

UNIVERSITAS INTERNASIONAL BATAM

*Undergraduate Thesis
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ANALISYS OF TOURISTS SATISFACTION IN VISITING BATAM CITY

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Abstract

This purpose of this research is to know the impact of tour information, tour infrastructures, tour facilities and services toward tourist satisfaction which visit to Batam Island. variable that used in this research are tour information, tour infrastructure, tour facilities and services and tourist satisfaction.

Objects and samples that used in this research are tourist that ever visited to Batam Island. also using multiple regression test.

The results of this results show that tourist information, tourist infrastructure, tourist facilities and services have a significant positive effect toward tourist satisfaction

Key words: *Batam Island, Tourism, Tourist Information, Tourist Infrastructures, Tourist Facilities and Services, Tourist Satisfaction, Foreign Tourists*