

## LIST OF TABLES

Table 1.1 Occupancy Rate in Asia .....	3
Table 1.2 Foreign Tourist Arrivals in Indonesia.....	4
Table 1.3 Foreign Tourist in Jakarta .....	4
Table 1.4 Customer Complaint .....	6
Table 1.5 I.e. Guest Comment .....	7
Table 2.1 Gap Model.....	12
Table 2.2 Previous Research.....	17
Table 3.1 Operational Variable.....	25
Table 3.2 Likert Scale .....	29
Table 3.3 .....	37
Table 3.4 .....	36
Table 3.5 Validity.....	37
Table 3.6 Reliability Tangible.....	38
Table 3.7 Reliability Empathy .....	38
Table 3.8 Reliability Reliability .....	39
Table 3.9 Reliability Responsiveness .....	39
Table 3.10 Reliability Assurance .....	39
Table 3.11 Reliability Customer Satisfaction .....	40
Table 4.1 Respondents Descriptive Based on Gender .....	46
Table 4.2 Respondents Descriptive Based on Age .....	46
Table 4.3 Respondents Descriptive Based on Occupation.....	47
Table 4.4 Respondents Descriptive Based on Income .....	47
Table 4.5 Respondents Descriptive Based on Frequent Stay.....	48
Table 4.6 Multicollinearity Test .....	49
Table 4.7 Coefficient Table.....	51
Table 4.8 Model Summary Table.....	54