Sangat Puas

Survey 2: Tingkat Harapan Pelayanan Warung Onti Ani

Pada survey bagian ini, dilakukan penilaian kepuasan menggunakan skala likert berdasarkan pernyataan yang diberikan. Penilaian ini memiliki 5 skala dengan keterangan adalah sebagai berikut.
1 : Sangat Tidak Terpenuhi
2 : Tidak Terpenuhi
3 : Cukup Terpenuhi
4 : Terpenuhi
5 : Sangat Terpenuhi

(TL1) Daftar menu mudah dibaca dan informatif *

	1	2	3	4	5	
Sangat Tidak Terpenuhi	○	○	○	○	○	Sangat Terpenuhi

(TL 2) Penataan kursi dan meja memberikan kenyamanan serta sirkulasi ruang yang baik *

	1	2	3	4	5	
Sangat Tidak Terpenuhi	○	○	○	○	○	Sangat Terpenuhi

(TL 3) Kebersihan area penyajian makanan terjaga dengan baik *

	1	2	3	4	5	
Sangat Tidak Terpenuhi	○	○	○	○	○	Sangat Terpenuhi

(TL 4) Peralatan makan dan alat saji dalam kondisi baik dan nyaman digunakan *

	1	2	3	4	5	
Sangat Tidak Terpenuhi	○	○	○	○	○	Sangat Terpenuhi

Lampiran 8. Rekapitulasi Kuesioner Tingkat Kepuasan Pelayanan

No. Responden	TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3
1	3	5	5	5	5	5	3	4	3	4	3	4	4	4	3	3	3	3	4
2	2	3	3	3	5	4	4	2	4	3	3	3	3	4	5	4	3	4	4
3	5	5	4	4	5	5	5	3	4	5	2	4	4	3	5	5	4	5	5
4	4	5	4	4	3	4	5	3	4	4	3	4	3	5	4	4	5	5	4
5	4	4	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5
6	3	4	5	5	5	4	5	5	5	5	4	5	4	4	5	5	5	5	5
7	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
8	5	5	5	4	4	4	3	4	4	4	5	5	5	5	4	4	4	4	5
9	4	4	4	5	4	5	4	5	5	4	4	5	3	5	5	4	3	5	4
10	5	4	4	5	4	5	3	4	5	3	3	4	5	3	5	5	4	3	5
11	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
12	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4
13	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4
14	3	2	2	3	3	1	2	4	2	4	2	4	2	4	2	2	2	4	3
15	4	5	4	4	4	4	3	3	4	3	4	4	4	4	5	5	4	5	5
16	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4
17	5	4	4	5	5	4	5	4	4	5	5	4	3	4	5	4	4	3	3
18	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
19	4	3	4	4	5	4	4	3	4	5	4	3	3	3	4	3	4	4	3
20	5	4	4	5	5	4	4	4	5	3	4	5	5	4	5	5	3	4	4
21	5	4	4	5	3	4	3	4	4	4	4	5	4	4	5	5	4	3	3
22	2	3	4	2	3	5	4	4	3	5	3	3	4	5	4	5	4	4	4
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

24	4	4	5	4	5	5	4	4	4	4	4	4	5	4	5	5	5	5	5
25	4	4	3	4	4	3	5	3	4	3	4	4	3	4	4	3	3	5	3
26	4	5	4	4	4	5	5	5	4	5	4	5	4	4	5	5	4	5	5
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
28	5	5	5	5	5	5	5	4	4	5	4	5	4	4	4	5	4	5	4
29	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
30	3	3	5	4	5	5	4	5	5	4	4	4	5	5	5	5	5	4	5
31	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
32	4	3	4	3	4	4	3	5	5	4	3	3	3	3	4	3	3	4	4
33	5	4	4	5	5	5	4	5	4	5	5	5	5	4	5	5	5	5	5
34	4	5	5	5	5	4	4	4	5	5	5	5	5	5	5	5	5	5	5
35	4	4	4	5	4	4	3	3	4	4	3	4	5	4	5	4	4	4	4
36	4	4	4	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5
37	4	5	4	4	5	4	5	5	5	4	4	5	4	5	4	5	5	4	5
38	5	5	4	4	4	5	5	4	5	4	4	4	5	5	5	5	3	5	5
39	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5	5	3	5	5
40	3	4	3	3	4	4	5	4	3	4	4	5	5	3	3	4	4	4	5
41	4	3	4	4	4	3	4	4	5	5	3	3	4	3	4	5	3	3	4
42	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
43	4	4	4	4	4	4	3	4	4	4	2	4	4	5	5	5	4	5	5
44	4	3	5	3	4	5	4	3	4	5	5	3	5	5	3	4	5	4	5
45	3	3	4	2	4	4	2	3	3	3	4	5	3	2	4	2	3	4	3
46	5	4	5	5	5	4	5	5	4	5	5	4	5	5	5	5	5	5	5
47	5	4	5	4	5	5	4	5	5	4	5	5	4	5	4	5	4	5	5
48	3	4	2	2	5	4	4	2	4	3	5	5	5	4	4	4	2	2	4
49	2	3	2	4	2	4	1	1	2	2	3	1	3	3	1	2	2	3	2

50	2	3	2	2	3	4	4	3	2	3	3	3	2	4	4	3	2	2	1
51	2	1	3	1	3	2	3	2	1	1	3	1	2	1	3	2	1	2	3
52	2	1	3	2	1	2	3	2	2	1	3	2	3	2	3	3	2	1	2
53	3	2	4	3	4	3	4	4	2	3	4	2	3	3	2	3	4	1	3
54	3	2	1	4	3	2	2	2	1	3	2	2	1	3	2	1	3	4	2
55	4	3	2	4	4	4	5	3	4	5	4	4	5	5	3	5	4	5	4
56	2	1	2	1	2	2	3	2	1	2	3	2	2	3	2	3	2	1	2
57	2	3	2	3	4	2	1	2	3	3	2	2	1	2	4	3	1	2	3
58	2	3	1	2	3	2	3	4	2	1	3	2	1	2	3	2	1	2	3
59	4	3	5	4	3	5	3	3	5	4	3	4	3	4	5	4	3	4	5
60	1	2	3	3	2	3	1	2	1	3	2	1	2	3	2	3	1	1	2
61	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	5	4	4	4
62	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
63	3	4	3	4	4	4	4	3	4	4	4	3	3	5	5	4	4	4	4
64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
65	4	5	3	4	5	4	2	4	3	4	5	4	2	4	5	5	5	4	4
66	4	5	4	4	5	5	3	4	5	4	4	5	5	4	5	4	4	5	4
67	4	4	5	4	5	4	5	4	4	5	5	5	4	4	5	5	4	3	4
68	4	4	4	3	5	5	4	5	4	3	4	5	3	3	5	5	5	4	5
69	5	4	4	5	5	5	5	5	5	5	5	5	5	4	5	4	4	5	5
70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
71	2	3	4	3	2	1	3	2	3	2	3	4	2	3	2	3	2	4	3
72	2	2	3	3	4	4	4	2	2	2	2	3	3	3	3	3	3	4	4
73	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
74	5	4	4	4	5	4	5	5	4	5	3	4	5	4	5	5	4	5	4
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

76	4	3	3	3	4	4	4	2	4	3	3	4	3	4	5	5	4	2	4
77	4	3	5	5	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4
78	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
79	4	3	2	1	2	2	1	3	3	4	5	3	2	1	3	2	2	1	2
80	4	2	3	4	3	3	2	3	1	3	2	3	4	3	5	4	3	3	3
81	3	2	3	4	3	4	4	3	1	3	2	3	2	3	4	3	2	3	4
82	4	4	4	5	5	4	4	4	4	4	4	3	4	3	4	4	4	5	4
83	2	3	4	3	1	2	3	4	2	4	3	2	4	3	2	4	5	4	3
84	4	4	4	5	4	4	5	4	4	5	4	5	4	4	5	4	4	5	4
85	5	5	4	5	4	4	4	5	5	4	5	5	4	5	4	4	4	5	4
86	4	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	2	3	3
87	5	4	4	5	4	4	2	5	4	4	5	5	5	4	5	5	4	4	5
88	4	5	4	4	5	4	5	3	4	4	5	5	4	5	4	5	2	1	3
89	2	1	3	2	4	1	2	4	2	4	1	2	2	2	1	2	4	5	1
90	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
91	3	2	3	4	4	2	2	2	3	2	3	4	2	4	2	3	4	2	4
92	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Total	348	340	352	359	375	363	350	348	347	359	349	362	345	359	374	374	340	358	364
Rata-rata	3,78	3,70	3,83	3,90	4,08	3,95	3,80	3,78	3,77	3,90	3,79	3,93	3,75	3,90	4,07	4,07	3,70	3,89	3,96

Lampiran 9. Rekapitulasi Kuesioner Tingkat Harapan Pelayanan

No. Responden	TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3
1	3	5	2	4	3	4	4	5	3	3	4	4	3	3	3	3	3	3	3
2	2	3	3	3	4	3	3	3	2	3	3	3	3	3	3	3	3	4	4
3	5	5	5	4	4	4	4	3	5	3	2	4	4	5	5	5	5	4	4
4	4	5	4	5	3	4	4	4	5	4	4	4	5	3	4	5	4	3	4
5	5	4	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5
6	5	5	4	4	5	5	4	3	4	3	5	5	3	5	4	3	5	5	5
7	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
8	5	4	5	4	4	4	4	4	4	5	5	4	4	5	5	5	5	5	5
9	4	4	5	5	4	4	5	4	4	3	4	5	4	3	4	5	5	5	5
10	5	4	5	4	4	5	3	5	4	5	3	4	5	3	5	5	4	3	5
11	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
12	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
13	4	5	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5
14	4	2	2	4	4	4	2	2	4	2	3	4	3	4	2	4	4	5	4
15	4	4	5	4	4	4	3	3	4	3	4	4	4	4	5	5	4	5	5
16	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4
17	4	4	5	4	5	4	4	3	3	4	4	3	4	3	4	4	3	4	3
18	4	4	4	4	4	4	4	4	4	4	5	5	5	4	5	4	4	5	5
19	4	4	3	4	4	3	4	3	5	4	3	4	3	4	5	4	4	4	3
20	5	5	4	5	4	5	5	4	3	4	5	5	4	4	5	5	3	5	5
21	5	5	4	5	2	5	4	5	4	4	4	4	4	5	5	4	4	5	4
22	4	4	4	4	4	4	5	4	4	5	4	4	5	4	4	4	5	3	2
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

24	5	4	5	4	5	5	4	4	5	5	5	5	5	4	4	4	5	5	4
25	4	3	4	4	5	3	4	5	5	4	5	4	3	5	4	3	5	4	4
26	5	5	5	5	5	4	4	5	5	4	4	4	4	4	5	5	4	5	5
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
28	5	4	4	5	5	5	5	4	5	5	5	5	4	4	4	4	5	3	3
29	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
30	3	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
31	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
32	3	3	3	4	3	3	3	4	3	4	3	3	4	3	3	4	3	3	3
33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4
34	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
35	5	4	4	5	5	4	3	3	4	4	3	4	4	4	5	4	4	4	4
36	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5
37	4	5	5	5	4	5	4	5	5	5	5	4	5	4	4	5	5	5	5
38	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
39	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5	5	3	5	5
40	3	4	3	4	3	5	5	5	3	3	4	4	5	5	5	5	5	5	5
41	4	3	4	4	4	4	4	3	4	4	3	4	3	3	4	4	3	3	4
42	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
43	4	4	4	4	4	4	3	4	4	4	2	4	5	5	5	5	5	5	5
44	5	4	4	5	5	4	3	3	4	5	5	3	4	4	5	5	4	5	4
45	2	1	4	4	5	2	1	1	3	4	4	3	2	3	4	3	3	2	2
46	5	5	4	5	4	4	5	5	5	4	4	4	5	5	5	5	5	5	5
47	5	4	5	4	5	5	5	4	5	4	5	5	5	4	5	4	5	5	5
48	2	4	2	2	4	4	5	3	4	4	5	3	2	4	4	4	3	3	4
49	2	3	1	2	1	3	2	3	1	2	1	3	4	2	2	1	2	2	1

50	4	3	4	5	4	4	3	3	4	3	2	4	3	4	2	4	1	4	2
51	2	1	3	1	1	2	1	3	4	2	1	1	3	2	1	3	1	2	1
52	3	2	3	2	2	3	4	3	2	3	4	2	3	2	4	3	2	4	3
53	1	2	3	1	3	1	4	3	1	1	2	3	2	4	5	3	3	2	4
54	2	3	2	1	2	3	2	3	2	1	2	3	2	1	2	3	2	2	1
55	4	5	3	4	5	4	3	4	3	4	5	3	5	4	3	5	4	5	4
56	2	1	2	2	3	2	1	2	3	2	1	2	2	3	2	1	2	3	2
57	2	1	2	3	2	4	2	3	1	2	3	2	3	2	1	2	3	2	1
58	2	1	3	2	1	2	3	2	3	1	2	3	3	2	1	2	3	2	3
59	4	3	5	4	5	4	3	4	5	3	4	5	3	4	5	4	3	4	3
60	4	3	2	3	2	1	1	2	1	3	2	1	3	2	1	3	2	1	2
61	4	4	5	4	5	5	4	3	3	5	5	5	5	5	5	4	4	4	4
62	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
63	4	4	3	4	3	4	3	4	4	4	4	3	4	4	4	4	4	4	4
64	3	3	3	3	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4
65	4	4	5	4	5	4	5	4	3	5	5	4	2	4	5	4	5	4	5
66	5	4	4	5	4	5	5	4	5	4	3	5	4	5	4	4	5	4	5
67	4	5	5	4	4	5	4	5	4	5	4	5	4	4	5	4	4	5	5
68	5	4	4	5	5	5	5	5	5	5	5	5	5	3	4	5	5	5	5
69	5	5	5	5	5	4	5	5	5	4	4	5	5	5	5	4	5	5	5
70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
71	3	4	2	1	3	4	3	4	3	4	5	4	3	4	3	4	2	3	4
72	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
73	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
74	5	4	5	5	5	5	4	3	5	4	4	3	4	5	4	5	5	4	5
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

76	4	3	4	4	5	3	4	5	4	5	3	2	5	3	4	5	5	3	5
77	4	4	4	4	4	3	3	3	3	3	4	5	5	4	5	5	4	4	4
78	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
79	2	3	1	2	3	2	1	2	1	2	3	2	1	2	1	2	3	2	1
80	4	5	3	4	5	2	3	4	5	4	3	1	3	4	3	5	4	3	2
81	4	5	4	5	4	5	4	3	5	4	3	3	4	3	4	3	2	3	4
82	5	4	5	5	4	4	4	5	4	4	4	5	5	5	5	4	5	4	4
83	2	3	4	3	1	1	2	2	2	4	3	3	2	3	4	2	4	3	3
84	4	4	4	5	4	5	4	5	5	4	5	5	4	4	5	5	4	4	5
85	5	5	5	4	5	4	4	5	4	5	5	4	5	5	5	5	4	5	4
86	5	3	3	3	3	4	4	3	3	4	3	3	3	3	3	3	3	3	3
87	5	4	5	5	4	5	5	4	4	5	5	5	5	4	4	5	5	4	5
88	4	3	4	5	4	5	1	4	5	4	5	5	4	5	4	5	4	4	5
89	2	1	2	2	1	2	4	4	5	1	2	2	3	1	4	2	1	3	2
90	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
91	4	2	2	4	3	3	2	2	2	4	2	3	3	4	2	4	2	3	3
92	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Total	366	354	361	370	365	367	348	358	361	359	360	363	364	363	373	378	362	366	364
Rata-rata	3,98	3,85	3,92	4,02	3,97	3,99	3,78	3,89	3,92	3,90	3,91	3,95	3,96	3,95	4,05	4,11	3,93	3,98	3,96

Lampiran 10. Rekapitulasi Kuesioner Tingkat Kepentingan Pelayanan

No. Responden	TL1	TL2	TL3	TL4	TL5	R1	R2	R3	R4	RS1	RS2	RS3	RS4	A1	A2	A3	E1	E2	E3
1	5	5	5	5	5	5	5	5	4	5	5	3	3	5	4	5	3	2	5
2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3	5	5	4	4	5	5	5	3	5	4	2	4	4	3	3	4	4	5	4
4	5	5	5	4	5	4	4	5	5	4	3	4	4	4	4	4	4	4	4
5	5	4	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5
6	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
7	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
8	5	5	5	5	4	5	3	4	4	5	5	5	5	5	5	5	5	5	5
9	5	5	4	5	5	5	4	5	5	4	5	4	4	3	5	5	5	5	5
10	5	4	3	5	4	5	3	5	4	5	3	5	4	3	5	5	3	3	5
11	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
12	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5
13	5	5	5	5	4	4	4	5	4	5	4	5	4	5	4	5	4	5	4
14	3	3	3	2	2	1	3	2	2	3	2	2	2	2	3	1	2	2	2
15	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	5	5	4	5
16	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4
17	5	4	5	4	4	5	5	4	5	5	4	5	4	4	5	4	5	4	5
18	5	4	5	5	5	4	4	5	4	4	4	4	5	5	5	5	5	5	5
19	4	4	5	4	4	4	3	3	2	4	4	4	3	2	4	4	2	3	4
20	5	5	4	5	5	5	5	4	3	5	4	5	5	4	5	5	5	5	5
21	5	4	4	4	5	5	4	4	4	4	5	5	4	4	5	4	4	5	4
22	2	3	3	4	5	4	3	4	4	5	3	4	5	3	4	3	5	5	4
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

24	5	4	4	5	4	5	5	4	4	4	5	5	5	4	5	5	4	5	5
25	4	4	5	5	4	5	4	4	5	5	4	4	4	4	5	5	4	5	5
26	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	4	5	5	5
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
28	3	4	5	3	4	5	5	5	3	5	5	4	5	3	5	5	5	5	3
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33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5
34	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
35	5	5	5	5	5	4	4	4	5	5	4	5	5	5	5	5	4	4	4
36	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
37	5	4	5	5	4	5	5	5	5	4	5	4	5	5	5	5	5	4	5
38	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
39	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	3	5
40	5	5	5	5	5	4	5	5	3	5	5	4	5	3	5	4	5	5	5
41	4	3	4	4	4	4	4	3	5	5	4	5	5	4	4	4	3	3	4
42	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
43	4	4	4	4	4	4	3	4	4	4	2	4	5	5	5	5	5	4	5
44	5	4	4	5	4	5	3	5	3	5	3	4	5	5	3	5	4	5	4
45	3	4	4	3	5	4	4	3	4	4	3	4	4	5	5	3	3	4	4
46	5	5	5	5	5	5	5	5	5	5	5	4	5	4	4	5	5	5	5
47	5	4	5	4	5	5	4	4	5	5	5	4	5	4	5	5	5	4	5
48	4	4	3	4	2	4	4	3	3	4	4	3	4	2	4	4	4	2	4
49	2	1	2	1	2	3	4	1	2	4	4	3	1	3	2	1	3	2	3

50	5	4	4	4	4	4	4	3	5	3	4	3	4	3	3	4	3	4	4
51	2	4	4	2	5	3	2	3	3	1	3	2	3	2	2	3	5	3	2
52	2	3	2	2	1	2	2	4	5	4	4	3	4	3	5	4	4	5	1
53	5	2	4	3	2	3	3	2	4	2	3	5	2	3	3	4	2	3	4
54	4	5	3	4	3	5	3	4	3	4	3	4	5	4	5	3	4	3	2
55	4	5	3	4	5	4	3	5	4	3	4	5	4	3	5	3	4	5	4
56	4	3	4	5	4	3	4	5	4	4	4	4	5	4	4	3	4	5	4
57	2	3	1	2	3	3	1	3	4	4	3	2	2	3	4	3	2	1	4
58	2	4	3	2	3	4	2	3	2	3	2	3	2	1	2	3	2	1	3
59	4	5	3	4	5	4	3	5	2	3	4	5	3	4	3	4	5	4	3
60	2	4	3	3	4	5	2	3	2	4	3	2	5	4	3	2	3	4	3
61	4	4	5	4	5	4	4	5	5	5	5	4	5	4	4	5	4	5	4
62	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
63	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
65	4	5	4	4	5	5	4	4	5	4	5	4	5	4	5	4	3	5	4
66	4	5	4	5	4	4	5	4	5	4	4	3	4	5	4	5	4	4	5
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68	5	5	4	4	4	5	4	5	4	4	4	4	5	4	5	4	5	5	5
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70	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
71	4	5	4	3	4	4	5	4	5	4	4	3	4	5	4	3	4	5	4
72	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
73	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
74	4	5	5	4	4	5	5	4	5	4	5	3	4	5	4	5	5	4	5
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

76	5	4	4	2	5	3	4	2	4	4	3	3	2	5	5	5	2	2	5
77	4	4	4	4	3	4	4	4	4	4	4	5	4	4	5	5	5	4	5
78	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
79	4	3	5	4	3	2	1	2	1	3	2	4	2	1	2	4	3	2	3
80	2	3	4	3	2	1	2	4	4	3	2	3	4	5	3	2	4	5	4
81	5	4	3	4	5	4	4	5	5	4	3	4	5	5	4	3	4	5	5
82	4	4	4	5	4	4	3	4	4	4	4	4	4	4	5	4	4	4	4
83	5	3	2	1	2	3	2	3	2	1	4	3	3	2	3	2	1	4	5
84	4	5	4	5	5	4	4	5	4	5	4	4	5	4	4	4	5	4	4
85	5	4	4	4	5	5	4	5	5	4	5	4	5	5	5	4	5	4	4
86	3	3	4	4	4	3	4	3	3	4	3	3	3	3	3	4	3	3	3
87	5	5	4	4	4	5	4	4	4	5	4	5	5	4	5	5	5	4	5
88	5	4	4	5	4	1	4	2	4	4	5	4	4	5	4	5	5	3	4
89	2	1	2	1	4	1	4	2	2	5	2	1	5	2	2	5	1	2	5
90	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
91	4	2	3	2	3	4	3	2	4	4	2	3	3	4	4	4	2	4	3
92	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Total	393	390	384	381	392	385	367	378	378	392	373	375	388	375	396	392	377	380	394
Rata-rata	4,27	4,24	4,17	4,14	4,26	4,18	3,99	4,11	4,11	4,26	4,05	4,08	4,22	4,08	4,30	4,26	4,10	4,13	4,28

Lampiran 11. Wawancara Owner

Nama:	Bapak Benyamin Imanuel Silalahi
Posisi:	*Owner*
Daftar Pertanyaan dan Jawaban Wawancara	
1. **Apakah selama ini terdapat keluhan dari pelanggan terkait pelayanan toko?** Iya, beberapa pelanggan pernah mengeluhkan pelayanan yang kurang cepat terutama saat kondisi toko ramai. 2. **Apa kendala utama yang dihadapi toko dalam meningkatkan pelayanan?** Kendala utamanya ada pada *budget* yang terbatas sehingga belum bisa melakukan investasi besar untuk fasilitas maupun penambahan sistem operasional. 3. **Menurut Bapak/Ibu, apa yang dibutuhkan toko agar pelayanan dapat berjalan lebih baik?** Menurut saya dibutuhkan sistem pengelolaan operasional yang lebih terstruktur supaya pelayanan lebih rapi dan keluhan pelanggan bisa ditangani dengan lebih cepat.	

Lampiran 12. Kesimpulan Wawancara Kepada 5 Pekerja

Nama:	Kesimpulan 5 Orang
Posisi:	Pekerja
Daftar Pertanyaan dan Jawaban Wawancara	
1. **Apakah terdapat kendala pada fasilitas kerja saat melayani pelanggan?** Iya, meja bar yang digunakan saat ini terasa kurang lebar sehingga agak menyulitkan saat pesanan sedang banyak. 2. **Bagaimana kondisi fasilitas produksi yang tersedia saat ini?** Fasilitas produksi masih terbatas sehingga proses pelayanan kadang menjadi lebih lambat ketika toko ramai. 3. **Apakah terdapat kendala dalam proses pelayanan pelanggan?** Kadang saat ramai tidak ada identitas atau tanda pada pesanan pelanggan sehingga bisa membuat pesanan tertukar atau membingungkan pekerja. 4. **Bagaimana kondisi jumlah tenaga kerja saat ini?** Jumlah pekerja masih sedikit sehingga pekerjaan menjadi menumpuk saat jam ramai. 5. **Menurut Anda, apa yang dibutuhkan agar pekerjaan lebih efektif?** Perlu pedoman kerja yang lebih jelas, fasilitas pendukung tambahan, dan penambahan pekerja agar pelayanan lebih lancar.	

Lampiran 13. Kesimpulan Wawancara Kepada 15 Konsumen

Nama:	Kesimpulan beberapa Konsumen
Posisi:	Konsumen
Daftar Pertanyaan dan Jawaban Wawancara	
1. **Bagaimana pendapat Anda mengenai pelayanan di toko ini?** Pelayanannya cukup baik, tetapi terkadang pekerja terlihat kurang disiplin saat kondisi toko ramai. 2. **Apakah Anda pernah mengalami kendala saat menerima pesanan?** Pernah, pekerja terlihat bingung saat mengantarkan pesanan ketika pelanggan sedang ramai. 3. **Bagaimana menurut Anda terkait waktu pelayanan di toko ini?** Waktu menunggunya terkadang sedikit lama terutama saat jam sibuk. 4. **Apa harapan Anda terhadap pelayanan toko ke depannya?** Saya berharap pelayanan bisa lebih cepat dan informasi jam operasional selalu diperbarui melalui media sosial.	

Lampiran 14. Hasil Turnitin

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