

## DAFTAR PUSTAKA

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Kampus : Jl. Dukuh Menanggal XII/4 , Telp- Fax. 031-8281183 Surabaya 60234  
Website : <http://www.unipasby.ac.id>

BERITA ACARA  
BIMBINGAN REVISI SKRIPSI

Nama : Ahmadul Inayats  
 NIM / Program Studi : \_\_\_\_\_  
 Judul Skripsi : \_\_\_\_\_

Tanggal Ujian Skripsi : \_\_\_\_\_

Penguji : 1. \_\_\_\_\_  
 2. \_\_\_\_\_

No	Tanggal	Materi Konsultasi	Paraf Penguji
1	9/11/19	variabel & indikator	Ahmadul Inayats
2	1/12/19	kegiatan	Ahmadul Inayats
3		perencanaan penelitian	Ahmadul Inayats
4		→ RPP (penyusunan)	Ahmadul Inayats
5			
6			
7			
8			

Penguji I,

Surabaya,  
Penguji II,

\_\_\_\_\_



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Website : <http://www.unipasby.ac.id>

BERITA ACARA  
BIMBINGAN REVISI SKRIPSI

Nama : Afdiatul Inayah

NIM / Program Studi : 151500208 / Manajemen

Judul Skripsi : Pengaruh pembayaran elektronik (e-money),  
kualitas pelayanan & harga terhadap kepuasan  
konsumen pada resto & Cafe depan eby.

Tanggal Ujian Skripsi : \_\_\_\_\_

Penguji : 1. Dra. Siti Istikhroh  
2. Viesi Rahma W.

No	Tanggal	Materi Konsultasi	Paraf Penguji
1		- Konsistensi penulisan	
2		- gambar	
3		- lebih fokus di latar belakang.	
4			
5			
6			
7			
8			

Penguji I,

Surabaya, \_\_\_\_\_  
Penguji II,  
  
VIESI RAHMA W.

### BERITA ACARA BIMBINGAN SKRIPSI

1. Nama : Afdiatul Inayah
2. NIM : 151500208
3. Program Studi : Manajemen G 2015
4. Tanggal Mengajukan Skripsi : 15 Oktober 2018
5. Judul Skripsi : Pengaruh Kualitas Pelayananan, dan Harga Terhadap Kepuasan Konsumen Pada Resto dan Cafe Dejavu Surabaya.
6. Dosen Pembimbing : Dr. Untung Lasiyono, SE,Msi
7. Konsultasi :

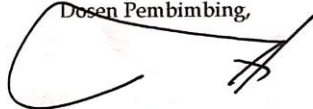
No.	Tanggal	Paraf Pembimbing	Uraian/Kegiatan
1.	15-10-2018		Revisi Mengajukan judul & jurnal
2.	08-11-2018		Revisi BAB I
3.	21-12-2018		ACC BAB I
4.	21-12-2018		Revisi BAB II & BAB III
5.	07-01-2018		Revisi BAB II & BAB III
6.	15-01-2018		BAB I - BAB III (siap sempro)
7.	11-04-2018		ACC Bab I - III
8.	11-04-2018		Revisi Bab IV - V
9.	15-04-2018		ACC Bab IV - V
10.	15-04-2018		Kelengkapan Skripsi

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8. Telah selesai menulis skripsi : 15 April 2019  
9. Telah diuji dengan nilai :

Surabaya, 15 April 2019

Dosen Pembimbing,



Dr. Untung Lasiyono SE, Msi  
NIP/NPP : 91023331/Dy

Lampiran 2. Hasil Olah Data SPSS

1. DOV Variabel Kualitas Pelayanan (X2)

**X1.1a**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,2	2,2	2,2
	N	13	14,4	14,4	16,7
	S	34	37,8	37,8	54,4
	SS	41	45,6	45,6	100,0
	Total	90	100,0	100,0	

**X1.1b**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	14	15,6	15,6	15,6
	S	39	43,3	43,3	58,9
	SS	37	41,1	41,1	100,0
	Total	90	100,0	100,0	

**X1.1c**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	15	16,7	16,7	16,7
	S	36	40,0	40,0	56,7
	SS	39	43,3	43,3	100,0
	Total	90	100,0	100,0	

**X1.1d**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	4	4,4	4,4	4,4
	N	6	6,7	6,7	11,1
	S	30	33,3	33,3	44,4
	SS	50	55,6	55,6	100,0
	Total	90	100,0	100,0	

**X1.2a**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	12,2	12,2	12,2
	S	44	48,9	48,9	61,1
	SS	35	38,9	38,9	100,0
	Total	90	100,0	100,0	



**X1.2b**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,2	2,2	2,2
	N	15	16,7	16,7	18,9
	S	41	45,6	45,6	64,4
	SS	32	35,6	35,6	100,0
	Total	90	100,0	100,0	

**X1.3a**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,2	2,2	2,2
	N	12	13,3	13,3	15,6
	S	39	43,3	43,3	58,9
	SS	37	41,1	41,1	100,0
	Total	90	100,0	100,0	

**X1.3b**

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2,2	2,2	2,2
N	11	12,2	12,2	14,4
S	34	37,8	37,8	52,2
SS	43	47,8	47,8	100,0
Total	90	100,0	100,0	

2. DOV Variabel Harga (X2)

**X2.1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2,2	2,2	2,2
N	6	6,7	6,7	8,9
S	46	51,1	51,1	60,0
SS	36	40,0	40,0	100,0
Total	90	100,0	100,0	

**X2.1b**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1,1	1,1	1,1
N	13	14,4	14,4	15,6
S	40	44,4	44,4	60,0
SS	36	40,0	40,0	100,0
Total	90	100,0	100,0	

**X2.2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1,1	1,1	1,1
N	8	8,9	8,9	10,0
S	47	52,2	52,2	62,2
SS	34	37,8	37,8	100,0
Total	90	100,0	100,0	

**X2.2b**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1,1	1,1	1,1
N	16	17,8	17,8	18,9
S	44	48,9	48,9	67,8
SS	29	32,2	32,2	100,0
Total	90	100,0	100,0	

**X2.2c**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1,1	1,1	1,1
N	17	18,9	18,9	20,0

S	41	45,6	45,6	65,6
SS	31	34,4	34,4	100,0
Total	90	100,0	100,0	

**X2.3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1,1	1,1	1,1
N	11	12,2	12,2	13,3
S	60	66,7	66,7	80,0
SS	18	20,0	20,0	100,0
Total	90	100,0	100,0	

**X2.3b**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2,2	2,2	2,2
N	13	14,4	14,4	16,7
S	45	50,0	50,0	66,7
SS	30	33,3	33,3	100,0
Total	90	100,0	100,0	

3. DOV Variabel Kepuasan Konsumen (Y)

**Y.1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	3	3,3	3,3	3,3
N	10	11,1	11,1	14,4
S	43	47,8	47,8	62,2
SS	34	37,8	37,8	100,0
Total	90	100,0	100,0	

**Y.1b**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	12	13,3	13,3	13,3
S	46	51,1	51,1	64,4
SS	32	35,6	35,6	100,0
Total	90	100,0	100,0	

**Y.1c**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,2	2,2	2,2
	N	13	14,4	14,4	16,7
	S	43	47,8	47,8	64,4
	SS	32	35,6	35,6	100,0
	Total	90	100,0	100,0	

**Y.2a**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1,1	1,1	1,1
	N	6	6,7	6,7	7,8
	S	51	56,7	56,7	64,4
	SS	32	35,6	35,6	100,0
	Total	90	100,0	100,0	

**Y.2b**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	12,2	12,2	12,2
	S	44	48,9	48,9	61,1
	SS	35	38,9	38,9	100,0
	Total	90	100,0	100,0	

**Y.2c**

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	TS	2	2,2	2,2	2,2
	N	13	14,4	14,4	16,7
	S	45	50,0	50,0	66,7
	SS	30	33,3	33,3	100,0
	Total	90	100,0	100,0	



**Y.3a**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	5	5,6	5,6	5,6
	S	45	50,0	50,0	55,6
	SS	40	44,4	44,4	100,0
	Total	90	100,0	100,0	

**Y.3b**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,2	2,2	2,2
	N	11	12,2	12,2	14,4
	S	50	55,6	55,6	70,0
	SS	27	30,0	30,0	100,0
	Total	90	100,0	100,0	

### Y.3c

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	3	3,3	3,3	3,3
N	11	12,2	12,2	15,6
S	40	44,4	44,4	60,0
SS	36	40,0	40,0	100,0
Total	90	100,0	100,0	

### Y.3d

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	4	4,4	4,4	4,4
N	8	8,9	8,9	13,3
S	50	55,6	55,6	68,9
SS	28	31,1	31,1	100,0
Total	90	100,0	100,0	

4. Uji Validitas Variabel Kualitas pelayanan (X1)

**Correlations**

		X1. 1a	X1. 1b	X1. 1c	X1. 1d	X1. 2a	X1. 2b	X1. 3a	X1. 3b	TOT AL_ X1
X1.1 a	Pearson Correlation	1	,79 6**	,36 2**	,43 1**	,56 7**	,61 7**	,41 6**	,48 7**	,806* *
	Sig. (2- tailed)		,00 0	,00 0	,00 0	,00 0	,00 0	,00 0	,00 0	,000
	N	90	90	90	90	90	90	90	90	90
X1.1 b	Pearson Correlation	,79 6**	1	,55 8**	,38 8**	,39 9**	,48 4**	,28 1**	,40 5**	,732* *
	Sig. (2- tailed)	,00 0		,00 0	,00 0	,00 0	,00 0	,00 7	,00 0	,000
	N	90	90	90	90	90	90	90	90	90
X1.1 c	Pearson Correlation	,36 2**	,55 8**	1	,54 2**	,38 2**	,26 9*	,14 9	,15 0	,575* *
	Sig. (2- tailed)	,00 0	,00 0		,00 0	,00 0	,01 0	,16 2	,15 9	,000
	N	90	90	90	90	90	90	90	90	90
X1.1 d	Pearson Correlation	,43 1**	,38 8**	,54 2**	1	,57 4**	,52 1**	,28 5**	,32 1**	,702* *



TOT	Pearson	,80	,73	,57	,70	,77	,82	,67	,71	
AL_	Correlatio	6**	2**	5**	2**	7**	4**	6**	7**	1
X1	n									
	Sig. (2-	,00	,00	,00	,00	,00	,00	,00	,00	
	tailed)	0	0	0	0	0	0	0	0	
	N	90	90	90	90	90	90	90	90	90

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

\* . Correlation is significant at the 0.05 level (2-tailed).



X2.2 b	Pearson Correlation	,241 *	,469 **	,761 **	1	,439 **	,440 **	,401 **	,790**
	Sig. (2- tailed)	,022	,000	,000		,000	,000	,000	,000
	N	90	90	90	90	90	90	90	90
X2.2 c	Pearson Correlation	,249 *	,329 **	,287 **	,439 **	1	,476 **	,347 **	,664**
	Sig. (2- tailed)	,018	,002	,006	,000		,000	,001	,000
	N	90	90	90	90	90	90	90	90
X2.3 a	Pearson Correlation	,283 **	,248 *	,241 *	,440 **	,476 **	1	,556 **	,668**
	Sig. (2- tailed)	,007	,019	,022	,000	,000		,000	,000
	N	90	90	90	90	90	90	90	90
X2.3 b	Pearson Correlation	,115	,308 **	,261 *	,401 **	,347 **	,556 **	1	,631**
	Sig. (2- tailed)	,281	,003	,013	,000	,001	,000		,000
	N	90	90	90	90	90	90	90	90
TOT AL_X 2	Pearson Correlation	,586 **	,720 **	,695 **	,790 **	,664 **	,668 **	,631 **	1

Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
N	90	90	90	90	90	90	90	90

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

\* . Correlation is significant at the 0.05 level (2-tailed).



6. Uji Validitas Variabel Kepuasan Konsumen (Y)

**Correlations**

	Y.	Y.1	Y.1	Y.2	Y.2	Y.2	Y.3	Y.3	Y.3	Y.3	TO	
	1a	b	c	a	b	c	a	b	c	d	TAL	
											Y1	
Y.1 a	Pearson Correlation	1	,46 1**	,36 9**	,21 3*	,26 8*	,04 7	- ,02 5	,15 8	,22 7*	,01 2	,54 8**
	Sig. (2-tailed)		,00 0	,00 0	,04 4	,01 1	,65 8	,81 8	,13 8	,03 1	,91 3	,00 0
	N	90	90	90	90	90	90	90	90	90	90	90
Y.1 b	Pearson Correlation	,46 1**	1	,35 1**	,07 1	,14 3	,27 5**	,09 1	,24 7*	,18 8	- ,03 7	,54 6**
	Sig. (2-tailed)	,00 0		,00 1	,50 6	,17 8	,00 9	,39 1	,01 9	,07 6	,72 7	,00 0
	N	90	90	90	90	90	90	90	90	90	90	90
Y.1 c	Pearson Correlation	,36 9**	,35 1**	1	,16 5	,04 5	,25 8*	,00 4	,12 7	,14 9	,11 9	,52 3**
	Sig. (2-tailed)	,00 0	,00 1		,12 0	,67 6	,01 4	,96 9	,23 4	,16 2	,26 4	,00 0
	N	90	90	90	90	90	90	90	90	90	90	90
Y.2 a	Pearson Correlation	,21 3*	,07 1	,16 5	1	,41 5**	,13 2	,08 0	,19 6	,13 4	,13 7	,48 0**



Y.3	Pearson	,22	,18	,14	,13	,19	,15	,03	,37	1	,48	,60
c	Correlati	7*	8	9	4	1	9	9	4**		4**	2**
	on											
	Sig. (2-	,03	,07	,16	,20	,07	,13	,71	,00		,00	,00
	tailed)	1	6	2	8	1	5	7	0		0	0
	N	90	90	90	90	90	90	90	90	90	90	90
Y.3	Pearson	,01	-	,11	,13	,17	,20	,15	,26	,48	1	,50
d	Correlati	2	,03	9	7	5	6	9	2*	4**		9**
	on		7									
	Sig. (2-	,91	,72	,26	,19	,10	,05	,13	,01	,00		,00
	tailed)	3	7	4	8	0	1	4	3	0		0
	N	90	90	90	90	90	90	90	90	90	90	90
TO	Pearson	,54	,54	,52	,48	,49	,52	,27	,56	,60	,50	1
TAL	Correlati	8**	6**	3**	0**	2**	8**	4**	4**	2**	9**	
_Y1	on											
	Sig. (2-	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	
	tailed)	0	0	0	0	0	0	9	0	0	0	
	N	90	90	90	90	90	90	90	90	90	90	90

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

\* . Correlation is significant at the 0.05 level (2-tailed).

7. Uji Reliabilitas Variabel Kualitas Pelayanan (X1)

**Reliability Statistics**

Cronbach's Alpha	N of Items
,872	8

8. Uji Reliabilitas Variabel Harga (X2)

**Reliability Statistics**

Cronbach's Alpha	N of Items
,804	7

9. Uji Reliabilitas Variabel Kepuasan Konsumen (Y)

**Reliability Statistics**

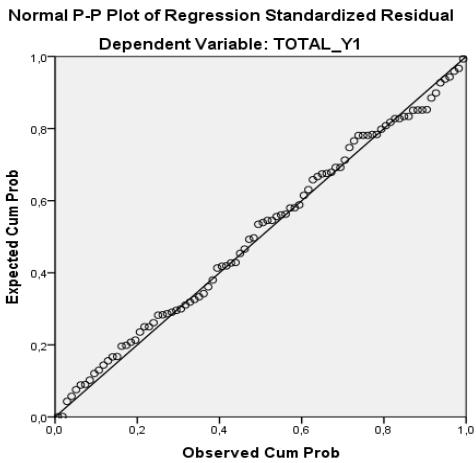
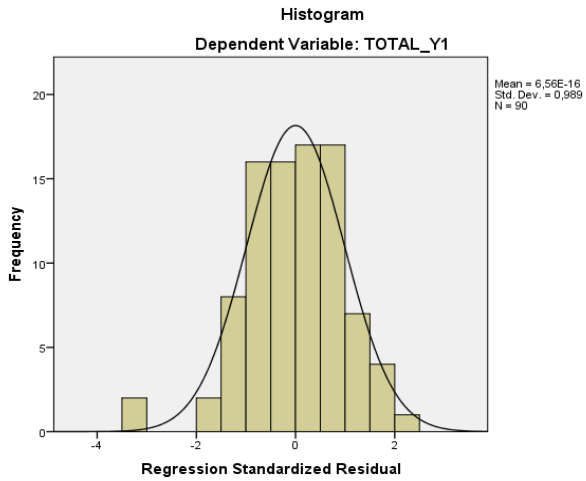
Cronbach's Alpha	N of Items
,684	10

10. Uji Asumsi Klasik  
 Uji Normalitas

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		90
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	3,36211726
Most Extreme Differences	Absolute	,056
	Positive	,056
	Negative	-,050
Test Statistic		,056
Asymp. Sig. (2-tailed)		,200 <sup>c,d</sup>

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.





## Uji Multikolinieritas

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
	1 (Constant)	31,408	3,719				8,445
TOTAL_X1	-,040	,087	-,048	-,463	,644	,905	1,105
TOTAL_X2	,414	,113	,383	3,657	,000	,905	1,105

a. Dependent Variable: TOTAL\_Y1

## Uji Autokorelasi

### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,371 <sup>a</sup>	,137	,118	3,40054	1,713

a. Predictors: (Constant), TOTAL\_X2, TOTAL\_X1

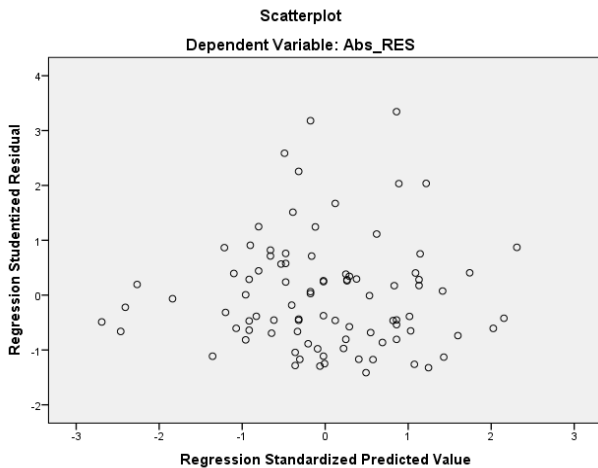
b. Dependent Variable: TOTAL\_Y1

## Uji Heteroskedastisitas

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,540	2,270		1,560	,122
TOTAL_X1	,037	,053	,078	,693	,490
TOTAL_X2	-,074	,069	-,120	-1,070	,288

a. Dependent Variable: Abs\_RES



## Uji Analisis Regresi Berganda

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	31,408	3,719		8,445	,000
TOTAL_X1	-,040	,087	-,048	-,463	,644
TOTAL_X2	,414	,113	,383	3,657	,000

a. Dependent Variable: TOTAL\_Y1

Uji Analisis Koefisien Korelasi (r) dan Koefisien  
Determinasi (R Square)

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,371 <sup>a</sup>	,137	,118	3,40054

a. Predictors: (Constant), TOTAL\_X2, TOTAL\_X1

11. Uji Hipotesis  
Uji -t parsial

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	31,408	3,719		8,445	,000
TOTAL_X1	-,040	,087	-,048	-,463	,644
TOTAL_X2	,414	,113	,383	3,657	,000

a. Dependent Variable: TOTAL\_Y1

Uji F simultan

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	160,359	2	80,179	6,934	,002 <sup>b</sup>
	Residual	1006,041	87	11,564		
	Total	1166,400	89			

a. Dependent Variable: TOTAL\_Y1

b. Predictors: (Constant), TOTAL\_X2, TOTAL\_X1

## BERITA ACARA BIMBINGAN SKRIPSI

1. Nama : Afdiatul Inayah
2. NIM : 151500208
3. Program Studi : Manajemen G 2015
4. Tanggal Mengajukan Skripsi : 15 Oktober 2018
5. Judul Skripsi : Pengaruh *Kualitas Pelayanan, dan Harga Terhadap Kepuasan Konsumen* pada Restoran Cafe Dejavu Surabaya
6. Dosen Pembimbing : Dr. Untung Lasiyono, SE,Msi
7. Konsultasi :

No.	Tanggal	Paraf Pembimbing	Uraian/Kegiatan
1.	15-10-2018		Revisi Mengajukan judul & jurnal
2.	08-11-2018		Revisi Bab I
3.	21-12-2018		ACC Bab I
4.	21-12-2018		Revisi Bab II - III
5.	07-01-2019		Revisi Bab II - III
6.	15-01-2019		Bab I - III (siap sempro)
7.	11-04-2019		ACC Bab I - III
8.	11-04-2019		Revisi Bab IV - V
9.	15-04-2019		ACC Bab IV - V
10.	15-04-2019		Kelengkapan Skripsi



8. Telah selesai menulis skripsi : 15 April 2019
9. Telah diuji dengan nilai :

Surabaya, 15 April 2019  
Dosen Pembimbing,

Dr. Untung Lasiyono SE, Msi  
NIP/NPP : 91023331/DY

## **BERITA ACARA UJIAN SKRIPSI**

**Skripsi ini diterima dan disetujui oleh Panitia Ujian Skripsi Sarjana Ekonomi Program Studi Manajemen Fakultas Ekonomi Universitas PGRI Adi Buana Surabaya:**

**Pada Hari** :.....  
**Tanggal** :.....  
**Tahun** :.....

Penguji I

Penguji II