

## LAMPIRAN

### 1. Hasil Cek Plagiasi



YAYASAN NURUL JADID PAITON  
FAKULTAS SOSIAL DAN HUMANIORA  
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Nama : VENY DWI ANGGRAYNI A.

NIM : 2042400055

Judul Skripsi : PENGARUH KUALITAS LAYANAN DAN HARGA TERHADAP KEPUASAN PELANGGAN PADA JASA INTERNET SERVICE PROVIDER (ISP) STUDI KASUS SHEEP.NET KRAKSAAN

Demikian keterangan ini dibuat dengan sebenarnya dan untuk dijadikan persyaratan kelayakan mengikuti sidang tugas akhir/skripsi.

Probolinggo, 18 Juli 2024  
Ketua Tim,  
  
RM. FARUQ, S.H.I.

## 2. Berita Acara Skripsi



PANITIA PELAKSANA PROGRAM  
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### BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : Veny Dwi Anggrayni Alzhika
2. NIM : 2042400055
3. Prodi : Ekonomi
4. Judul Skripsi : Pengaruh Kualitas Layanan dan Harga Terhadap Kepuasan Pelanggan Pada Jasa Internet Service Provider (ISP) Studi Kasus Sheep.Net Kraksaan
5. Konsultasi :

| TANGGAL  | MATERI BIMBINGAN     | KETERANGAN KONSULTASI/ARAHAN     | PARAF              |
|----------|----------------------|----------------------------------|--------------------|
| 09.04.24 | Konsultasi Lokasi    | acc Surat Pengantar              | <i>[Signature]</i> |
| 16.04.24 | Konsultasi Bab I-III | Revisi Bab I-III                 | <i>[Signature]</i> |
| 23.04.24 | Bab I-III            | Ref Rumusan Masalah Metodologi   | <i>[Signature]</i> |
| 30.04.24 | Bab I-III            | acc                              | <i>[Signature]</i> |
| 07.05.24 | Bab IV               | Ref Kesimpulan                   | <i>[Signature]</i> |
| 14.05.24 | Bab IV               | Uji Validitas & Reliabilitas Ref | <i>[Signature]</i> |
| 21.05.24 | Bab IV               | Uji Regresi & Uji Asumsi Klasik  | <i>[Signature]</i> |
| 28.05.24 | Bab IV               | Pembahasan & Perkuat &           | <i>[Signature]</i> |
| 04.06.24 |                      | tantilkan hasil uji              | <i>[Signature]</i> |
| 11.06.24 | Bab V                | bagaimana dg pembuktian          | <i>[Signature]</i> |
| 18.06.24 | Bab I-V              | acc                              |                    |
|          |                      |                                  |                    |
|          |                      |                                  |                    |
|          |                      |                                  |                    |

6. Bimbingan telah selesai pada tanggal 18 Juni - 2024

Dosen Pembimbing.

*[Signature]*  
Muly Hamzah, M.M

### 3. Surat Jawaban Penelitian

|                                                                                                                                               |                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                              | <b>PT. SHEEP NETWORK TEKNOLOGI</b><br>"THE REAL OF INTERNET"<br>Dusun Bukkolan Perum Samawa Golden Village Blok B7<br>Desa Sidopekso Kec Kraksaan Kab Probolinggo, Jawa Timur 67282 |
| <hr/>                                                                                                                                         |                                                                                                                                                                                     |
| Kraksaan, 24 Juni 2024                                                                                                                        |                                                                                                                                                                                     |
| Nomor                                                                                                                                         | : 112/SKP2/06/2024                                                                                                                                                                  |
| Perihal                                                                                                                                       | : Surat Keterangan Melakukan Penelitian                                                                                                                                             |
| <br>Yth. Bapak/Ibu Dekan<br>Fakultas Sosial Humaniora<br>Universitas Nurul Jadid<br>di Tempat                                                 |                                                                                                                                                                                     |
| Dengan hormat,                                                                                                                                |                                                                                                                                                                                     |
| Yang bertanda tangan di bawah ini:                                                                                                            |                                                                                                                                                                                     |
| Nama                                                                                                                                          | : ILHAM AHSANUR RIDLO                                                                                                                                                               |
| Jabatan                                                                                                                                       | : DIREKTUR PT. SHEEP NETWORK TEKNOLOGI                                                                                                                                              |
| Menerangkan bahwa:                                                                                                                            |                                                                                                                                                                                     |
| Nama                                                                                                                                          | : VENY DWI ANGGRAYNI ALZHIKA                                                                                                                                                        |
| NIM                                                                                                                                           | : 2042400055                                                                                                                                                                        |
| Telah melakukan penelitian di kantor PT. Sheep Network Teknologi dari tanggal 03 s.d 18 Juni 2024.                                            |                                                                                                                                                                                     |
| Demikian surat keterangan ini kami sampaikan. Untuk informasi lebih lanjut dapat menghubungi <i>Customer Service</i> di nomor 0812-3269-5180. |                                                                                                                                                                                     |
| Probolinggo, 24 Juni 2024<br>PT. SHEEP NETWORK TEKNOLOGI                                                                                      |                                                                                                                                                                                     |
| <br><u>ILHAM AHSANUR RIDLO</u><br>Direktur                |                                                                                                                                                                                     |

#### 4. Lampiran 1 Kuesioner / Angket

PENGARUH KUALITAS LAYANAN DAN HARGA TERHADAP  
KEPUASAN PELANGGAN PADA JASA *INTERNET SERVICE PROVIDER*  
(ISP)

##### Kriteria Responden

Nama lengkap :

Jenis Kelamin :

Alamat :

Nama Perusahaan :

##### Kualitas Pelayanan (X1)

| No | Pernyataan                                                                    | SS | ST | TS | STS |
|----|-------------------------------------------------------------------------------|----|----|----|-----|
| 1  | Pelayanan yang diberikan oleh perusahaan sudah sesuai dengan yang di harapkan |    |    |    |     |
| 2  | Karyawan perusahaan peduli dan ramah terhadap pelanggan                       |    |    |    |     |
| 3  | Penyampaian informasi diberikan dengan jelas oleh perusahaan                  |    |    |    |     |
| 4  | Jaminan keamanan sudah sesuai dengan harapan                                  |    |    |    |     |
| 5  | Penanganan keluhan yang diberikan sudah baik                                  |    |    |    |     |

##### Harga (X2)

| No | Pernyataan                                                           | SS | ST | TS | STS |
|----|----------------------------------------------------------------------|----|----|----|-----|
| 1  | Perusahaan memiliki harga yang bersaing dengan perusahaan lain       |    |    |    |     |
| 2  | Harga yang diberikan relatif murah                                   |    |    |    |     |
| 3  | Harga paket sesuai dengan kualitas jaringan yang stabil dan kuat     |    |    |    |     |
| 4  | Harga paket sesuai dengan hasil yang di inginkan                     |    |    |    |     |
| 5  | Harga paket sesuai dengan kualitas jaringan MBPS (Megabit per Detik) |    |    |    |     |

### Kepuasan Pelanggan (Y)

| No | Pernyataan                                                                                                              | SS | ST | TS | STS |
|----|-------------------------------------------------------------------------------------------------------------------------|----|----|----|-----|
| 1  | Karyawan memberikan pelayanan yang baik                                                                                 |    |    |    |     |
| 2  | Jasa yang di harapkan sesuai harapan                                                                                    |    |    |    |     |
| 3  | Pelanggan berminat untuk melanjutkan atau menambah paket internet karena pelayanan yang diberikan memuaskan             |    |    |    |     |
| 4  | Pelanggan berminat untuk melanjutkan atau menambah paket internet karena harganya relatif murah                         |    |    |    |     |
| 5  | Saya akan merekomendasikan paket internet oleh perusahaan kepada rekan saya karena pelayanan yang diberikan sangat baik |    |    |    |     |

#### 5. Lampiran 2 tabulasi Jawaban Responden

##### A. Tabulasi Variabel X dan Y Perusahaan Sheep.net

| No | Variabel Kualitas Layanan (X1) |   |   |   |   |          | Variabel Harga (X2) |   |   |   |   |          | Variabel Kepuasan Pelanggan (Y) |   |   |   |   |         |
|----|--------------------------------|---|---|---|---|----------|---------------------|---|---|---|---|----------|---------------------------------|---|---|---|---|---------|
|    | 1                              | 2 | 3 | 4 | 5 | Total X1 | 1                   | 2 | 3 | 4 | 5 | Total X2 | 1                               | 2 | 3 | 4 | 5 | Total Y |
| 1  | 4                              | 4 | 4 | 4 | 3 | 19       | 4                   | 3 | 3 | 4 | 3 | 17       | 4                               | 4 | 4 | 4 | 4 | 20      |
| 2  | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 3 | 2 | 3 | 2 | 13       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 3  | 4                              | 3 | 3 | 2 | 2 | 14       | 4                   | 3 | 2 | 2 | 4 | 15       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 4  | 3                              | 3 | 3 | 3 | 2 | 14       | 3                   | 3 | 2 | 3 | 2 | 13       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 5  | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 2 | 2 | 3 | 4 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 6  | 3                              | 3 | 2 | 2 | 3 | 13       | 3                   | 3 | 2 | 3 | 3 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 7  | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 3 | 3 | 3 | 3 | 15       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 8  | 2                              | 2 | 2 | 3 | 4 | 13       | 4                   | 3 | 2 | 3 | 2 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 9  | 3                              | 2 | 3 | 3 | 4 | 15       | 3                   | 3 | 4 | 2 | 3 | 15       | 3                               | 3 | 3 | 4 | 3 | 16      |
| 10 | 3                              | 3 | 3 | 3 | 2 | 14       | 3                   | 3 | 2 | 2 | 4 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 11 | 4                              | 4 | 4 | 4 | 4 | 20       | 4                   | 2 | 3 | 4 | 4 | 17       | 4                               | 4 | 4 | 4 | 4 | 20      |
| 12 | 4                              | 4 | 4 | 4 | 4 | 20       | 4                   | 3 | 2 | 4 | 4 | 17       | 4                               | 4 | 4 | 4 | 4 | 20      |
| 13 | 4                              | 4 | 4 | 4 | 2 | 18       | 4                   | 4 | 3 | 3 | 3 | 17       | 4                               | 4 | 4 | 4 | 3 | 19      |
| 14 | 3                              | 3 | 4 | 4 | 4 | 18       | 3                   | 3 | 4 | 4 | 2 | 16       | 3                               | 4 | 4 | 4 | 4 | 19      |
| 15 | 4                              | 3 | 2 | 3 | 3 | 15       | 4                   | 3 | 2 | 2 | 3 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 16 | 4                              | 3 | 3 | 2 | 3 | 15       | 4                   | 3 | 3 | 2 | 2 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 17 | 4                              | 4 | 3 | 2 | 2 | 15       | 4                   | 4 | 3 | 2 | 2 | 15       | 3                               | 3 | 3 | 4 | 3 | 16      |
| 18 | 3                              | 3 | 2 | 2 | 4 | 14       | 3                   | 3 | 2 | 2 | 4 | 14       | 3                               | 3 | 3 | 3 | 3 | 15      |
| 19 | 3                              | 4 | 4 | 2 | 2 | 15       | 3                   | 4 | 4 | 2 | 2 | 15       | 3                               | 3 | 3 | 4 | 3 | 16      |
| 20 | 3                              | 4 | 4 | 4 | 3 | 18       | 3                   | 3 | 4 | 3 | 3 | 16       | 4                               | 4 | 3 | 3 | 4 | 18      |

|    |   |   |   |   |   |    |   |   |   |   |   |    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|
| 21 | 3 | 4 | 3 | 3 | 3 | 16 | 3 | 4 | 3 | 3 | 3 | 16 | 3 | 3 | 3 | 3 | 3 | 15 |
| 22 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 4 | 3 | 3 | 3 | 16 | 4 | 4 | 4 | 3 | 3 | 18 |
| 23 | 3 | 3 | 3 | 1 | 3 | 13 | 3 | 2 | 3 | 2 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 24 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 25 | 4 | 3 | 3 | 2 | 2 | 14 | 4 | 3 | 3 | 4 | 4 | 18 | 3 | 3 | 3 | 3 | 3 | 15 |
| 26 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 2 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 27 | 4 | 3 | 3 | 3 | 3 | 16 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 3 | 4 | 3 | 4 | 17 |
| 28 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 2 | 2 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 29 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 2 | 3 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 30 | 3 | 3 | 2 | 3 | 4 | 15 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 31 | 3 | 3 | 3 | 4 | 2 | 15 | 3 | 3 | 3 | 2 | 2 | 13 | 3 | 3 | 2 | 3 | 3 | 14 |
| 32 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 33 | 4 | 4 | 2 | 2 | 3 | 15 | 4 | 2 | 2 | 2 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 34 | 3 | 3 | 4 | 3 | 2 | 15 | 3 | 3 | 4 | 3 | 2 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 35 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 36 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 37 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 38 | 3 | 2 | 3 | 3 | 3 | 14 | 3 | 2 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 4 | 3 | 16 |
| 39 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 2 | 2 | 13 | 3 | 2 | 3 | 3 | 3 | 14 |
| 40 | 3 | 3 | 2 | 2 | 3 | 13 | 3 | 3 | 2 | 2 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 41 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 3 | 3 | 2 | 4 | 16 | 3 | 3 | 3 | 4 | 4 | 17 |
| 42 | 2 | 4 | 3 | 3 | 3 | 15 | 2 | 2 | 3 | 3 | 2 | 12 | 3 | 3 | 2 | 3 | 3 | 14 |
| 43 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 2 | 3 | 3 | 14 |
| 44 | 2 | 4 | 1 | 3 | 4 | 14 | 2 | 4 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 3 | 2 | 13 |
| 45 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 46 | 2 | 3 | 2 | 3 | 3 | 13 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 2 | 3 | 3 | 3 | 14 |
| 47 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 4 | 3 | 16 |
| 48 | 2 | 3 | 3 | 3 | 3 | 14 | 2 | 3 | 3 | 3 | 3 | 14 | 3 | 2 | 3 | 3 | 3 | 14 |
| 49 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 50 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 51 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 4 | 3 | 2 | 4 | 16 |
| 52 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 2 | 2 | 2 | 12 | 2 | 2 | 3 | 3 | 3 | 13 |
| 53 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 54 | 4 | 3 | 2 | 2 | 3 | 14 | 4 | 3 | 2 | 2 | 3 | 14 | 3 | 3 | 3 | 2 | 3 | 14 |
| 55 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 3 | 2 | 12 | 3 | 2 | 2 | 3 | 3 | 13 |
| 56 | 2 | 3 | 2 | 3 | 3 | 13 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 3 | 2 | 3 | 3 | 14 |
| 57 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 58 | 2 | 3 | 2 | 2 | 4 | 13 | 2 | 3 | 2 | 2 | 4 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 59 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 2 | 3 | 3 | 15 |
| 60 | 2 | 3 | 3 | 3 | 3 | 14 | 2 | 3 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 61 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 2 | 14 | 4 | 3 | 3 | 3 | 3 | 16 |

|    |   |   |   |   |   |    |   |   |   |   |   |    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|
| 62 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 2 | 14 | 4 | 3 | 3 | 3 | 3 | 16 |
| 63 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 64 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 3 | 3 | 3 | 2 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 65 | 3 | 2 | 2 | 2 | 3 | 12 | 3 | 2 | 2 | 4 | 2 | 13 | 3 | 3 | 3 | 2 | 2 | 13 |
| 66 | 4 | 4 | 3 | 2 | 2 | 15 | 4 | 4 | 3 | 3 | 2 | 16 | 3 | 3 | 3 | 3 | 3 | 15 |
| 67 | 4 | 4 | 4 | 3 | 2 | 17 | 4 | 4 | 4 | 3 | 3 | 18 | 3 | 3 | 3 | 4 | 4 | 17 |
| 68 | 3 | 3 | 3 | 2 | 2 | 13 | 3 | 3 | 3 | 2 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 69 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 3 | 3 | 4 | 4 | 18 |
| 70 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 3 | 1 | 12 | 3 | 3 | 2 | 2 | 3 | 13 |
| 71 | 2 | 3 | 2 | 3 | 3 | 13 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 72 | 3 | 3 | 3 | 4 | 2 | 15 | 3 | 3 | 3 | 4 | 4 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 73 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 4 | 3 | 3 | 17 |
| 74 | 4 | 4 | 3 | 3 | 2 | 16 | 4 | 4 | 3 | 3 | 2 | 16 | 4 | 4 | 3 | 3 | 3 | 17 |
| 75 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 2 | 2 | 3 | 1 | 12 | 3 | 3 | 2 | 2 | 3 | 13 |
| 76 | 4 | 4 | 4 | 2 | 2 | 16 | 4 | 2 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 77 | 2 | 3 | 2 | 3 | 3 | 13 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 78 | 4 | 4 | 3 | 3 | 4 | 18 | 4 | 2 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 2 | 3 | 13 |
| 79 | 2 | 3 | 2 | 3 | 3 | 13 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 2 | 3 | 3 | 3 | 14 |
| 80 | 4 | 2 | 2 | 3 | 3 | 14 | 4 | 4 | 2 | 2 | 2 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 81 | 2 | 4 | 3 | 2 | 4 | 15 | 2 | 4 | 3 | 2 | 4 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |

### B. Tabulasi Varibael X dan Y Perusahaan Nakasy.net

| No | Variabel Kualitas Layanan (X1) |   |   |   |   |          | Variabel Harga (X2) |   |   |   |   |          | Variabel Minat Penggunaan (Y) |   |   |   |   |         |
|----|--------------------------------|---|---|---|---|----------|---------------------|---|---|---|---|----------|-------------------------------|---|---|---|---|---------|
|    | 1                              | 2 | 3 | 4 | 5 | Total X1 | 1                   | 2 | 3 | 4 | 5 | Total X2 | 1                             | 2 | 3 | 4 | 5 | Total Y |
| 1  | 3                              | 3 | 2 | 2 | 2 | 12       | 3                   | 2 | 3 | 2 | 1 | 11       | 3                             | 3 | 3 | 2 | 2 | 13      |
| 2  | 2                              | 3 | 3 | 3 | 2 | 13       | 3                   | 2 | 2 | 2 | 2 | 11       | 3                             | 3 | 3 | 2 | 2 | 13      |
| 3  | 3                              | 2 | 3 | 2 | 2 | 12       | 3                   | 2 | 3 | 3 | 2 | 13       | 3                             | 3 | 2 | 2 | 2 | 12      |
| 4  | 3                              | 3 | 2 | 2 | 2 | 12       | 3                   | 3 | 2 | 2 | 1 | 11       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 5  | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 1 | 2 | 2 | 2 | 10       | 3                             | 3 | 3 | 2 | 2 | 13      |
| 6  | 3                              | 3 | 2 | 3 | 3 | 14       | 3                   | 3 | 4 | 4 | 4 | 18       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 7  | 3                              | 3 | 3 | 3 | 3 | 15       | 4                   | 3 | 3 | 3 | 3 | 16       | 2                             | 2 | 3 | 3 | 3 | 13      |
| 8  | 3                              | 3 | 3 | 2 | 2 | 13       | 3                   | 2 | 2 | 3 | 3 | 13       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 9  | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 3 | 3 | 3 | 3 | 15       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 10 | 3                              | 3 | 2 | 2 | 2 | 12       | 3                   | 3 | 3 | 3 | 3 | 15       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 11 | 3                              | 4 | 3 | 4 | 3 | 17       | 3                   | 2 | 3 | 2 | 2 | 12       | 3                             | 3 | 3 | 2 | 3 | 14      |
| 12 | 3                              | 3 | 2 | 2 | 3 | 13       | 4                   | 4 | 3 | 3 | 3 | 17       | 3                             | 3 | 3 | 3 | 3 | 15      |
| 13 | 3                              | 3 | 3 | 3 | 3 | 15       | 3                   | 3 | 4 | 4 | 3 | 17       | 3                             | 3 | 4 | 4 | 4 | 18      |
| 14 | 3                              | 3 | 3 | 3 | 4 | 16       | 3                   | 3 | 4 | 3 | 2 | 15       | 4                             | 3 | 3 | 3 | 3 | 16      |

|    |   |   |   |   |   |    |   |   |   |   |   |    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|
| 15 | 2 | 3 | 3 | 2 | 2 | 12 | 3 | 2 | 3 | 2 | 2 | 12 | 2 | 3 | 2 | 3 | 3 | 13 |
| 16 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 17 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 18 | 4 | 3 | 3 | 3 | 3 | 16 | 4 | 2 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 19 | 2 | 2 | 3 | 3 | 2 | 12 | 4 | 3 | 3 | 3 | 3 | 16 | 2 | 3 | 2 | 3 | 2 | 12 |
| 20 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 3 | 3 | 3 | 17 | 3 | 3 | 3 | 4 | 3 | 16 |
| 21 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 3 | 2 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 3 | 15 |
| 22 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 23 | 3 | 4 | 3 | 3 | 3 | 16 | 3 | 2 | 2 | 2 | 2 | 11 | 3 | 3 | 3 | 2 | 3 | 14 |
| 24 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 2 | 2 | 3 | 2 | 12 | 3 | 4 | 3 | 2 | 3 | 15 |
| 25 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 3 | 4 | 4 | 3 | 17 |
| 26 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 27 | 3 | 3 | 3 | 3 | 3 | 15 | 2 | 3 | 3 | 3 | 3 | 14 | 4 | 3 | 3 | 3 | 3 | 16 |
| 28 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 3 | 3 | 4 | 3 | 16 | 3 | 3 | 3 | 3 | 3 | 15 |
| 29 | 4 | 3 | 2 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 4 | 3 | 3 | 16 |
| 30 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 3 | 3 | 3 | 3 | 15 |
| 31 | 3 | 3 | 3 | 4 | 3 | 16 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 3 | 3 | 16 |
| 32 | 3 | 3 | 3 | 4 | 4 | 17 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 2 | 3 | 15 |
| 33 | 4 | 3 | 3 | 4 | 3 | 17 | 3 | 2 | 2 | 3 | 3 | 13 | 3 | 3 | 3 | 2 | 2 | 13 |
| 34 | 2 | 3 | 2 | 3 | 3 | 13 | 3 | 2 | 3 | 3 | 2 | 13 | 3 | 3 | 3 | 2 | 3 | 14 |
| 35 | 4 | 3 | 3 | 3 | 2 | 15 | 4 | 3 | 2 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 36 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 2 | 2 | 3 | 2 | 13 | 3 | 3 | 4 | 2 | 3 | 15 |
| 37 | 3 | 3 | 2 | 3 | 1 | 12 | 3 | 2 | 3 | 3 | 2 | 13 | 3 | 3 | 3 | 1 | 3 | 13 |
| 38 | 2 | 2 | 3 | 3 | 2 | 12 | 3 | 3 | 3 | 3 | 2 | 14 | 2 | 2 | 3 | 3 | 2 | 12 |
| 39 | 3 | 3 | 4 | 3 | 4 | 17 | 3 | 4 | 3 | 4 | 3 | 17 | 3 | 3 | 3 | 4 | 4 | 17 |
| 40 | 3 | 3 | 4 | 3 | 3 | 16 | 4 | 3 | 3 | 4 | 3 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 41 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 2 | 16 |
| 42 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 3 | 3 | 3 | 16 | 4 | 3 | 3 | 2 | 3 | 15 |
| 43 | 3 | 3 | 3 | 4 | 4 | 17 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 2 | 3 | 3 | 15 |
| 44 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 3 | 3 | 4 | 3 | 16 |
| 45 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 46 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 3 | 4 | 3 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 47 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 4 | 3 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 48 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 49 | 3 | 3 | 3 | 4 | 3 | 16 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 50 | 4 | 3 | 4 | 3 | 2 | 16 | 3 | 2 | 2 | 2 | 2 | 11 | 3 | 3 | 2 | 2 | 3 | 13 |
| 51 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 52 | 3 | 3 | 3 | 4 | 2 | 15 | 3 | 2 | 2 | 2 | 1 | 10 | 3 | 3 | 3 | 2 | 3 | 14 |
| 53 | 2 | 3 | 2 | 3 | 2 | 12 | 2 | 3 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 2 | 3 | 14 |
| 54 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 4 | 3 | 17 |
| 55 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 4 | 16 | 4 | 4 | 3 | 3 | 4 | 18 |

|    |   |   |   |   |   |    |   |   |   |   |   |    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|
| 56 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 57 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 3 | 3 | 15 |
| 58 | 3 | 3 | 3 | 3 | 3 | 15 | 2 | 3 | 3 | 3 | 2 | 13 | 3 | 3 | 3 | 4 | 4 | 17 |
| 59 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 2 | 2 | 3 | 14 | 3 | 3 | 3 | 3 | 4 | 16 |
| 60 | 3 | 3 | 4 | 3 | 2 | 15 | 3 | 2 | 2 | 3 | 2 | 12 | 3 | 3 | 3 | 1 | 3 | 13 |
| 61 | 3 | 3 | 3 | 4 | 3 | 16 | 3 | 2 | 3 | 3 | 3 | 14 | 2 | 3 | 3 | 3 | 3 | 14 |
| 62 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 3 | 3 | 4 | 17 | 3 | 3 | 3 | 3 | 3 | 15 |
| 63 | 3 | 3 | 4 | 3 | 2 | 15 | 3 | 3 | 2 | 2 | 4 | 14 | 3 | 2 | 3 | 3 | 3 | 14 |
| 64 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 2 | 3 | 3 | 3 | 14 | 4 | 2 | 3 | 3 | 3 | 15 |
| 65 | 3 | 3 | 3 | 3 | 2 | 14 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 3 | 3 | 3 | 16 |
| 66 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 3 | 4 | 3 | 16 |
| 67 | 3 | 4 | 3 | 2 | 1 | 13 | 3 | 3 | 3 | 2 | 3 | 14 | 3 | 3 | 3 | 3 | 4 | 16 |
| 68 | 3 | 4 | 3 | 3 | 3 | 16 | 3 | 2 | 3 | 3 | 2 | 13 | 3 | 3 | 3 | 3 | 4 | 16 |
| 69 | 4 | 3 | 3 | 3 | 3 | 16 | 2 | 3 | 4 | 3 | 3 | 15 | 3 | 4 | 4 | 3 | 3 | 17 |
| 70 | 4 | 4 | 3 | 3 | 3 | 17 | 2 | 3 | 3 | 2 | 3 | 13 | 3 | 4 | 3 | 3 | 3 | 16 |

## 6. Lampiran 3 data frekuensi

### A. Responden perusahaan Sheep.net

VAR00002

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 49        | 60.5    | 60.5          | 60.5               |
|       | Perempuan | 32        | 39.5    | 39.5          | 100.0              |
|       | Total     | 81        | 100.0   | 100.0         |                    |

### B. Responden Perusahaan Nakasy.net

VAR00001

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 39        | 55.7    | 55.7          | 55.7               |
|       | Perempuan | 31        | 44.3    | 44.3          | 100.0              |
|       | Total     | 70        | 100.0   | 100.0         |                    |

## 7. Lampiran 4 Hasil Uji Validitas dan Reliabilitas

### A. Uji Validitas

#### Uji Validitas X1 Kualitas Layanan

|      |                     | Correlations |        |        |        |        |        |
|------|---------------------|--------------|--------|--------|--------|--------|--------|
|      |                     | X1.1         | X1.2   | X1.3   | X1.4   | X1.5   | X1     |
| X1.1 | Pearson Correlation | 1            | .408*  | .402*  | .334   | .054   | .618** |
|      | Sig. (2-tailed)     |              | .025   | .027   | .071   | .778   | <.001  |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |
| X1.2 | Pearson Correlation | .408*        | 1      | .579** | .261   | -.143  | .586** |
|      | Sig. (2-tailed)     | .025         |        | <.001  | .163   | .450   | <.001  |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |
| X1.3 | Pearson Correlation | .402*        | .579** | 1      | .461*  | .055   | .760** |
|      | Sig. (2-tailed)     | .027         | <.001  |        | .010   | .774   | <.001  |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |
| X1.4 | Pearson Correlation | .334         | .261   | .461*  | 1      | .537** | .833** |
|      | Sig. (2-tailed)     | .071         | .163   | .010   |        | .002   | <.001  |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |
| X1.5 | Pearson Correlation | .054         | -.143  | .055   | .537** | 1      | .489** |
|      | Sig. (2-tailed)     | .778         | .450   | .774   | .002   |        | .006   |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |
| X1   | Pearson Correlation | .618**       | .586** | .760** | .833** | .489** | 1      |
|      | Sig. (2-tailed)     | <.001        | <.001  | <.001  | <.001  | .006   |        |
|      | N                   | 30           | 30     | 30     | 30     | 30     | 30     |

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

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

#### Uji Validitas X2

#### Harga

#### Correlations

|      |                     | X2.1   | X2.2   | X2.3   | X2.4   | X2.5   | X2     |
|------|---------------------|--------|--------|--------|--------|--------|--------|
| X2.1 | Pearson Correlation | 1      | .223   | .384*  | .302   | .455*  | .709** |
|      | Sig. (2-tailed)     |        | .236   | .036   | .105   | .012   | <.001  |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| X2.2 | Pearson Correlation | .223   | 1      | .339   | .277   | .230   | .597** |
|      | Sig. (2-tailed)     | .236   |        | .067   | .138   | .221   | <.001  |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| X2.3 | Pearson Correlation | .384*  | .339   | 1      | .250   | .356   | .694** |
|      | Sig. (2-tailed)     | .036   | .067   |        | .183   | .053   | <.001  |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| X2.4 | Pearson Correlation | .302   | .277   | .250   | 1      | .386*  | .661** |
|      | Sig. (2-tailed)     | .105   | .138   | .183   |        | .035   | <.001  |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| X2.5 | Pearson Correlation | .455*  | .230   | .356   | .386*  | 1      | .715** |
|      | Sig. (2-tailed)     | .012   | .221   | .053   | .035   |        | <.001  |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| X2   | Pearson Correlation | .709** | .597** | .694** | .661** | .715** | 1      |
|      | Sig. (2-tailed)     | <.001  | <.001  | <.001  | <.001  | <.001  |        |
|      | N                   | 30     | 30     | 30     | 30     | 30     | 30     |

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

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

### Uji Validitas Y

#### Correlations

|     |                     | Y.1    | Y.2    | Y.3    | Y.4    | Y.5    | Y      |
|-----|---------------------|--------|--------|--------|--------|--------|--------|
| Y.1 | Pearson Correlation | 1      | .906** | .709** | .452*  | .583** | .859** |
|     | Sig. (2-tailed)     |        | <.001  | <.001  | .012   | <.001  | <.001  |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| Y.2 | Pearson Correlation | .906** | 1      | .814** | .558** | .709** | .941** |
|     | Sig. (2-tailed)     | <.001  |        | <.001  | .001   | <.001  | <.001  |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| Y.3 | Pearson Correlation | .709** | .814** | 1      | .558** | .709** | .896** |
|     | Sig. (2-tailed)     | <.001  | <.001  |        | .001   | <.001  | <.001  |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| Y.4 | Pearson Correlation | .452*  | .558** | .558** | 1      | .452*  | .723** |
|     | Sig. (2-tailed)     | .012   | .001   | .001   |        | .012   | <.001  |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| Y.5 | Pearson Correlation | .583** | .709** | .709** | .452*  | 1      | .812** |
|     | Sig. (2-tailed)     | <.001  | <.001  | <.001  | .012   |        | <.001  |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |
| Y   | Pearson Correlation | .859** | .941** | .896** | .723** | .812** | 1      |
|     | Sig. (2-tailed)     | <.001  | <.001  | <.001  | <.001  | <.001  |        |
|     | N                   | 30     | 30     | 30     | 30     | 30     | 30     |

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

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

### Kepuasan Pelanggan

#### B. Hasil Uji Reliabilitas

#### Hasil Uji Reliabilitas X1 Kualiatas Layanan

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .683             | 5          |

#### Hasil Uji Reliabilitaas X2

#### Harga

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .702             | 5          |

## Hasil Uji Reliabilitas Y

### Kepuasan Pelanggan

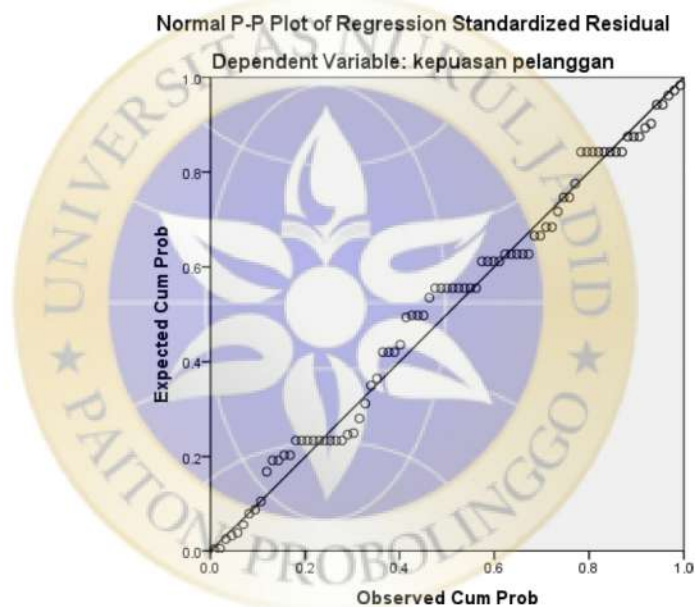
#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .900             | 5          |

## 8. Lampiran 5 Hasil Teknik Analisis Data

### A. Hasil Uji Asumsi Klasik

#### 1. Uji Normalitas



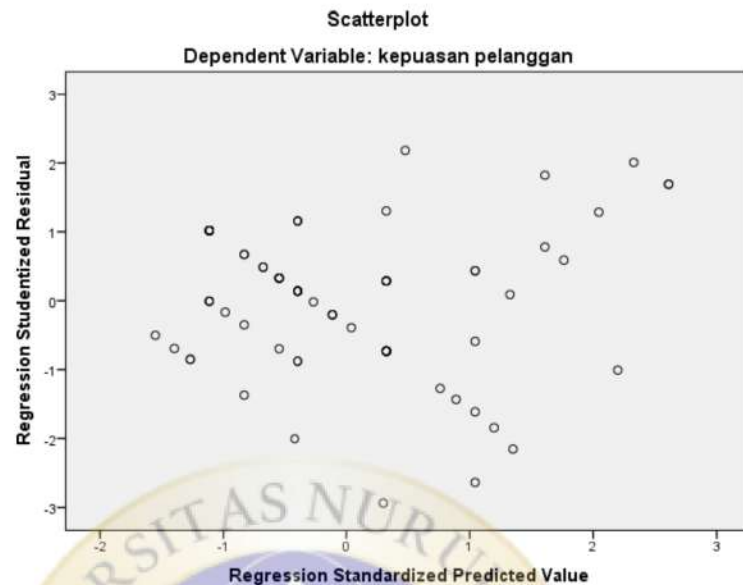
#### 2. Uji Multikolinieritas

##### Coefficients<sup>a</sup>

| Model |                    | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|       |                    | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1     | (Constant)         | 2.870                       | 1.165      |                           | 2.464 | .016 |                         |       |
|       | Kualitas pelayanan | .337                        | .096       | .357                      | 3.928 | .000 | .625                    | 1.600 |
|       | harga              | .520                        | .094       | .501                      | 5.509 | .000 | .625                    | 1.600 |

a. Dependent Variable: kepuasan pelanggan

### 3. Uji Heteroskedastisitas



### B. Hasil Analisis Regresi Linier Berganda

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

| Model |                    | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|       |                    | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1     | (Constant)         | 2.870                       | 1.165      |                           | 2.464 | .016 |                         |       |
|       | Kualitas pelayanan | .337                        | .086       | .357                      | 3.928 | .000 | .625                    | 1.600 |
|       | harga              | .520                        | .094       | .501                      | 5.509 | .000 | .625                    | 1.600 |

a. Dependent Variable: kepuasan pelanggan

### C. Hasil Koefisien Korelasi dan Determinasi

**Model Summary<sup>b</sup>**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .773 <sup>a</sup> | .597     | .587              | .991                       |

a. Predictors: (Constant), harga, Kualitas pelayanan

b. Dependent Variable: kepuasan pelanggan

### D. Hasil Uji t

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

| Model |                    | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|       |                    | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1     | (Constant)         | 2.870                       | 1.165      |                           | 2.464 | .016 |                         |       |
|       | Kualitas pelayanan | .337                        | .086       | .357                      | 3.928 | .000 | .625                    | 1.600 |
|       | harga              | .520                        | .094       | .501                      | 5.509 | .000 | .625                    | 1.600 |

a. Dependent Variable: kepuasan pelanggan

## E. Hasil Uji f

ANOVA<sup>a</sup>

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 113.462        | 2  | 56.731      | 57.815 | .000 <sup>b</sup> |
|       | Residual   | 76.538         | 78 | .981        |        |                   |
|       | Total      | 190.000        | 80 |             |        |                   |

a. Dependent Variable: kepuasan pelanggan

b. Predictors: (Constant), harga, Kualitas pelayanan



## RIWAYAT HIDUP



Veny Dwi Anggrayni Alzhika, seorang perempuan yang dilahirkan di Desa Kaliacar Kecamatan Gading Kabupaten Probolinggo pada tanggal 09 Agustus 2002. Anak kedua dari dua bersaudara, Dari pasangan Bapak Kasir dan Ibu Arsida. Riwayat pendidikan penulis yaitu menyelesaikan Pendidikan formal di MI Diniyatul Islam Desa Kaliacar Kecamatan Gading Kabupaten Probolinggo dan selesai pada tahun 2014, selanjutnya penulis melanjutkan Pendidikan SMP Negeri 1 Gading dan selesai pada tahun 2017. Kemudian penulis melanjutkan ke jenjang Pendidikan SMA Islam Mambaul Ulum Desa kaliacar Kecamatan Gading Kabupaten Probolinggo dengan mengambil jurusan IPS dan lulus pada tahun 2020. Karena memiliki keinginan kuat dalam Pendidikan, penulis melanjutkan jenjang Pendidikan pada tahun 2020 di Universitas Nurul Jadid yang juga merupakan naungan dari Pondok Pesantren Nurul Jadid Paiton Probolinggo, dan terdaftar sebagai salah satu Mahasiswa Fakultas Sosial dan Humaniora, Jurusan Ekonomi. Penulis aktif di organisasi internal kampus yaitu Himpunan Mahasiswa Prodi Ekonomi di bagian koorinator Sumber Daya Manusia pada tahun 2022-2023, mengikuti Unit Kegiatan Mahasiswa (UKM) yaitu UKM Association of Wonderful English Club (AWEC) pada tahun 2021-2022 dan juga aktif di organisasi Internal Jurusan yaitu Himpunan Mahasiswa Jurusan (HMJ) Prodi Ekonomi pada tahun 2021-2022, Komunitas Gerakan Yuk Ngampus Probolinggo sebagai Anggota Volunteer pada tahun 2022. Alhamdulillah penulis dapat menyelesaikan tugas akhir skripsi ini

dengan judul “PENGARUH KUALITAS LAYANAN DAN HARGA TERHADAP KEPUASAN PELANGGAN PADA JASA *INTERNET SERVICE PROVIDER* (ISP) STUDI KASUS SHEEP.NET KRAKSAAN”. harapan dari penulis, semoga tulisan ini dapat bermanfaat bagi pembaca.

