

	Kebraon memberikan perhatian kepada siswa dengan baik.					
8	Karyawan dan tentor LBB Mahameru Kebraon yang bekerja di dalam dan di luar perusahaan berpenampilan rapi dan menarik.					
9	Fasilitas publik yang dimiliki LBB Mahameru Kebraon sangat memadai (ruang tunggu, area parkir, toilet, dll)					

B. LOKASI (X2)

No	Pernyataan	SS	S	CS	TS	STS
1	Akses jalan menuju LBB Mahameru Kebraon mudah.					
2	Lokasi LBB Mahameru Kebraon mudah ditemukan.					
3	Tempat parkir di LBB Mahameru Kebraon luas dan aman.					
4	LBB Mahameru Kebraon memiliki bangunan yang cukup luas.					
5	Lokasi LBB Mahameru Kebraon dekat dengan sekolah.					

C. Kepuasan Konsumen (Y)

No	Pernyataan	SS	S	CS	TS	STS
1	Saya merasa LBB Mahameru Kebraon memberikan pelayanan yang sesuai dengan harapan.					
2	Saya akan memakai jasa LBB Mahameru Kebraon kembali.					
3	Saya merasa terbantu dengan adanya jasa LBB Mahameru Kebraon					

4	Saya akan merekomendasikan kepada orang lain untuk mengikuti kursus di LBB Mahameru Kebraon					
5	Saya puas dengan keramahan dan kesopanan karyawan dan tentor LBB Mahameru Kebraon					



Lampiran 2 - Distribusi Hasil Jawaban Responden

Variabel Kualitas Pelayanan (X1)

X1_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	5,3	5,3	5,3
3	12	16,0	16,0	21,3
4	40	53,3	53,3	74,7
5	19	25,3	25,3	100,0
Total	75	100,0	100,0	

X1_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	9,3	9,3	9,3
3	29	38,7	38,7	48,0
4	23	30,7	30,7	78,7
5	16	21,3	21,3	100,0
Total	75	100,0	100,0	

X1_3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	4,0	4,0	4,0
3	13	17,3	17,3	21,3
4	40	53,3	53,3	74,7
5	19	25,3	25,3	100,0
Total	75	100,0	100,0	

X1_4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	9,3	9,3	9,3
3	6	8,0	8,0	17,3
4	37	49,3	49,3	66,7
5	25	33,3	33,3	100,0
Total	75	100,0	100,0	

X1_5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	6,7	6,7	6,7
3	27	36,0	36,0	42,7
4	22	29,3	29,3	72,0
5	21	28,0	28,0	100,0
Total	75	100,0	100,0	

X1_6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	15	20,0	20,0	20,0
3	24	32,0	32,0	52,0
4	11	14,7	14,7	66,7
5	25	33,3	33,3	100,0
Total	75	100,0	100,0	

X1_7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	9,3	9,3	9,3
3	42	56,0	56,0	65,3
4	8	10,7	10,7	76,0
5	18	24,0	24,0	100,0
Total	75	100,0	100,0	

X1_8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	10,7	10,7	10,7
3	37	49,3	49,3	60,0
4	11	14,7	14,7	74,7
5	19	25,3	25,3	100,0
Total	75	100,0	100,0	

X1_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	9,3	9,3	9,3
	3	21	28,0	28,0	37,3
	4	26	34,7	34,7	72,0
	5	21	28,0	28,0	100,0
	Total	75	100,0	100,0	

Variabel Lokasi (X2)

X2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,7	2,7	2,7
	3	46	61,3	61,3	64,0
	4	8	10,7	10,7	74,7
	5	19	25,3	25,3	100,0
	Total	75	100,0	100,0	

X2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	5,3	5,3	5,3
	3	48	64,0	64,0	69,3
	4	9	12,0	12,0	81,3
	5	14	18,7	18,7	100,0
	Total	75	100,0	100,0	

X2_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,7	2,7	2,7
	3	49	65,3	65,3	68,0
	4	4	5,3	5,3	73,3
	5	20	26,7	26,7	100,0
	Total	75	100,0	100,0	

X2_4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	4,0	4,0	4,0
3	52	69,3	69,3	73,3
4	5	6,7	6,7	80,0
5	15	20,0	20,0	100,0
Total	75	100,0	100,0	

X2_5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1,3	1,3	1,3
2	6	8,0	8,0	9,3
3	45	60,0	60,0	69,3
4	8	10,7	10,7	80,0
5	15	20,0	20,0	100,0
Total	75	100,0	100,0	

Variabel Kepuasan Siswa (Y)

Y_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	12	16,0	16,0	16,0
3	41	54,7	54,7	70,7
4	4	5,3	5,3	76,0
5	18	24,0	24,0	100,0
Total	75	100,0	100,0	

Y_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	4,0	4,0	4,0
3	52	69,3	69,3	73,3
4	7	9,3	9,3	82,7

5	13	17,3	17,3	100,0
Total	75	100,0	100,0	

Y_3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	13	17,3	17,3	17,3
3	6	8,0	8,0	25,3
4	32	42,7	42,7	68,0
5	24	32,0	32,0	100,0
Total	75	100,0	100,0	

Y_4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	53	70,7	70,7	70,7
4	3	4,0	4,0	74,7
5	19	25,3	25,3	100,0
Total	75	100,0	100,0	

Y_5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	11	14,7	14,7	14,7
3	43	57,3	57,3	72,0
4	9	12,0	12,0	84,0
5	12	16,0	16,0	100,0
Total	75	100,0	100,0	

Lampiran 3 - Uji Validitas

	Total	Kondisi
X1.1	0,604	Nilai $r > 0,149$
X1.2	0,598	Nilai $r > 0,149$
X1.3	0,591	Nilai $r > 0,149$
X1.4	0,728	Nilai $r > 0,149$
X1.5	0,766	Nilai $r > 0,149$
X1.6	0,742	Nilai $r > 0,149$
X1.7	0,776	Nilai $r > 0,149$
X1.8	0,838	Nilai $r > 0,149$
X1.9	0,716	Nilai $r > 0,149$
X1.10	0,765	Nilai $r > 0,149$
X2.1	0,776	Nilai $r > 0,149$
X2.2	0,648	Nilai $r > 0,149$
X2.3	0,686	Nilai $r > 0,149$
X2.4	0,756	Nilai $r > 0,149$
X2.5	0,649	Nilai $r > 0,149$
Y.1	0,783	Nilai $r > 0,149$
Y.2	0,598	Nilai $r > 0,149$
Y.3	0,728	Nilai $r > 0,149$
Y.4	0,723	Nilai $r > 0,149$
Y.5	0,783	Nilai $r > 0,149$

Lampiran 4 - Uji Reliabilitas

Kualitas Pelayanan (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
,893	10

Lokasi (X2)

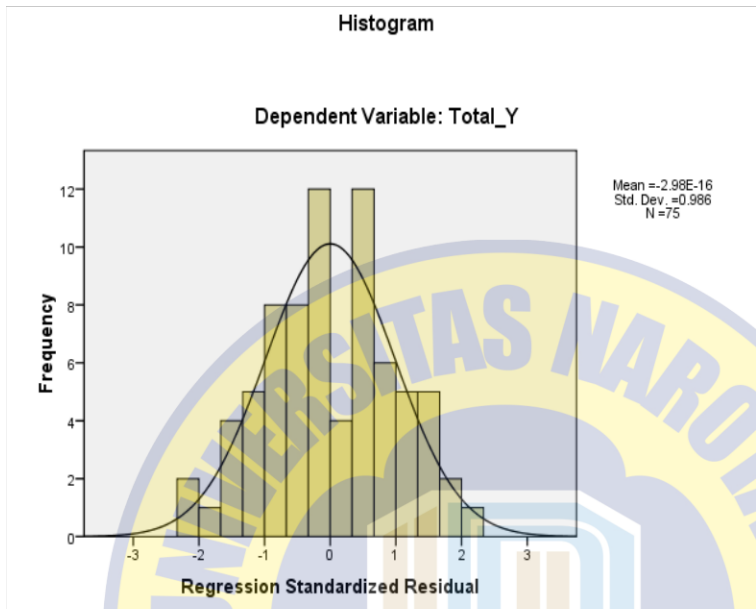
Cronbach's Alpha	N of Items
,742	5

Kepuasan Siswa (Y)

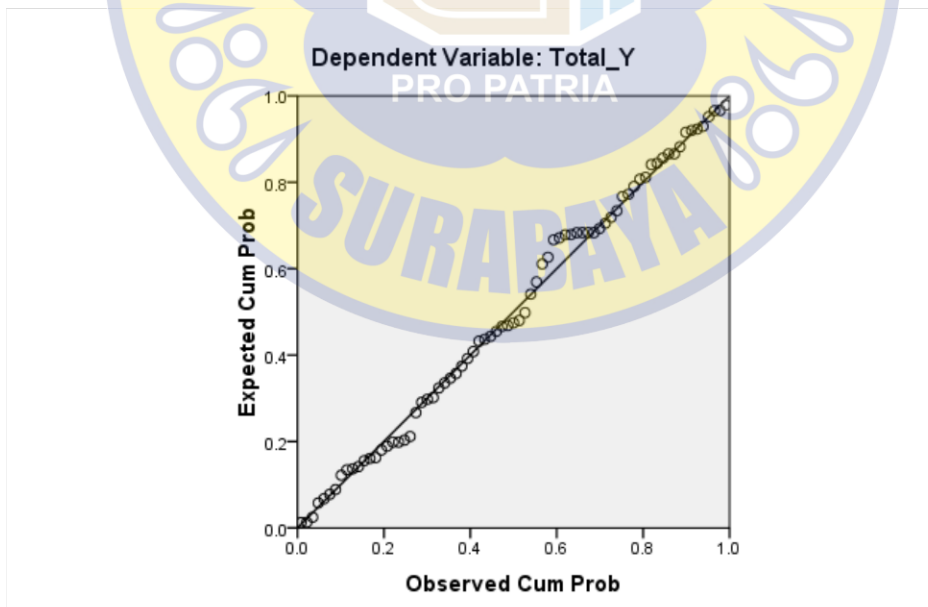
Cronbach's Alpha	N of Items
,773	5

Lampiran 5 - Uji Normalitas

Uji Normalitas Histogram



Uji Normalitas Garis Plot



Lampiran 6 - Uji Asumsi Klasik

Uji Multikolinieritas

Coefficients^a

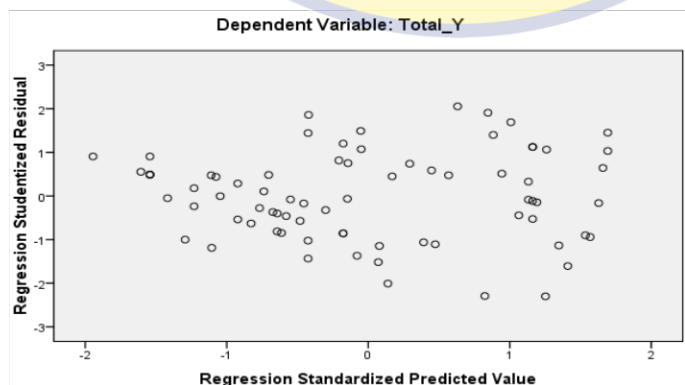
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	2,465	1,893		1,302	,197		
Kualitas Pelayanan (X1)	,296	,048	,583	6,191	,000	,797	1,255
Lokasi (X2)	,224	,102	,207	2,204	,031	,797	1,255

Uji Autokorelasi

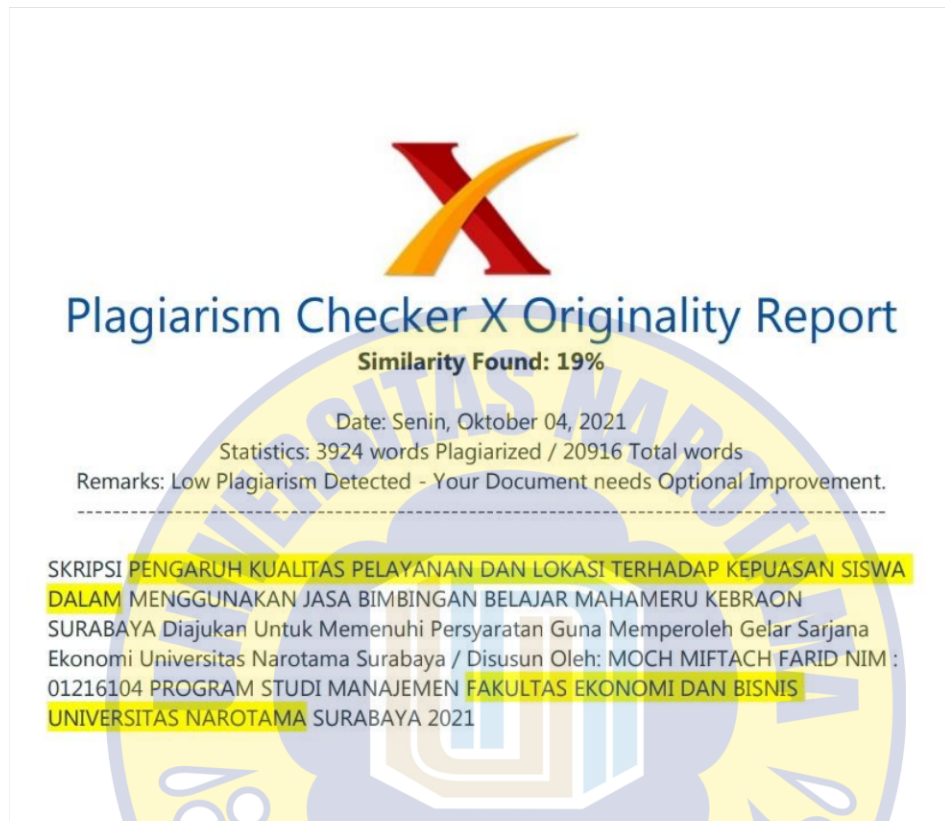
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,701 ^a	,492	,477	2,460	2,214

Uji Heteroskedastisitas



Lampiran 7 - Hasil Plagiarism Checker



The image shows a 'Plagiarism Checker X Originality Report' with a large red and orange 'X' logo at the top. The report includes the following information:

- Similarity Found: 19%**
- Date:** Senin, Oktober 04, 2021
- Statistics:** 3924 words Plagiarized / 20916 Total words
- Remarks:** Low Plagiarism Detected - Your Document needs Optional Improvement.

Below the remarks, there is a dashed line followed by the title and author information of a thesis:

SKRIPSI PENGARUH KUALITAS PELAYANAN DAN LOKASI TERHADAP KEPUASAN SISWA
DALAM MENGGUNAKAN JASA BIMBINGAN BELAJAR MAHAMERU KEBRAON
SURABAYA Diajukan Untuk Memenuhi Persyaratan Guna Memperoleh Gelar Sarjana
Ekonomi Universitas Narotama Surabaya / Disusun Oleh: MOCH MIFTACH FARID NIM :
01216104 PROGRAM STUDI MANAJEMEN FAKULTAS EKONOMI DAN BISNIS
UNIVERSITAS NAROTAMA SURABAYA 2021

The background of the report features a large, faint watermark of the Narotama Surabaya University logo, which is a circular emblem with a yellow center and a blue outer ring containing the text 'UNIVERSITAS NAROTAMA SURABAYA' and 'PRO PATRIA'.

Lampiran 8 - Sertifikat Presenter Conference



Lampiran 9 - Berita Acara Bimbingan Skripsi



UNIVERSITAS
Narotama



Revisi Nomor: 000000

**FAKULTAS
EKONOMI DAN BISNIS**

BERITA ACARA BIMBINGAN SKRIPSI

No Dokumen: FM/ED/05/07
Tgl Terbit: 01/06/2018
Revisi: 00

1 NAMA MAHASISWA : MOCH MIFTACH FARID

2 NIM : 01216104

3 FAKULTAS : EKONOMI DAN BISNIS

4 PROGRAM STUDI : MANAJEMEN

5 TOPIK SKRIPSI : PEMASARAN

6 TANGGAL PENGAJUAN : 06 Maret 2021

7 NAMA PEMBIMBING I : QAUSYA FAVIANDHANI S.E., M.M

8 NAMA PEMBIMBING II :

9 URAIAN KONSULTASI :

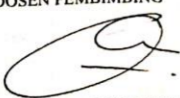
NO	TANGGAL	JADWAL KEGIATAN PENELITIAN	MONITORING	
			CATATAN	PARAF PEMBIMBING
1	17-4-21	Observasi obyek penelitian	<i>Obat Obek</i>	<i>[Signature]</i>
2	24-4-21	Observasi terhadap fenomena bisnis/manajemen		<i>[Signature]</i>
3	1-5-21	Menentukan masalah penelitian		<i>[Signature]</i>
4	22-5-21	Kajian teoritis & Empiris		<i>[Signature]</i>
5	22-5-21	Sintesa dan Rasionalisasi teori		<i>[Signature]</i>
6	22-5-21	Pendekatan Metodologi penelitian		<i>[Signature]</i>
7	22-5-21	Pembuatan instrument penelitian		<i>[Signature]</i>
8	14-6-21	Pengumpulan data		<i>[Signature]</i>
9	28-6-21	Tabulasi & Pengolahan Data		<i>[Signature]</i>
10	10-8-21	Deskripsi Hasil Penelitian		<i>[Signature]</i>
11	14-8-21	Interpretasi Hasil Penelitian		<i>[Signature]</i>
12	20-8-21	Kelengkapan Data		<i>[Signature]</i>

Sidang Skripsi

10. TANGGAL SELESAI BIMBINGAN

11. TELAH DIEVALUASI DAN SIAP UNTUK DIUJI

DOSEN PEMBIMBING



QAUSYA FAVIANDHANI S.E., M.M

SURABAYA,

DEKAN

Dr. Ir. Rr. HERMIEN TRIDAYANTI, MM