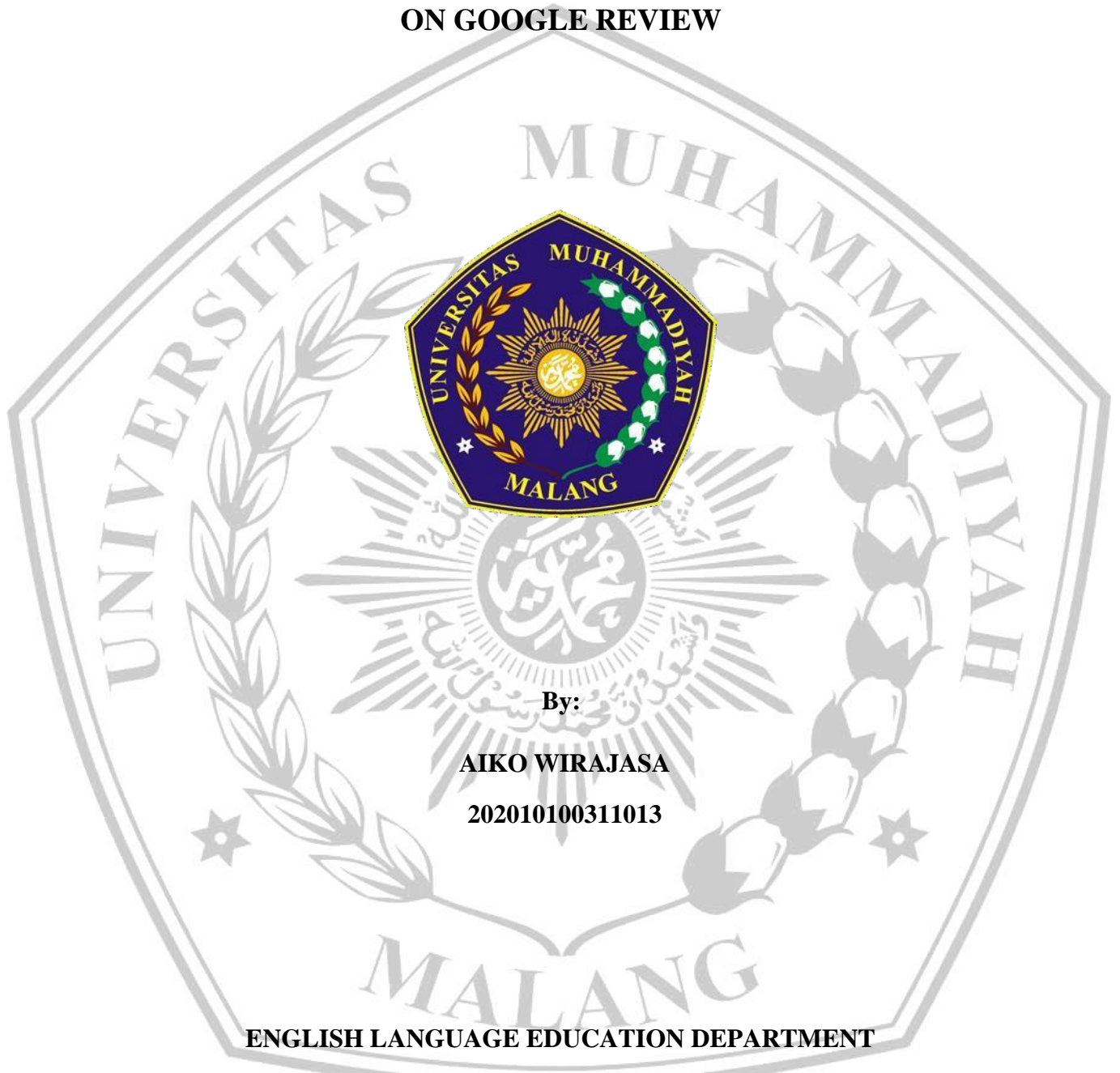


**THE GUEST SATISFACTION TOWARDS FACILITIES OF  
THE ONSEN HOTEL AND RESORT SONGGORITI BASED  
ON GOOGLE REVIEW**



**By:**

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**2024**

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**This thesis is submitted to meet one of the requirements to achieve  
Bachelor's Degree in English Language Education**



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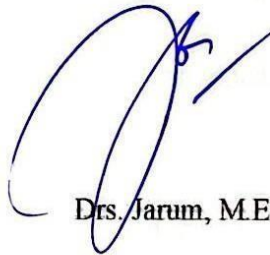
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# THE GUEST SATISFACTION TOWARDS FACILITIES OF THE ONSEN HOTEL AND RESORT SONGGORITI BASED ON GOOGLE REVIEW

## Abstract

Malang is a rapidly growing tourism city in East Java, Malang has become one of the tourist destinations in Indonesia by offering its stunning natural beauty. The increasing number of tourists continues to drive the hotel sector to improve, especially in terms of their facilities and comfort. Of course, to understand the satisfaction of these guests, they also provide facilities for suggestions and criticisms for their products. In this modern era, many hotels use the internet to find out the satisfaction of their guests, one of which is through Google reviews. This research delves into the impact of amenities, at The Onsen Hotel and Resort Songgoriti on guest contentment specifically examining how specific features influence the guest experience. To fulfill the research objectives, a qualitative research approach was utilized. Qualitative research enables a thorough exploration of the participants' viewpoints and experiences, delivering valuable insights into the phenomenon being studied. The data analysis for this study adheres to the qualitative data analysis technique proposed by Miles and Huberman (1994), which encompasses three key stages: data reduction, data display, and conclusion drawing/verification. Through an analysis of 30 Google reviews the study highlights the significance of facilities in shaping guest perceptions and happiness. The key discoveries reveal that exceptional service, encounters and well maintained amenities play a vital role in ensuring guest satisfaction. Conversely inadequate service and maintained facilities lead to guest discontent. The study underscores the importance of improvements, in service delivery and facility upkeep to enhance guest satisfaction levels and maintain the hotels competitiveness in the hospitality industry.


**Keyword:** Guest Satisfaction, Hotel Amenities, Service Quality, Facility Maintenance, The Onsen Hotel and Resort Songgoriti

Advisor



Drs. Jarum, M.Ed

The Researcher



Aiko Wirajasa

## STATEMENT OF AUTHENTICITY

I hereby declare that I wrote this thesis on my own and did not use any unnamed sources or aid. Thus, to the best of my knowledge and belief, this thesis contains no material previously published or written by another person except where due reference is made by correct citation. This includes any thoughts taken over directly or indirectly from printed books and articles as well as all kinds of online material. It also includes my own translations from sources in a different language.

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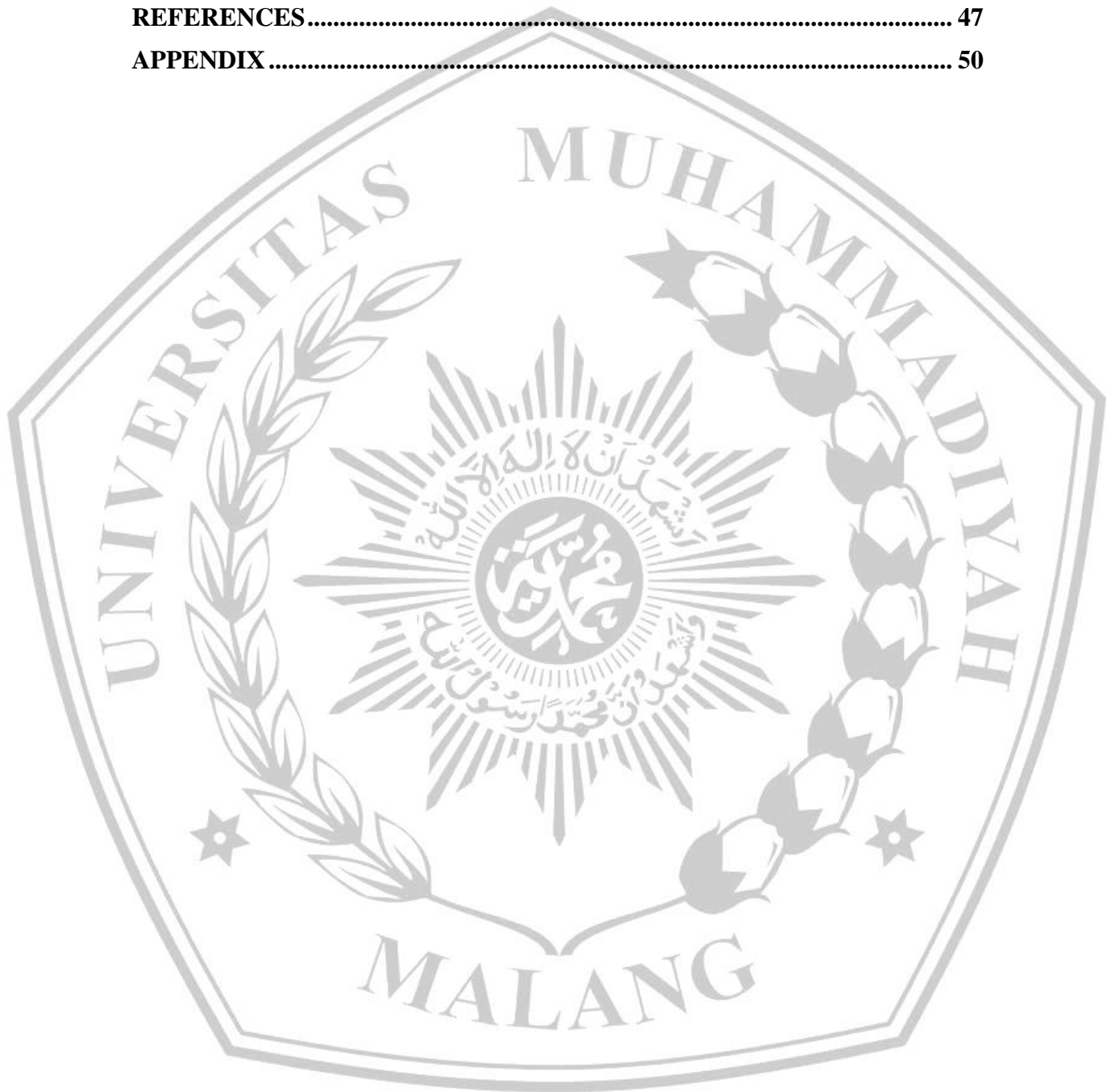




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## LEMBAR HASIL CEK PLAGIASI

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