

LAMPIRAN I KUESIONER PENELITIAN

KUESIONER PENELITIAN
PENGARUH KUALITAS SALES EXECUTIVE DAN MyKAHA APLICATION
TERHADAP KEPUASAN KONSUMEN KAHA TOURS AND TRAVEL
PT KARYA HARAPAN SURABAYA

Yth. Responden,

Assalamualaikum warahmatullahi wabarakatuh

Saya Lutvia Trinanda Prabawati, mahasiswi Program Studi Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Surabaya bermaksud untuk mengajukan kuesioner penelitian dalam rangka pengumpulan data yang akan dianalisis untuk kepentingan penyusunan skripsi dengan judul “Pengaruh Kualitas *Sales Executive* dan *MyKAHA APLICATION* Terhadap Kepuasan Konsumen *KAHA Tours and Travel* Pt Karya Harapan Surabaya”.

Saya selaku peneliti meminta kesediaan saudara/i untuk membantu penelitian ini dengan mengisi kuesioner sesuai dengan keadaan yang sebenarnya. Atas perhatian dan kerjasamanya saya ucapkan terima kasih.

Wassalaualaikum warahmatullahi wabarakatuh

A. PETUNJUK PENGISIAN KUESIONER

1. Lingkari salah satu pilihan jawaban pada identitas responden.
2. Berilah tanda (√) pada jawaban sesuai dengan yang anda rasakan.

Keterangan Jawaban :

- | | | |
|------------------------------|-----------------------|-------------------|
| 1. STS : Sangat Tidak Setuju | 2. TS : Tidak Setuju | 3. RR : Ragu-Ragu |
| 4. S : Setuju | 5. SS : Sangat Setuju | |

B. IDENTITAS RESPONDEN

1. Jenis Kelamin

- a. Perempuan b. Laki-Laki

2. Usia

- a. <20 Tahun b. 20-40 Tahun c. >40 Tahun

3. Latar Belakang Pendidikan

- a. SD b. SMP c. SMA d. S1/S2

4. Pekerjaan

- a. Pelajar/Mahasiswa b. Pegawai Swasta c. Pegawai Negeri
d. Wirausaha d. Lainnya

5. Penghasilan

- a. <2 Juta Rupiah b. 2-5 Juta Rupiah c. >5 Juta Rupiah

6. Apakah Anda Sudah Men-download Aplikasi MyKAHA ?

- a. Ya b. Tidak

C. Isi Kuisisioner

1. Sales Executive

No.	Pernyataan	STS	TS	RR	S	SS
1.	<i>Sales executive</i> selalu menyediakan jasa sesuai yang dijanjikan					
2.	<i>Sales executive</i> selalu menjawab pertanyaan konsumen					
3.	<i>Sales executive</i> memberikan layanan tepat waktu					
4.	<i>Sales executive</i> selalu siap merespon permintaan konsumen					
5.	<i>Sales executive</i> memberikan rasa aman pada konsumen saat bertransaksi					
6.	<i>Sales executive</i> selalu bersikap sopan pada konsumen					
7.	<i>Sales executive</i> selalu menghadapi konsumen dengan penuh perhatian					
8.	<i>Sales executive</i> selalu memahami kebutuhan konsumen					
9.	<i>Sales executive</i> selalu menggunakan baju seragam kantor					

2. MyKAHA Application

No.	Pernyataan	STS	TS	RR	S	SS
1.	MyKAHA mudah untuk dioperasikan					
2.	MyKAHA memudahkan kita untuk memilih lokasi hotel yang kita inginkan					
3.	MyKAHA memberikan informasi akurat					
4.	MyKAHA memberikan informasi yang mudah dipahami					
5.	MyKAHA memberikan rasa aman pada konsumen untuk bertransaksi					
6.	MyKAHA menjamin keamanan informasi pribadi					

3. Kepuasan Konsumen

No.	Pernyataan	STS	TS	RR	S	SS
1.	KAHA <i>Tours and Travel</i> selalu memuaskan konsumen					
2.	KAHA <i>Tours and Travel</i> selalu memberi layanan yang cepat					
3.	KAHA <i>Tours and Travel</i> selalu memberikan kinerja yang baik					
4.	Saya akan tetap menggunakan jasa KAHA <i>Tours and Travel</i>					
5.	Saya akan merekomendasikan KAHA <i>Tours and Travel</i> kepada yang lain					
6.	Saya tidak pernah melakukan komplain karena layanan KAHA <i>Tours and Travel</i> selalu memuaskan					

LAMPIRAN II TABULASI DATA RESPONDEN

NO	SALES EXECUTIVE (X1)									TOTAL X1	MyKAHA APLICATION						TOTAL X2	KEPUASAN KONSUMEN						TOTAL Y
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	
1	3	4	4	4	4	4	4	4	5	36	3	4	4	4	5	5	25	5	5	5	5	5	5	30
2	5	5	5	5	5	5	5	5	5	45	4	5	5	5	5	5	29	4	5	5	5	5	4	28
3	4	5	4	4	4	5	4	4	4	38	3	4	4	4	4	4	23	4	4	4	4	4	4	24
4	4	4	4	4	4	4	4	4	3	35	4	4	4	4	4	4	24	4	4	4	4	4	3	23
5	4	4	4	4	4	4	4	4	4	36	5	5	5	5	5	5	30	5	5	5	5	5	4	29
6	5	5	5	5	5	5	5	5	5	45	5	5	5	5	5	5	30	4	5	5	4	4	4	26
7	5	5	5	5	4	4	4	5	5	42	5	5	4	4	4	4	26	4	5	5	5	5	5	29
8	5	5	5	5	5	5	4	4	4	42	5	4	4	5	4	4	26	5	4	5	5	5	5	29
9	4	4	5	5	5	5	5	4	5	42	4	5	5	5	5	5	29	5	4	4	5	5	5	28
10	4	4	4	4	4	4	4	4	4	36	4	5	5	5	4	5	28	5	5	5	5	5	4	29
11	5	5	5	5	5	5	5	5	5	45	4	4	4	4	4	4	24	4	4	4	4	4	5	25
12	4	4	4	4	4	4	4	4	5	37	4	4	4	4	4	4	24	4	4	4	4	4	4	24
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22	5	5	5	5	5	5	5	5	5	45	4	4	5	5	5	5	28	5	5	5	4	5	4	28
23	5	5	5	4	4	4	5	5	5	42	5	5	4	4	4	4	26	5	5	5	5	5	4	29

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87	5	5	4	4	5	5	5	5	5	43	5	5	5	5	5	5	30	5	5	5	5	5	5	30
88	5	4	4	4	4	5	5	5	5	41	5	5	5	5	5	5	30	5	5	4	4	5	4	27
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91	5	5	5	5	5	5	5	5	5	45	4	4	5	5	4	5	27	5	5	5	5	5	5	30
92	5	5	5	5	5	5	5	5	5	45	4	4	4	4	4	4	24	4	4	4	5	5	5	27
93	4	5	4	5	5	5	5	4	5	42	4	5	5	5	4	5	28	5	4	4	5	5	5	28

LAMPIRAN III UJI VALIDITAS

X1.5	Pearson Correlation	,411**	,434**	,398**	,538**	1	,624**	,545**	,355**	,511**	,262*	,255*	,425**	,450**	,321**	,427**	,609**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,011	,014	,000	,000	,002	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X1.6	Pearson Correlation	,552**	,413**	,406**	,590**	,624**	1	,723**	,501**	,537**	,347**	,381**	,493**	,457**	,389**	,406**	,690**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,001	,000	,000	,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X1.7	Pearson Correlation	,560**	,454**	,554**	,637**	,545**	,723**	1	,576**	,644**	,425**	,484**	,598**	,502**	,435**	,541**	,772**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X1.8	Pearson Correlation	,539**	,639**	,571**	,484**	,355**	,501**	,576**	1	,436**	,562**	,555**	,529**	,517**	,491**	,533**	,755**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X1.9	Pearson Correlation	,359**	,302**	,349**	,408**	,511**	,537**	,644**	,436**	1	,260*	,384**	,370**	,316**	,301**	,335**	,570**
	Sig. (2-tailed)	,000	,003	,001	,000	,000	,000	,000	,000		,012	,000	,000	,002	,003	,001	,000

	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.1	Pearson Correlation	,412**	,383**	,509**	,380**	,262*	,347**	,425**	,562**	,260*	1	,785**	,671**	,729**	,719**	,534**	,755**
	Sig. (2-tailed)	,000	,000	,000	,000	,011	,001	,000	,000	,012		,000	,000	,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.2	Pearson Correlation	,346**	,521**	,504**	,385**	,255*	,381**	,484**	,555**	,384**	,785**	1	,787**	,767**	,775**	,707**	,812**
	Sig. (2-tailed)	,001	,000	,000	,000	,014	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.3	Pearson Correlation	,368**	,405**	,506**	,409**	,425**	,493**	,598**	,529**	,370**	,671**	,787**	1	,910**	,690**	,734**	,830**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.4	Pearson Correlation	,382**	,481**	,512**	,426**	,450**	,457**	,502**	,517**	,316**	,729**	,767**	,910**	1	,716**	,742**	,833**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,002	,000	,000	,000		,000	,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.5	Pearson Correlation	,231*	,392**	,440**	,364**	,321**	,389**	,435**	,491**	,301**	,719**	,775**	,690**	,716**	1	,770**	,756**

	Sig. (2-tailed)	,026	,000	,000	,000	,002	,000	,000	,000	,000	,003	,000	,000	,000		,000	,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
X2.6	Pearson Correlation	,263*	,476**	,483**	,408**	,427**	,406**	,541**	,533**	,335**	,534**	,707**	,734**	,742**	,770**	1	,777**
	Sig. (2-tailed)	,011	,000	,000	,000	,000	,000	,000	,000	,001	,000	,000	,000	,000	,000		,000
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
TOTAL_ X	Pearson Correlation	,648**	,687**	,736**	,702**	,609**	,690**	,772**	,755**	,570**	,755**	,812**	,830**	,833**	,756**	,777**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93	93
**. Correlation is significant at the 0.01 level (2-tailed).																	
*. Correlation is significant at the 0.05 level (2-tailed).																	

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	TOTAL_Y
Y.1	Pearson Correlation	1	,678**	,606**	,347**	,453**	,495**	,783**
	Sig. (2-tailed)		,000	,000	,001	,000	,000	,000
	N	93	93	93	93	93	93	93
Y.2	Pearson Correlation	,678**	1	,622**	,202	,366**	,499**	,746**
	Sig. (2-tailed)	,000		,000	,052	,000	,000	,000
	N	93	93	93	93	93	93	93
Y.3	Pearson Correlation	,606**	,622**	1	,331**	,443**	,427**	,740**
	Sig. (2-tailed)	,000	,000		,001	,000	,000	,000
	N	93	93	93	93	93	93	93
Y.4	Pearson Correlation	,347**	,202	,331**	1	,763**	,542**	,690**
	Sig. (2-tailed)	,001	,052	,001		,000	,000	,000
	N	93	93	93	93	93	93	93

	Pearson Correlation	,453**	,366**	,443**	,763**	1	,629**	,792**
Y.5	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	93	93	93	93	93	93	93
	Pearson Correlation	,495**	,499**	,427**	,542**	,629**	1	,807**
Y.6	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	93	93	93	93	93	93	93
	Pearson Correlation	,783**	,746**	,740**	,690**	,792**	,807**	1
TOTAL_Y	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	93	93	93	93	93	93	93

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

LAMPIRAN IV UJI RELIABILITAS

Case Processing Summary

		N	%
Cases	Valid	93	100,0
	Excluded ^a	0	,0
	Total	93	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,905	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	35,56	11,445	,704	,893
X1.2	35,49	12,035	,658	,896
X1.3	35,70	11,561	,686	,895
X1.4	35,57	11,770	,756	,889
X1.5	35,44	12,380	,612	,900
X1.6	35,45	12,055	,710	,893
X1.7	35,43	11,835	,777	,888
X1.8	35,56	11,640	,676	,895
X1.9	35,28	12,551	,565	,903

Case Processing Summary

		N	%
Cases	Valid	93	100,0
	Excluded ^a	0	,0
	Total	93	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,943	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	21,32	9,569	,767	,941
X2.2	21,15	9,477	,868	,927
X2.3	21,14	9,578	,858	,929
X2.4	21,16	9,463	,878	,926
X2.5	21,15	9,716	,826	,932
X2.6	21,06	10,018	,775	,938

Case Processing Summary

		N	%
Cases	Valid	93	100,0
	Excluded ^a	0	,0
	Total	93	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,851	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	22,18	4,673	,676	,819
Y.2	22,25	4,623	,610	,831
Y.3	22,20	4,903	,629	,828
Y.4	22,27	4,938	,551	,841
Y.5	22,25	4,775	,698	,816
Y.6	22,40	4,220	,677	,820

LAMPIRAN V UJI *CHI SQUARE*

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
LATAR BELAKANG PENDIDIKAN * PEKERJAAN	93	100.0%	0	0.0%	93	100.0%

LATAR BELAKANG PENDIDIKAN * PEKERJAAN Crosstabulation

Count

	PEKERJAAN					Total
	PELAJAR/ MAHASISWA	PEGAWAI SWASTA	PEGAWAI NEGERI	WIRUSAHA	LAINNYA	
LATAR BELAKANG SMA	10	24	0	6	9	49
PENDIDIKAN S1/S2	9	18	5	6	6	44
Total	19	42	5	12	15	93

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.259 ^a	4	.181
Likelihood Ratio	8.179	4	.085
Linear-by-Linear Association	.000	1	.997
N of Valid Cases	93		

a. 2 cells (20.0%) have expected count less than 5. The minimum expected count is 2.37.

LAMPIRAN VI UJI NORMALITAS

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,761 ^a	,580	,570	1,679

a. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

b. Dependent Variable: KEPUASAN KONSUMEN

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	349,551	2	174,776	62,024	,000 ^b
Residual	253,610	90	2,818		
Total	603,161	92			

a. Dependent Variable: KEPUASAN KONSUMEN

b. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	9,483	1,820		5,211	,000
1 SALES EXECUTIVE	,192	,058	,289	3,283	,001
MYKAHA APPLICATION	,376	,061	,545	6,175	,000

a. Dependent Variable: KEPUASAN KONSUMEN

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	22,79	29,41	26,71	1,949	93
Residual	-4,093	4,196	,000	1,660	93
Std. Predicted Value	-2,013	1,388	,000	1,000	93
Std. Residual	-2,438	2,499	,000	,989	93

a. Dependent Variable: KEPUASAN KONSUMEN

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		93
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1,66031109
	Absolute	,082
Most Extreme Differences	Positive	,082
	Negative	-,068
Kolmogorov-Smirnov Z		,795
Asymp. Sig. (2-tailed)		,553

a. Test distribution is Normal.

b. Calculated from data.

LAMPIRAN VII UJI HETEROSKEDASTISITAS

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,761 ^a	,580	,570	1,679

a. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

b. Dependent Variable: KEPUASAN KONSUMEN

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	349,551	2	174,776	62,024	,000 ^b
Residual	253,610	90	2,818		
Total	603,161	92			

a. Dependent Variable: KEPUASAN KONSUMEN

b. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	9,483	1,820		5,211	,000
1 SALES EXECUTIVE	,192	,058	,289	3,283	,001
MYKAHA APLICATION	,376	,061	,545	6,175	,000

a. Dependent Variable: KEPUASAN KONSUMEN

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	22,79	29,41	26,71	1,949	93
Residual	-4,093	4,196	,000	1,660	93
Std. Predicted Value	-2,013	1,388	,000	1,000	93
Std. Residual	-2,438	2,499	,000	,989	93

a. Dependent Variable: KEPUASAN KONSUMEN

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: Abs_Res

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,083 ^a	,007	-,015	,92982

a. Predictors: (Constant), MYKAHA APLICACION, SALES EXECUTIVE

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	,536	2	,268	,310	,734 ^b
1 Residual	77,812	90	,865		
Total	78,348	92			

a. Dependent Variable: Abs_Res

b. Predictors: (Constant), MYKAHA APLICACION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2,161	1,008		2,144	,035
1 SALES EXECUTIVE	-,020	,032	-,085	-,624	,534
1 MYKAHA APLICACION	,001	,034	,003	,022	,982

a. Dependent Variable: Abs_Res

LAMPIRAN VIII UJI MULTIKOLINIERITAS

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,761 ^a	,580	,570	1,679

a. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	349,551	2	174,776	62,024	,000 ^b
Residual	253,610	90	2,818		
Total	603,161	92			

a. Dependent Variable: KEPUASAN KONSUMEN

b. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	9,483	1,820		5,211	,000		
SALES EXECUTIVE	,192	,058	,289	3,283	,001	,601	1,665
MYKAHA APLICATION	,376	,061	,545	6,175	,000	,601	1,665

a. Dependent Variable: KEPUASAN KONSUMEN

Coefficient Correlations^a

Model		MYKAHA APLICATION	SALES EXECUTIVE
1	Correlations		
		MYKAHA APLICATION	1,000
		SALES EXECUTIVE	-.632
			1,000
Covariances		MYKAHA APLICATION	-.002
		SALES EXECUTIVE	-.002

a. Dependent Variable: KEPUASAN KONSUMEN

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	SALES EXECUTIVE	MYKAHA APLICATION
	1	2,986	1,000	,00	,00	,00
1	2	,010	16,873	,36	,01	,68
	3	,004	28,710	,64	,99	,32

a. Dependent Variable: KEPUASAN KONSUMEN

LAMPIRAN IX UJI REGRESI LINIER BERGANDA DAN UJI t

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,761 ^a	,580	,570	1,679

a. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	9,483	1,820		5,211	,000
	SALES EXECUTIVE	,192	,058	,289	3,283	,001
	MYKAHA APLICATION	,376	,061	,545	6,175	,000

a. Dependent Variable: KEPUASAN KONSUMEN

LAMPIRAN X UJI KOEFISIEN DETERMINAN BERGANDA (R^2), KOEFISIEN KORELASI BERGANDA (R) DAN UJI F

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	MYKAHA APLICATION, SALES EXECUTIVE ^b	.	Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,761 ^a	,580	,570	1,679	,580	62,024	2	90	,000

a. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	349,551	2	174,776	62,024	,000 ^b
Residual	253,610	90	2,818		
Total	603,161	92			

a. Dependent Variable: KEPUASAN KONSUMEN

b. Predictors: (Constant), MYKAHA APLICATION, SALES EXECUTIVE

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,483	1,820		5,211	,000
SALES EXECUTIVE	,192	,058	,289	3,283	,001
MYKAHA APLICATION	,376	,061	,545	6,175	,000

a. Dependent Variable: KEPUASAN KONSUMEN

LAMPIRAN XI TABEL t DAN TABEL F

Titik Persentase Distribusi t (df = 1 - 40)

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
Df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
1	1.00000	3.07768	6.31375	12.70620	31.82052	63.65674	318.30884
2	0.81650	1.88562	2.91999	4.30265	6.96456	9.92484	22.32712
3	0.76489	1.63774	2.35336	3.18245	4.54070	5.84091	10.21453
4	0.74070	1.53321	2.13185	2.77645	3.74695	4.60409	7.17318
5	0.72669	1.47588	2.01505	2.57058	3.36493	4.03214	5.89343
6	0.71756	1.43976	1.94318	2.44691	3.14267	3.70743	5.20763
7	0.71114	1.41492	1.89458	2.36462	2.99795	3.49948	4.78529
8	0.70639	1.39682	1.85955	2.30600	2.89646	3.35539	4.50079
9	0.70272	1.38303	1.83311	2.26216	2.82144	3.24984	4.29681
10	0.69981	1.37218	1.81246	2.22814	2.76377	3.16927	4.14370
11	0.69745	1.36343	1.79588	2.20099	2.71808	3.10581	4.02470
12	0.69548	1.35622	1.78229	2.17881	2.68100	3.05454	3.92963
13	0.69383	1.35017	1.77093	2.16037	2.65031	3.01228	3.85198
14	0.69242	1.34503	1.76131	2.14479	2.62449	2.97684	3.78739
15	0.69120	1.34061	1.75305	2.13145	2.60248	2.94671	3.73283
16	0.69013	1.33676	1.74588	2.11991	2.58349	2.92078	3.68615
17	0.68920	1.33338	1.73961	2.10982	2.56693	2.89823	3.64577
18	0.68836	1.33039	1.73406	2.10092	2.55238	2.87844	3.61048
19	0.68762	1.32773	1.72913	2.09302	2.53948	2.86093	3.57940
20	0.68695	1.32534	1.72472	2.08596	2.52798	2.84534	3.55181
21	0.68635	1.32319	1.72074	2.07961	2.51765	2.83136	3.52715
22	0.68581	1.32124	1.71714	2.07387	2.50832	2.81876	3.50499
23	0.68531	1.31946	1.71387	2.06866	2.49987	2.80734	3.48496
24	0.68485	1.31784	1.71088	2.06390	2.49216	2.79694	3.46678

25	0.68443	1.31635	1.70814	2.05954	2.48511	2.78744	3.45019
26	0.68404	1.31497	1.70562	2.05553	2.47863	2.77871	3.43500
27	0.68368	1.31370	1.70329	2.05183	2.47266	2.77068	3.42103
28	0.68335	1.31253	1.70113	2.04841	2.46714	2.76326	3.40816
29	0.68304	1.31143	1.69913	2.04523	2.46202	2.75639	3.39624
30	0.68276	1.31042	1.69726	2.04227	2.45726	2.75000	3.38518
31	0.68249	1.30946	1.69552	2.03951	2.45282	2.74404	3.37490
32	0.68223	1.30857	1.69389	2.03693	2.44868	2.73848	3.36531
33	0.68200	1.30774	1.69236	2.03452	2.44479	2.73328	3.35634
34	0.68177	1.30695	1.69092	2.03224	2.44115	2.72839	3.34793
35	0.68156	1.30621	1.68957	2.03011	2.43772	2.72381	3.34005
36	0.68137	1.30551	1.68830	2.02809	2.43449	2.71948	3.33262
37	0.68118	1.30485	1.68709	2.02619	2.43145	2.71541	3.32563
38	0.68100	1.30423	1.68595	2.02439	2.42857	2.71156	3.31903
39	0.68083	1.30364	1.68488	2.02269	2.42584	2.70791	3.31279
40	0.68067	1.30308	1.68385	2.02108	2.42326	2.70446	3.30688

Titik Persentase Distribusi t (df = 41 - 80)

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041

66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733
73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526

Titik Persentase Distribusi t (df = 81 -120)

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
	Df	0.50	0.20	0.10	0.050	0.02	0.010
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967

106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Titik Persentase Distribusi t (df = 121 -160)

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
Df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
121	0.67652	1.28859	1.65754	1.97976	2.35756	2.61707	3.15895
122	0.67651	1.28853	1.65744	1.97960	2.35730	2.61673	3.15838
123	0.67649	1.28847	1.65734	1.97944	2.35705	2.61639	3.15781
124	0.67647	1.28842	1.65723	1.97928	2.35680	2.61606	3.15726
125	0.67646	1.28836	1.65714	1.97912	2.35655	2.61573	3.15671
126	0.67644	1.28831	1.65704	1.97897	2.35631	2.61541	3.15617
127	0.67643	1.28825	1.65694	1.97882	2.35607	2.61510	3.15565
128	0.67641	1.28820	1.65685	1.97867	2.35583	2.61478	3.15512
129	0.67640	1.28815	1.65675	1.97852	2.35560	2.61448	3.15461
130	0.67638	1.28810	1.65666	1.97838	2.35537	2.61418	3.15411
131	0.67637	1.28805	1.65657	1.97824	2.35515	2.61388	3.15361
132	0.67635	1.28800	1.65648	1.97810	2.35493	2.61359	3.15312
133	0.67634	1.28795	1.65639	1.97796	2.35471	2.61330	3.15264
134	0.67633	1.28790	1.65630	1.97783	2.35450	2.61302	3.15217
135	0.67631	1.28785	1.65622	1.97769	2.35429	2.61274	3.15170
136	0.67630	1.28781	1.65613	1.97756	2.35408	2.61246	3.15124
137	0.67628	1.28776	1.65605	1.97743	2.35387	2.61219	3.15079
138	0.67627	1.28772	1.65597	1.97730	2.35367	2.61193	3.15034
139	0.67626	1.28767	1.65589	1.97718	2.35347	2.61166	3.14990
140	0.67625	1.28763	1.65581	1.97705	2.35328	2.61140	3.14947
141	0.67623	1.28758	1.65573	1.97693	2.35309	2.61115	3.14904
142	0.67622	1.28754	1.65566	1.97681	2.35289	2.61090	3.14862
143	0.67621	1.28750	1.65558	1.97669	2.35271	2.61065	3.14820
144	0.67620	1.28746	1.65550	1.97658	2.35252	2.61040	3.14779
145	0.67619	1.28742	1.65543	1.97646	2.35234	2.61016	3.14739

146	0.67617	1.28738	1.65536	1.97635	2.35216	2.60992	3.14699
147	0.67616	1.28734	1.65529	1.97623	2.35198	2.60969	3.14660
148	0.67615	1.28730	1.65521	1.97612	2.35181	2.60946	3.14621
149	0.67614	1.28726	1.65514	1.97601	2.35163	2.60923	3.14583
150	0.67613	1.28722	1.65508	1.97591	2.35146	2.60900	3.14545
151	0.67612	1.28718	1.65501	1.97580	2.35130	2.60878	3.14508
152	0.67611	1.28715	1.65494	1.97569	2.35113	2.60856	3.14471
153	0.67610	1.28711	1.65487	1.97559	2.35097	2.60834	3.14435
154	0.67609	1.28707	1.65481	1.97549	2.35081	2.60813	3.14400
155	0.67608	1.28704	1.65474	1.97539	2.35065	2.60792	3.14364
156	0.67607	1.28700	1.65468	1.97529	2.35049	2.60771	3.14330
157	0.67606	1.28697	1.65462	1.97519	2.35033	2.60751	3.14295
158	0.67605	1.28693	1.65455	1.97509	2.35018	2.60730	3.14261
159	0.67604	1.28690	1.65449	1.97500	2.35003	2.60710	3.14228
160	0.67603	1.28687	1.65443	1.97490	2.34988	2.60691	3.14195

Titik Persentase Distribusi t (df = 161 -200)

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
Df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
161	0.67602	1.28683	1.65437	1.97481	2.34973	2.60671	3.14162
162	0.67601	1.28680	1.65431	1.97472	2.34959	2.60652	3.14130
163	0.67600	1.28677	1.65426	1.97462	2.34944	2.60633	3.14098
164	0.67599	1.28673	1.65420	1.97453	2.34930	2.60614	3.14067
165	0.67598	1.28670	1.65414	1.97445	2.34916	2.60595	3.14036
166	0.67597	1.28667	1.65408	1.97436	2.34902	2.60577	3.14005
167	0.67596	1.28664	1.65403	1.97427	2.34888	2.60559	3.13975
168	0.67595	1.28661	1.65397	1.97419	2.34875	2.60541	3.13945
169	0.67594	1.28658	1.65392	1.97410	2.34862	2.60523	3.13915
170	0.67594	1.28655	1.65387	1.97402	2.34848	2.60506	3.13886
171	0.67593	1.28652	1.65381	1.97393	2.34835	2.60489	3.13857
172	0.67592	1.28649	1.65376	1.97385	2.34822	2.60471	3.13829
173	0.67591	1.28646	1.65371	1.97377	2.34810	2.60455	3.13801
174	0.67590	1.28644	1.65366	1.97369	2.34797	2.60438	3.13773
175	0.67589	1.28641	1.65361	1.97361	2.34784	2.60421	3.13745
176	0.67589	1.28638	1.65356	1.97353	2.34772	2.60405	3.13718
177	0.67588	1.28635	1.65351	1.97346	2.34760	2.60389	3.13691
178	0.67587	1.28633	1.65346	1.97338	2.34748	2.60373	3.13665
179	0.67586	1.28630	1.65341	1.97331	2.34736	2.60357	3.13638
180	0.67586	1.28627	1.65336	1.97323	2.34724	2.60342	3.13612
181	0.67585	1.28625	1.65332	1.97316	2.34713	2.60326	3.13587
182	0.67584	1.28622	1.65327	1.97308	2.34701	2.60311	3.13561
183	0.67583	1.28619	1.65322	1.97301	2.34690	2.60296	3.13536
184	0.67583	1.28617	1.65318	1.97294	2.34678	2.60281	3.13511
185	0.67582	1.28614	1.65313	1.97287	2.34667	2.60267	3.13487
186	0.67581	1.28612	1.65309	1.97280	2.34656	2.60252	3.13463
187	0.67580	1.28610	1.65304	1.97273	2.34645	2.60238	3.13438

188	0.67580	1.28607	1.65300	1.97266	2.34635	2.60223	3.13415
189	0.67579	1.28605	1.65296	1.97260	2.34624	2.60209	3.13391
190	0.67578	1.28602	1.65291	1.97253	2.34613	2.60195	3.13368
191	0.67578	1.28600	1.65287	1.97246	2.34603	2.60181	3.13345
192	0.67577	1.28598	1.65283	1.97240	2.34593	2.60168	3.13322
193	0.67576	1.28595	1.65279	1.97233	2.34582	2.60154	3.13299
194	0.67576	1.28593	1.65275	1.97227	2.34572	2.60141	3.13277
195	0.67575	1.28591	1.65271	1.97220	2.34562	2.60128	3.13255
196	0.67574	1.28589	1.65267	1.97214	2.34552	2.60115	3.13233
197	0.67574	1.28586	1.65263	1.97208	2.34543	2.60102	3.13212
198	0.67573	1.28584	1.65259	1.97202	2.34533	2.60089	3.13190
199	0.67572	1.28582	1.65255	1.97196	2.34523	2.60076	3.13169
200	0.67572	1.28580	1.65251	1.97190	2.34514	2.60063	3.13148

Catatan : Probabilita yang lebih kecil yang ditunjukkan pada judul tiap kolom adalah luas daerah dalam satu ujung, sedangkan probabilitas yang lebih besar adalah luas daerah dalam kedua ujung

Diproduksi oleh : Junaidi (<http://junaidichaniago.wordpress.com>), 2010

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	161	199	216	225	230	234	237	239	241	242	243	244	245	245	246
2	18.51	19.00	19.16	19.25	19.30	19.33	19.35	19.37	19.38	19.40	19.40	19.41	19.42	19.42	19.43
3	10.13	9.55	9.28	9.12	9.01	8.94	8.89	8.85	8.81	8.79	8.76	8.74	8.73	8.71	8.70
4	7.71	6.94	6.59	6.39	6.26	6.16	6.09	6.04	6.00	5.96	5.94	5.91	5.89	5.87	5.86
5	6.61	5.79	5.41	5.19	5.05	4.95	4.88	4.82	4.77	4.74	4.70	4.68	4.66	4.64	4.62
6	5.99	5.14	4.76	4.53	4.39	4.28	4.21	4.15	4.10	4.06	4.03	4.00	3.98	3.96	3.94
7	5.59	4.74	4.35	4.12	3.97	3.87	3.79	3.73	3.68	3.64	3.60	3.57	3.55	3.53	3.51
8	5.32	4.46	4.07	3.84	3.69	3.58	3.50	3.44	3.39	3.35	3.31	3.28	3.26	3.24	3.22
9	5.12	4.26	3.86	3.63	3.48	3.37	3.29	3.23	3.18	3.14	3.10	3.07	3.05	3.03	3.01
10	4.96	4.10	3.71	3.48	3.33	3.22	3.14	3.07	3.02	2.98	2.94	2.91	2.89	2.86	2.85
11	4.84	3.98	3.59	3.36	3.20	3.09	3.01	2.95	2.90	2.85	2.82	2.79	2.76	2.74	2.72
12	4.75	3.89	3.49	3.26	3.11	3.00	2.91	2.85	2.80	2.75	2.72	2.69	2.66	2.64	2.62
13	4.67	3.81	3.41	3.18	3.03	2.92	2.83	2.77	2.71	2.67	2.63	2.60	2.58	2.55	2.53
14	4.60	3.74	3.34	3.11	2.96	2.85	2.76	2.70	2.65	2.60	2.57	2.53	2.51	2.48	2.46
15	4.54	3.68	3.29	3.06	2.90	2.79	2.71	2.64	2.59	2.54	2.51	2.48	2.45	2.42	2.40
16	4.49	3.63	3.24	3.01	2.85	2.74	2.66	2.59	2.54	2.49	2.46	2.42	2.40	2.37	2.35
17	4.45	3.59	3.20	2.96	2.81	2.70	2.61	2.55	2.49	2.45	2.41	2.38	2.35	2.33	2.31
18	4.41	3.55	3.16	2.93	2.77	2.66	2.58	2.51	2.46	2.41	2.37	2.34	2.31	2.29	2.27
19	4.38	3.52	3.13	2.90	2.74	2.63	2.54	2.48	2.42	2.38	2.34	2.31	2.28	2.26	2.23
20	4.35	3.49	3.10	2.87	2.71	2.60	2.51	2.45	2.39	2.35	2.31	2.28	2.25	2.22	2.20
21	4.32	3.47	3.07	2.84	2.68	2.57	2.49	2.42	2.37	2.32	2.28	2.25	2.22	2.20	2.18
22	4.30	3.44	3.05	2.82	2.66	2.55	2.46	2.40	2.34	2.30	2.26	2.23	2.20	2.17	2.15
23	4.28	3.42	3.03	2.80	2.64	2.53	2.44	2.37	2.32	2.27	2.24	2.20	2.18	2.15	2.13
24	4.26	3.40	3.01	2.78	2.62	2.51	2.42	2.36	2.30	2.25	2.22	2.18	2.15	2.13	2.11
25	4.24	3.39	2.99	2.76	2.60	2.49	2.40	2.34	2.28	2.24	2.20	2.16	2.14	2.11	2.09
26	4.23	3.37	2.98	2.74	2.59	2.47	2.39	2.32	2.27	2.22	2.18	2.15	2.12	2.09	2.07
27	4.21	3.35	2.96	2.73	2.57	2.46	2.37	2.31	2.25	2.20	2.17	2.13	2.10	2.08	2.06
28	4.20	3.34	2.95	2.71	2.56	2.45	2.36	2.29	2.24	2.19	2.15	2.12	2.09	2.06	2.04
29	4.18	3.33	2.93	2.70	2.55	2.43	2.35	2.28	2.22	2.18	2.14	2.10	2.08	2.05	2.03
30	4.17	3.32	2.92	2.69	2.53	2.42	2.33	2.27	2.21	2.16	2.13	2.09	2.06	2.04	2.01
31	4.16	3.30	2.91	2.68	2.52	2.41	2.32	2.25	2.20	2.15	2.11	2.08	2.05	2.03	2.00
32	4.15	3.29	2.90	2.67	2.51	2.40	2.31	2.24	2.19	2.14	2.10	2.07	2.04	2.01	1.99
33	4.14	3.28	2.89	2.66	2.50	2.39	2.30	2.23	2.18	2.13	2.09	2.06	2.03	2.00	1.98
34	4.13	3.28	2.88	2.65	2.49	2.38	2.29	2.23	2.17	2.12	2.08	2.05	2.02	1.99	1.97
35	4.12	3.27	2.87	2.64	2.49	2.37	2.29	2.22	2.16	2.11	2.07	2.04	2.01	1.99	1.96
36	4.11	3.26	2.87	2.63	2.48	2.36	2.28	2.21	2.15	2.11	2.07	2.03	2.00	1.98	1.95
37	4.11	3.25	2.86	2.63	2.47	2.36	2.27	2.20	2.14	2.10	2.06	2.02	2.00	1.97	1.95
38	4.10	3.24	2.85	2.62	2.46	2.35	2.26	2.19	2.14	2.09	2.05	2.02	1.99	1.96	1.94
39	4.09	3.24	2.85	2.61	2.46	2.34	2.26	2.19	2.13	2.08	2.04	2.01	1.98	1.95	1.93
40	4.08	3.23	2.84	2.61	2.45	2.34	2.25	2.18	2.12	2.08	2.04	2.00	1.97	1.95	1.92
41	4.08	3.23	2.83	2.60	2.44	2.33	2.24	2.17	2.12	2.07	2.03	2.00	1.97	1.94	1.92
42	4.07	3.22	2.83	2.59	2.44	2.32	2.24	2.17	2.11	2.06	2.03	1.99	1.96	1.94	1.91
43	4.07	3.21	2.82	2.59	2.43	2.32	2.23	2.16	2.11	2.06	2.02	1.99	1.96	1.93	1.91
44	4.06	3.21	2.82	2.58	2.43	2.31	2.23	2.16	2.10	2.05	2.01	1.98	1.95	1.92	1.90

45	4.06	3.20	2.81	2.58	2.42	2.31	2.22	2.15	2.10	2.05	2.01	1.97	1.94	1.92	1.89
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df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15	2.09	2.04	2.00	1.97	1.94	1.91	1.89
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14	2.09	2.04	2.00	1.96	1.93	1.91	1.88
48	4.04	3.19	2.80	2.57	2.41	2.29	2.21	2.14	2.08	2.03	1.99	1.96	1.93	1.90	1.88
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13	2.08	2.03	1.99	1.96	1.93	1.90	1.88
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03	1.99	1.95	1.92	1.89	1.87
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13	2.07	2.02	1.98	1.95	1.92	1.89	1.87
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12	2.07	2.02	1.98	1.94	1.91	1.89	1.86
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.06	2.01	1.97	1.93	1.90	1.88	1.85
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10	2.05	2.00	1.96	1.92	1.89	1.87	1.84
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10	2.04	2.00	1.96	1.92	1.89	1.86	1.84
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99	1.95	1.92	1.89	1.86	1.84
61	4.00	3.15	2.76	2.52	2.37	2.25	2.16	2.09	2.04	1.99	1.95	1.91	1.88	1.86	1.83
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.99	1.95	1.91	1.88	1.85	1.83
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.85	1.82
66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.84	1.82
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.98	1.93	1.90	1.87	1.84	1.82
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.97	1.93	1.90	1.87	1.84	1.82
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08	2.02	1.97	1.93	1.90	1.86	1.84	1.81
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97	1.93	1.89	1.86	1.84	1.81
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.97	1.93	1.89	1.86	1.83	1.81
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07	2.01	1.96	1.92	1.89	1.85	1.83	1.80
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.83	1.80
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.82	1.80
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.96	1.92	1.88	1.85	1.82	1.80
78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.80
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.79
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95	1.91	1.88	1.84	1.82	1.79
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.82	1.79
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.81	1.79
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.91	1.87	1.84	1.81	1.79
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.90	1.87	1.84	1.81	1.79
85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.79
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.78
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.87	1.83	1.81	1.78
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.86	1.83	1.81	1.78
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78

LAMPIRAN XII



FAKULTAS EKONOMI DAN BISNIS
UNIVERSITAS MUHAMMADIYAH SURABAYA

Program Studi : Manajemen - Akuntansi (Terakreditasi B)
ISO 9001:2015 Certified Equal Assurance JAS-ANZ
Jln. Sutorejo No. 59 Surabaya Telp. (031) 3811966 Fax. (031) 3813097
website: <http://fe.um-surabaya.ac.id> email : fe@um-surabaya.ac.id

No. : 278.7/II.3.AU/A/FEB/XI/2018

Lamp. : -

Hal : Dosen Pembimbing Utama dan Pembimbing Pendamping

Kepada Yth,

1. Dr. Mohammad Anang Firmansyah, MM.
2. Anita Roosmawarni, SE., M.SE.

Assalamu'alaikum Wr. Wb.

Sehubungan dengan telah dipenuhinya persyaratan penulisan skripsi, sebagai mana diatur dalam :

1. Peraturan Rektor no: 566.1/PRN/II.3.AU.F/2014-03.09.2014, tentang pedoman Akademik Tahun 2014/2015 Universitas Muhammadiyah Surabaya, perihal penilaian hasil belajar point 4.5 (Tugas Akhir)
2. Surat Keputusan Dekan Fakultas Ekonomi UMSurabaya No:68/II.3.AU/A/Fak. Ekonomi/IX/2013 Tentang Pedoman Akademik Pelaksanaan Pendidikan Program Sarjana (S-1), Bab IV Point C.4 (Prosedur Penilaian Skripsi).

Maka dimohon perkenannya untuk menjadi pembimbing terhadap mahasiswa sebagai berikut :

Nama : Lutvia Trinanda Prabawati
Nim : 20151221047
Prodi : Manajemen
Judul Skripsi : Pengaruh Kualitas *Sales Executive* dan *MyKaha Application* terhadap Kepuasan Konsumen *Kaha Tours and Travel* PT Karya Harapan Surabaya

Pembimbing Utama : Dr. Mohammad Anang Firmansyah, MM.
Pembimbing Pendamping : Anita Roosmawarni, SE., M.SE.

Demikian, atas perhatian dan perkenannya disampaikan terima kasih.

Wassalamu'alaikum Wr.Wb.



Anita Roosmawarni, SE., M.SE.

Tembusan Yth, (Tanpa Lampiran):

1. Dekan.
2. Kaprodi Manajemen.
3. Mahasiswa Yang Bersangkutan.



SURAT KETERANGAN PERUSAHAAN

Yang bertanda tangan di bawah ini :

Nama : Husin Chirid

Jabatan : HRD Director

Dengan ini menerangkan bahwa :

Nama : LUTVIA TRINANDA PRABAWATI

NIM : 20151221047

Menanggapi surat permohonan ijin penelitian skripsi tanggal 2 November 2018, kami memberikan ijin mahasiswa untuk melaksanakan penelitian untuk skripsi di perusahaan ini. Demikian kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih .

Hormat kami,

**KAHA TOURS & TRAVEL
SURABAYA**



Husin Chirid
**Husin Chirid
HRD Director**

KARTU MENGIKUTI SEMINAR PROPOSAL SKRIPSI
 FAKULTAS EKONOMI DAN BISNIS UMSURABAYA
 TAHUN AKADEMIK (Ganjil/Genap *)

Nama Mahasiswa : Lutvia Trinanda Prabawati
 NIM : 20151221047
 Jurusan : Manajemen

NO	TGL	NAMA	NIM	JUDUL	TTD KETUA PENGUJI
1	6 Februari 2019	Roudhotul Ilmiyah	20141221059	Pengaruh rekrutmen, seleksi dan penempatan tenaga terdampak produktivitas Regional PT PDL Indonesia (Pusat) Surabaya pada Divisi Kapal Naga	
2	6 Februari 2019	Yugo Prasetyo	20141221020	Pengaruh sumber rekrutmen internal dan eksternal Peman terdampak prestasi klub binteng timur Surabaya	
3	4 April 2019	Vindia Budi Anggraeni	20141221014	Pengaruh motivasi dan prestasi terdampak insentif (uang) pada Atlet cipayung Puslinda Cipayung latihan daerah (pantai timur)	
4	4 April 2019	Mas Huda Andiana	20141221064	Pengaruh asosiasi REID dan pengawasaan terdampak disiplin kerja karyawan pada divisi kapal naga di PT PDL Indonesia Persero Surabaya	
5	5 April 2019	Dika Arista Suryati	20141221064	Pengaruh persepsi brand image & kualitas produk terdampak minat beli konsumen sim card Prabayar Tms corecell di Surabaya	
6					
7					
8					
9					
10					

Surabaya,.....
 Wadok I,

Dr. Siti Maro'ah, M.Pd

BERITA ACARA BIMBINGAN SKRIPSI

Nama / No. HP	: LUTVIA TRINANDA P
NIM	: 20151221047
Program Studi	: Manajemen
Tanggal Ujian	:
Tanggal/ di setujui skripsi sudah layak Uji	:

JUDUL SKRIPSI :

Pengaruh Fasilitas sales Executive dan My KAHIA Aplikasi Terhadap kepuasan konsumen Kera Tahu and Travel CPT Karyo Harjo
cabang Surabaya

DOSEN PEMBIMBING I

TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF	TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF
12/10	Konsep Judul	[Signature]	15/10	Memilih judul.	[Signature]
1/10	Revisi Bab 1	[Signature]	17/10	Bab 1 → revisi total, materi pendahuluan	[Signature]
22/10	Ganti judul	[Signature]	15/11	Bab 1 → revisi teori + Analisis Judul.	[Signature]
5/10	Revisi BAB 1,2,3	[Signature]	20/11	Bab 1 → ok, bab 2 lanjut + Bab 3	[Signature]
10/10	Revisi BAB 1,2,3	[Signature]	29/11	Simpulan Bab 1 → terkait empirical study dan.	[Signature]
12/10	ACC sempur	[Signature]		realita di lapangan untuk SE + My Kaha.	[Signature]
			01/12	Revisi (berkas).	[Signature]
			12/12	Bab 1,2,3 fix.	[Signature]
				lengkap semua lampiran, Daftar Pustaka, dan literature	[Signature]
			19/12	Bantu beri Parca Sempur + Prepare Olat Data	[Signature]

DOSEN PEMBIMBING II

DOSEN PEMBIMBING I

DOSEN PEMBIMBING II

TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF	TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF
5/7/19	Revisi Bab IV	[Signature]	09/01	fontiterni Bab 4 + 5 (revisi)	[Signature]
7/7/19	Revisi Bab IV, hidrotesis	[Signature]	04/01	fontiterni Bab a ⇒ Revisi koran +	[Signature]
9/7/19	Revisi Bab IV Revisi koran	[Signature]		anotasi kecil	
10/7/19	Revisi IV + V	[Signature]	16/01	Acc sidig	[Signature]
11/7/19	ACC sidig Revisi bab IV + V	[Signature]			

DOSEN PEMBIMBING I

DOSEN PEMBIMBING II

KAPRODI AKUNTANSI/MANAJEMEN

MENGETAHUI
DEKAN

[Signature]

[Signature]

ANITA SUDANINGRAH, N.P.

[Signature]

ANITA SUDANINGRAH, N.P.

[Signature]



UNIVERSITAS MUHAMMADIYAH SURABAYA
PUSAT BAHASA

Jl. Sutorejo 59 Surabaya 60113 Telp. 031-3811966, 3811967 Ext (130) Gd. A Lt 2
Email: pusba.umsby@gmail.com


ENDORSEMENT LETTER

383/PB-UMS/EL/VII/2019

This letter is to certify that the abstract of the thesis below

Title : The Influence of Sales Executives and MyKAHA Application toward the Satisfaction of the Customers of KAHA Tours and Travel in PT Karya Harapan Surabaya.
Student's name : Lutvia Trinanda Prabawati
Reg. Number : 20151221047
Department : S1 Manajemen

has been endorsed by Pusat Bahasa *UMSurabaya* for further approval by the examining committee of the faculty.

Surabaya, 29 July 2019
Chair

Waode Hamsia, M.Pd.



PERPUSTAKAAN
UNIVERSITAS MUHAMMADIYAH SURABAYA

A S L I

SURAT KETERANGAN BUKTI BEBAS PLAGIASI

Naskah tugas akhir / skripsi / karya tulis / tesis* yang diserahkan atas :

Nama : LUTHVIA TRIMANDA PRABAKATI
 NIM : 20151221047
 Fakultas/Jurusan : Manajemen / Ekonomi dan Bisnis
 Alamat : Tambak Mas, G. Gendak, No. 29
 Judul : Pergaruh Sanksi Ekspor, Sanksi Katak, Aplikasi terhadap Penjualan Katak, Tarsana, TRAFEL, Pt. Karya Harpa
 telah diserahkan dan memenuhi kriteria batas maksimal yang sudah ditentukan. Surabaya

Petugas perpustakaan

[Signature]
Ardi Suwya

Surabaya, 15 Juli 2019
 Mahasiswa,

[Signature]



Mengetahui,
Kepala Perpustakaan
[Signature]
Dra. Mas'udah, M.A.

*1. Contoh naskah tidak berlaku



**PERPUSTAKAAN
UNIVERSITAS MUHAMMADIYAH SURABAYA**

A S L I

SURAT KETERANGAN BEBAS PINJAM

Dengan ini menyatakan bahwa :

Nama : *Luvia Trinanda Prabawati*

NIM : *201510221047*

Fakultas/Jurusan : *Ekonomi dan Bisnis / Manajemen*

Alamat : *dl. Tambak Wedi gang ganda no. 28*

No. Telp/HP : *08121720685*

Tidak memiliki pinjaman bahan pustaka di Perpustakaan Universitas Muhammadiyah Surabaya.
Surat keterangan ini digunakan untuk: *Cuti Kuliah/Pengambilan Ijazah/Pindah Kuliah *)*

Mengetahui,
Kepala Perpustakaan
M. Mas'ulah
Dra. Mas'ulah, M.A.

Surabaya, *29* Juli 2019

Petugas Perpustakaan,

Put Ariadi Suaya
.....

*) Coret yang tidak perlu



UNIVERSITAS MUHAMMADIYAH SURABAYA

Jl Sutorejo No 59 Surabaya

PANITIA UJIAN SKRIPSI STRATA - 1 (S-1)
FAKULTAS EKONOMI DAN BISNIS

DAFTAR PERBAIKAN SKRIPSI

Nama Mahasiswa : Lutvia Trinanda Prabawati

Noreg Mahasiswa : 20151221047

Jurusan : MANAJEMEN

Hari/Tanggal : Rabu 24 Juli 2019

Kami telah menyetujui perbaikan/refisi atas skripsi mahasiswa tersebut diatas

Nama Penguji	Tanda Tangan	Tanggal
Dr. Siti Maro'ah, M.Pd		29/7 2019
Dr. M. Anang Firmansyah, MM		1/8 2019
Anita Roosmawarni, SE, M.SE		29/07 - 2019

Catatan

Setiap Mahasiswa membuat rangkap 3