

Lampiran 1

KUESIONER PENELITIAN PENGARUH KUALITAS LAYANAN, PERSEPSI HARGA DAN LOKASI TERHADAP KEPUASAN KONSUMEN PADA RUMAH MAKAN DAPUR DK SURABAYA

I. Petunjuk Pengisian

1. Berilah jawaban pada pertanyaan ini sesuai dengan pendapat Saudara dengan cara membuat tanda checklist (\surd) pada kolom yang tersedia. Pendapat Anda dinyatakan dalam skala 1 s/d 5 yang memiliki makna:
Sangat Setuju (SS) = 5
Setuju (S) = 4
Kurang Setuju (KS) = 3
Tidak Setuju (TS) = 2
Sangat Tidak Setuju (STS) = 1
2. Setiap pertanyaan hanya membutuhkan satu jawaban saja.
3. Mohon memberikan jawaban yang sebenarnya karena tidak akan mempengaruhi kerjaan anda.
4. Setelah mengisi kuesioner mohon Bapak/Ibu berikan kepada yang menyerahkan kuesioner.
5. Terima kasih atas partisipasi Anda.

II. Identitas Responden

Nama Responden :

Usia 16-22 Tahun 23-29 Tahun >30 TahunJenis Kelamin Laki-laki PerempuanPekerjaan Pelajar/Mahasiswa Guru/Dosen Karyawan/PNS Lainnya

1. Variabel Kualitas Pelayanan (X_1)

No	Item Pertanyaan	STS	TS	KS	S	SS
1	Makanan yang disediakan Rumah Makan Dapur DK higienis dan sehat					
2	Konsumen tidak terlalu lama mengantri makanan dari memesan sampai makanan disajikan					
3	Karyawan Rumah Makan Dapur DK selalu ada ketika dibutuhkan konsumen					
4	Karyawan Rumah Makan Dapur DK meyakinkan konsumen dengan jaminan pelayanan yang memuaskan					
5	Karyawan Rumah Makan Dapur DK memberikan perhatian secara penuh kepada konsumen					

2. Variabel Persepsi Harga (X₂)

No	Item Pertanyaan	STS	TS	KS	S	SS
1	Harga makanan pada Rumah Makan Dapur DK terjangkau oleh konsumen					
2	Konsumen menerima layanan sesuai dengan harga yang dibayarkan					
3	Konsumen mendapatkan fasilitas yang layak pada Rumah Makan Dapur DK					
4	Harga Rumah Makan Dapur DK lebih murah dibandingkan tempat lain					

3. Variabel Lokasi (X₃)

No	Item Pertanyaan	STS	TS	KS	S	SS
1	Lahan parkir yang tersedia pada Rumah Makan Dapur DK cukup luas					
2	Lokasi Rumah Makan Dapur DK yang strategis					
3	Adanya petunjuk jalan untuk menuju Rumah Makan Dapur DK					
4	Lokasi Rumah Makan Dapur DK mudah dijangkau sarana transportasi umum					
5	Lokasi Rumah Makan Dapur DK ramai dengan alat transportasi yang beragam					

4. Variabel Kepuasan Konsumen (Y)

No	Item Pertanyaan	STS	TS	KS	S	SS
1	Makanan yang disediakan Rumah Makan Dapur DK sesuai dengan selera konsumen					
2	Konsumen berminat berkunjung kembali karena pelayanan yang diberikan Rumah Makan Dapur DK memuaskan					
3	Konsumen bersedia merekomendasikan Rumah Makan Dapur DK kepada teman karena makanan yang dihidangkan sangat enak					

Lampiran 2

Karakteristik Responden

Usia

	Frekuensi	Percent	Valid Percent	Cumulative Percent
Valid 16-22th	61	61,0	61,0	61,0
23-29 th	28	28,0	28,0	28,0
> 30 th	11	11,0	11,0	100,0
Total	100	100,0	100,0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid laki-laki	43	43,0	43,0	43,0
Perempuan	57	57,0	57,0	100,0
Total	100	100,0	100,0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
pelajar/mahasiswa	34	34,0	34,0	34,0
guru/dosen	23	23,0	23,0	23,0
karyawan/PNS	28	28,0	28,0	28,0
lain-lain	15	15,0	15,0	100,0
Total	100	100,0	100,0	

Lampiran 3

Persepsi Respondem

X1

Descriptive Statistics

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
KS	11	11.0	11.0	11.0
Va S	68	68.0	68.0	79.0
lid SS	21	21.0	21.0	100.0
Total	100	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	1	1.0	1.0	1.0
KS	22	22.0	22.0	23.0
Va S	72	72.0	72.0	95.0
lid SS	5	5.0	5.0	100.0
Total	100	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	4	4.0	4.0	4.0
KS	28	28.0	28.0	32.0
S	58	58.0	58.0	90.0
SS	10	10.0	10.0	100.0
Total	100	100.0	100.0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	5	5.0	5.0	5.0
KS	19	19.0	19.0	24.0
S	69	69.0	69.0	93.0
SS	7	7.0	7.0	100.0
Total	100	100.0	100.0	

X1.5

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	1	1.0	1.0	1.0
KS	33	33.0	33.0	34.0
S	49	49.0	49.0	83.0
SS	17	17.0	17.0	100.0
Total	100	100.0	100.0	

X2**Descriptive Statistics****X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
KS	23	23.0	23.0	23.0
Val S	72	72.0	72.0	95.0
id SS	5	5.0	5.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	3	3.0	3.0	3.0
KS	25	25.0	25.0	28.0
Val S	64	64.0	64.0	92.0
id SS	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	6	6.0	6.0	6.0
KS	35	35.0	35.0	41.0
Val S	53	53.0	53.0	94.0
id SS	6	6.0	6.0	100.0
Total	100	100.0	100.0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	2	2.0	2.0	2.0
KS	31	31.0	31.0	33.0
S	57	57.0	57.0	90.0
SS	10	10.0	10.0	100.0
Total	100	100.0	100.0	

X3**Descriptive Statistics****X3.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
KS	15	15.0	15.0	15.0
S	72	72.0	72.0	87.0
SS	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	1	1.0	1.0	1.0
KS	28	28.0	28.0	29.0
S	67	67.0	67.0	96.0
SS	4	4.0	4.0	100.0
Total	100	100.0	100.0	

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	2	2.0	2.0	2.0
KS	25	25.0	25.0	27.0
S	65	65.0	65.0	92.0
SS	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	2	2.0	2.0	2.0
KS	34	34.0	34.0	36.0
S	58	58.0	58.0	94.0
SS	6	6.0	6.0	100.0
Total	100	100.0	100.0	

X3.5

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	3	3.0	3.0	3.0
KS	28	28.0	28.0	31.0
S	61	61.0	61.0	92.0
SS	8	8.0	8.0	100.0
Total	100	100.0	100.0	

Y**Descriptive Statistics****Y1.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
KS	26	26.0	26.0	26.0
S	68	68.0	68.0	94.0
SS	6	6.0	6.0	100.0
Total	100	100.0	100.0	

Y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	3	3.0	3.0	3.0
KS	39	39.0	39.0	42.0
S	45	45.0	45.0	87.0
SS	13	13.0	13.0	100.0
Total	100	100.0	100.0	

Y1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	5	5.0	5.0	5.0
KS	37	37.0	37.0	42.0
S	51	51.0	51.0	93.0
SS	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	3	5	4.10	.560
X1.2	100	2	5	3.81	.526
X1.3	100	2	5	3.74	.691
X1.4	100	2	5	3.78	.645
X1.5	100	2	5	3.82	.716
X2.1	100	3	5	3.82	.500
X2.2	100	2	5	3.77	.633
X2.3	100	2	5	3.59	.698
X2.4	100	2	5	3.75	.657
X3.1	100	3	5	3.98	.531
X3.2	100	2	5	3.74	.543
X3.3	100	2	5	3.79	.608
X3.4	100	2	5	3.68	.618
X3.5	100	2	5	3.74	.645
Y1.1	100	3	5	3.80	.532
Y1.2	100	2	5	3.68	.737
Y1.3	100	2	5	3.60	.696
Valid N (listwise)	100				

Lampiran 4

Hasil Uji Instrumen

Validitas

X1

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	TOTAL _X1	
X1.1	Pearson Correlation	1	.237*	.277**	.342**	.398**	.628**
	Sig. (2-tailed)		.018	.005	.001	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.237*	1	.252*	.382**	.418**	.627**
	Sig. (2-tailed)	.018		.011	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.277**	.252*	1	.369**	.415**	.688**
	Sig. (2-tailed)	.005	.011		.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.342**	.382**	.369**	1	.460**	.737**
	Sig. (2-tailed)	.001	.000	.000		.000	.000
	N	100	100	100	100	100	100

X1.5	Pearson Correlation	.398**	.418**	.415**	.460**	1	.792**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TOTAL _X1	Pearson Correlation	.628**	.627**	.688**	.737**	.792**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

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

X2

Correlations

		X2.1	X2.2	X2.3	X2.4	TOTAL_ X2
X2.1	Pearson Correlation	1	.314**	.250*	.323**	.640**
	Sig. (2-tailed)		.001	.012	.001	.000
	N	100	100	100	100	100
X2.2	Pearson Correlation	.314**	1	.287**	.200*	.662**
	Sig. (2-tailed)	.001		.004	.046	.000
	N	100	100	100	100	100
X2.3	Pearson Correlation	.250*	.287**	1	.325**	.718**
	Sig. (2-tailed)	.012	.004		.001	.000
	N	100	100	100	100	100
X2.4	Pearson Correlation	.323**	.200*	.325**	1	.691**
	Sig. (2-tailed)	.001	.046	.001		.000
	N	100	100	100	100	100
TOTAL_ X2	Pearson Correlation	.640**	.662**	.718**	.691**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

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

X3
Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	TOTAL_X3
X3.1	Pearson Correlation	1	.157	.237*	.134	.426**	.634**
	Sig. (2-tailed)		.120	.018	.183	.000	.000
	N	100	100	100	100	100	100
X3.2	Pearson Correlation	.157	1	.047	.081	.324**	.518**
	Sig. (2-tailed)	.120		.642	.425	.001	.000
	N	100	100	100	100	100	100
X3.3	Pearson Correlation	.237*	.047	1	.115	.271**	.570**
	Sig. (2-tailed)	.018	.642		.254	.006	.000
	N	100	100	100	100	100	100
X3.4	Pearson Correlation	.134	.081	.115	1	.169	.517**
	Sig. (2-tailed)	.183	.425	.254		.092	.000
	N	100	100	100	100	100	100
X3.5	Pearson Correlation	.426**	.324**	.271**	.169	1	.746**
	Sig. (2-tailed)	.000	.001	.006	.092		.000
	N	100	100	100	100	100	100
TOTAL_X3	Pearson Correlation	.634**	.518**	.570**	.517**	.746**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

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

Y

Correlations

		Y1.1	Y1.2	Y1.3	TOTAL_ Y
Y1.1	Pearson Correlation	1	.325**	.327**	.701**
	Sig. (2-tailed)		.001	.001	.000
	N	100	100	100	100
Y1.2	Pearson Correlation	.325**	1	.220*	.745**
	Sig. (2-tailed)	.001		.028	.000
	N	100	100	100	100
Y1.3	Pearson Correlation	.327**	.220*	1	.724**
	Sig. (2-tailed)	.001	.028		.000
	N	100	100	100	100
TOTAL_ Y	Pearson Correlation	.701**	.745**	.724**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

Lampiran 5**Reliabilitas****X1****Reliability Statistics**

Cronbach's Alpha	N of Items
.776	5

X2**Reliability Statistics**

Cronbach's Alpha	N of Items
.767	4

X3**Reliability Statistics**

Cronbach's Alpha	N of Items
.732	5

Y**Reliability Statistics**

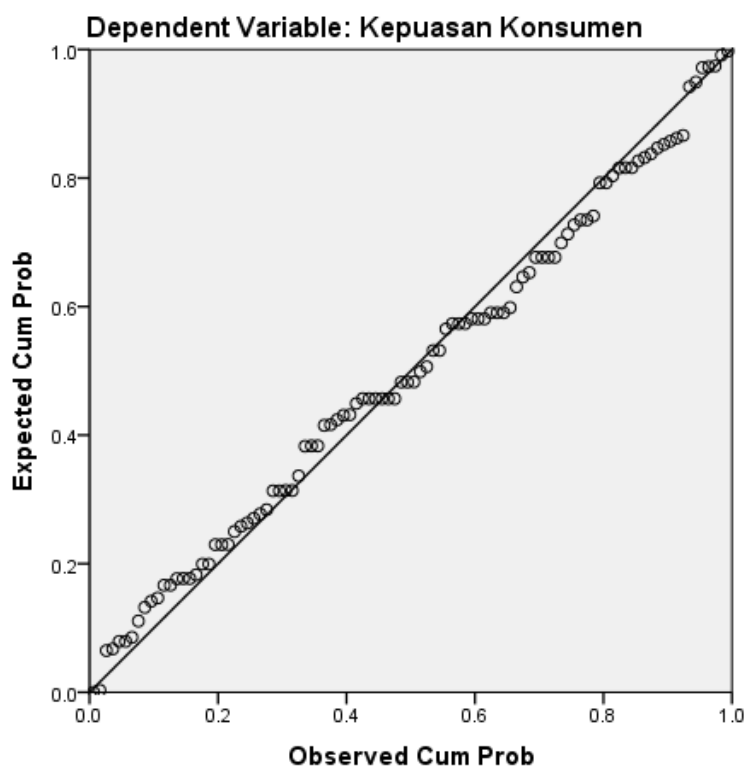
Cronbach's Alpha	N of Items
.785	4

Lampiran 6

Uji Asumsi

Normalitas

Normal P-P Plot of Regression Standardized Residual



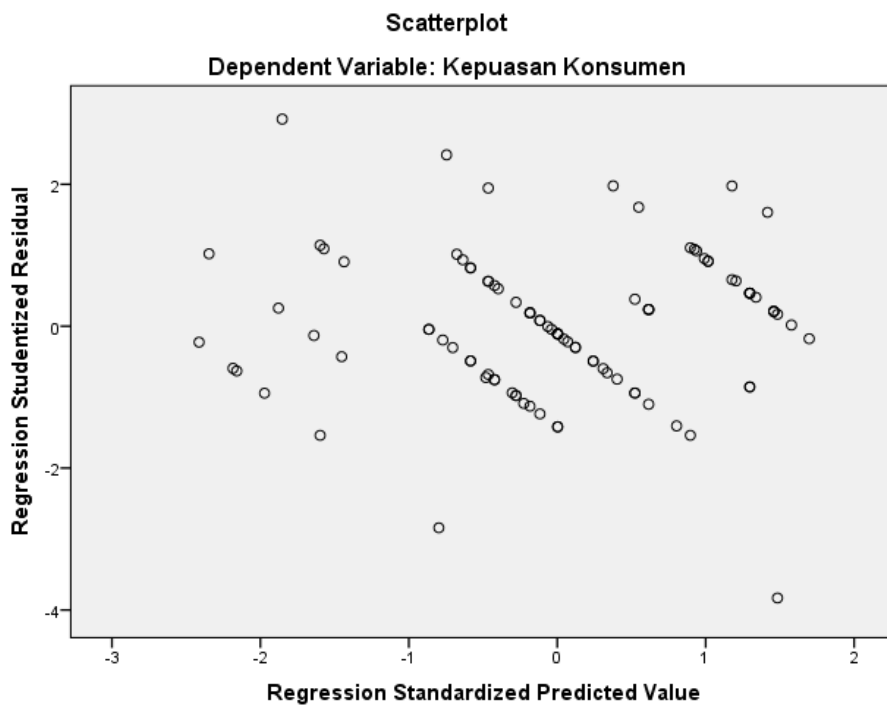
Hasil Uji Heterosedastisitas

Uji Glejser

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	1.827	.321		1.772	.000		
1 Kualitas Pelayanan	.145	.064	.223	2.258	.026	.300	3.329
Persepsi Harga	.226	.088	.268	2.570	.012	.268	3.724
Lokasi	.340	.077	.420	4.426	.000	.325	3.078

a. Dependent Variable: Kepuasan Konsumen



Hasil Uji Multikolinieritas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	1.827	.321		1.772	.000		
1 Kualitas Pelayanan	.145	.064	.223	2.258	.026	.300	3.329
Persepsi Harga	.226	.088	.268	2.570	.012	.268	3.724
Lokasi	.340	.077	.420	4.426	.000	.325	3.078

a. Dependent Variable: Kepuasan Konsumen

Lampiran 7

Uji Regresi Linier Berganda

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	1.827	.321		1.772	.000		
1 Kualitas Pelayanan	.145	.064	.223	2.258	.026	.300	3.329
Persepsi Harga	.226	.088	.268	2.570	.012	.268	3.724
Lokasi	.340	.077	.420	4.426	.000	.325	3.078

a. Dependent Variable: Kepuasan Konsumen

Uji t (Parsial)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	1.827	.321		1.772	.000		
1 Kualitas Pelayanan	.145	.064	.223	2.258	.026	.300	3.329
Persepsi Harga	.226	.088	.268	2.570	.012	.268	3.724
Lokasi	.340	.077	.420	4.426	.000	.325	3.078

a. Dependent Variable: Kepuasan Konsumen

Uji F

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	144.726	3	48.242	81.775	.000 ^b
Residual	56.634	96	.590		
Total	201.360	99			

a. Dependent Variable: Kepuasan Konsumen

b. Predictors: (Constant), Kualitas Pelayanan, Persepsi Harga, Lokasi

Koefisien Determinasi (R^2)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.848 ^a	.719	.710	.768	1.724

a. Predictors: (Constant), Kualitas Pelayanan, Persepsi Harga, Lokasi

b. Dependent Variable: Kepuasan Konsumen

Lampiran 8

Tabulasi

Kualitas Pelayanan						
No	X1.1	X1.2	X1.3	X1.4	X1.5	X1
1	4	4	4	4	4	20
2	4	4	5	4	4	21
3	4	4	4	4	4	20
4	4	4	3	4	4	19
5	4	4	4	4	5	21
6	4	4	5	4	4	21
7	4	3	4	4	4	19
8	4	4	4	5	4	21
9	3	4	4	4	4	19
10	4	4	5	4	4	21
11	5	4	4	4	5	22
12	4	3	4	4	3	18
13	5	4	4	4	4	21
14	5	4	4	4	4	21
15	4	4	3	2	3	16
16	4	4	3	4	4	19
17	4	4	4	3	4	19
18	4	4	5	4	5	22
19	4	4	3	4	3	18
20	5	4	5	4	4	22
21	4	4	4	3	4	19
22	5	4	4	4	4	21

23	5	4	4	4	4	21
24	4	4	3	3	4	18
25	3	3	3	2	3	14
26	5	4	4	5	4	22
27	4	4	3	4	3	18
28	5	4	4	4	4	21
29	5	4	4	4	3	20
30	4	4	5	4	5	22
31	4	4	4	5	5	22
32	4	4	4	4	3	19
33	4	4	3	3	3	17
34	5	4	4	5	4	22
35	4	4	3	2	3	16
36	4	4	3	4	4	19
37	5	4	4	4	5	22
38	4	4	4	4	4	20
39	5	4	4	4	4	21
40	4	4	4	4	5	21
41	4	4	3	4	4	19
42	5	4	4	4	5	22
43	4	4	4	4	3	19
44	4	4	3	4	3	18
45	5	4	4	4	5	22
46	4	4	4	4	4	20
47	5	4	4	4	4	21
48	4	4	4	4	5	21
49	4	4	3	4	4	19
50	5	4	4	4	5	22

51	4	4	4	4	3	19
52	4	4	3	4	3	18
53	4	4	4	4	5	21
54	4	3	4	3	4	18
55	5	4	4	4	4	21
56	4	3	4	4	4	19
57	5	4	4	5	4	22
58	4	3	2	3	3	15
59	4	5	4	4	4	21
60	4	3	3	4	3	17
61	5	4	4	4	5	22
62	4	3	3	2	3	15
63	3	2	3	3	3	14
64	4	4	3	4	3	18
65	3	4	4	3	3	17
66	3	4	3	4	4	18
67	4	3	3	2	3	15
68	4	4	3	4	4	19
69	4	3	4	4	4	19
70	5	4	4	4	5	22
71	4	3	4	3	4	18
72	5	4	5	4	3	21
73	4	3	4	4	3	18
74	4	4	3	4	4	19
75	4	5	4	3	4	20
76	4	3	4	4	4	19
77	4	5	4	5	5	23
78	4	4	5	4	4	21

79	3	4	4	4	3	18
80	4	4	3	4	4	19
81	4	4	4	5	4	21
82	4	3	2	3	3	15
83	4	4	3	4	3	18
84	3	4	4	4	4	19
85	4	3	4	3	3	17
86	3	4	3	3	3	16
87	4	3	4	3	3	17
88	4	4	5	4	5	22
89	4	5	5	4	5	23
90	4	4	3	4	4	19
91	4	4	4	3	3	18
92	4	4	3	4	4	19
93	3	4	2	3	3	15
94	3	3	4	3	2	15
95	3	3	4	4	3	17
96	4	3	4	4	4	19
97	4	3	4	3	3	17
98	4	5	4	4	4	21
99	4	3	3	4	3	17
100	4	3	2	3	4	16

Persepsi Harga					
No	X2.1	X2.2	X2.3	X2.4	X2
1	5	4	4	4	17
2	4	4	4	4	16
3	4	4	4	4	16
4	4	4	5	4	17
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100	3	3	2	8



UNIVERSITAS 17 AGUSTUS 1945 (UNTAG) SURABAYA
FAKULTAS EKONOMI DAN BISNIS
 Kampus: Jl. Semolowaru 45 Surabaya 60118, Telp (031) 5925289, 081216781170 Email: fehd@untag-sby.ac.id

13 SEP 2019

KARTU BIMBINGAN SKRIPSI



SEMESTER
Gasal / Genap

Nama Mahasiswa / NBI : Maidhotus Sholichah / 121160281
 Nama Pembimbing : Drs. Ec. M. Suryanto, MM
 Judul Skripsi : Pengaruh Persepsi harga, kualitas pelayanan, dan lokasi terhadap kepuasan konsumen rumah makan Dapur DK Surabaya.

Mulai Program Skripsi : Semester Thn. Ak. Selesai Bimbingan Tanggal

No.	HARI / TANGGAL	KONSENTRASI		PARAF
		BAB / HAL	KETERANGAN REVISI	
1	3 oktober 2019	Judul	Ace	A
2	16 oktober 2019	Proposal	Revisi	A
3	24 oktober 2019	Proposal	Revisi	A
4	24 oktober 2019	Proposal	Ace	A
5	12 Nop 2019	Bab I, II, III	Revisi	A
6	27 Nop 2019	Bab I, II, III	Ace	A
7	11 Des 2019	Bab IV, V	Revisi	A
8	10 Feb 2020	Bab IV, V	Revisi	A
9	10 Maret 20	Bab IV, V	Revisi	A
10	9 Mei 2020	Bab IV, V	Revisi	A
11	8 Juni 2020	Bab IV, V	Ace	A

Perpanjangan I : 25/2/20

Semester : _____

Th. Ak. : _____

Paraf Kujur : _____

Surabaya, 8 Juni 2020

A

(Nama dan tanda tangan Pembimbing)



DAPUR DK

Jl. Lontar No.122 Surabaya, Telp. 081266681447

30 November 2019

Lampiran : -
Perihal : Permohonan Ijin Penelitian

Kepada Yth.
Dekan Fakultas Ekonomi dan Bisnis
Universitas 17 Agustus 1945 Surabaya
Di tempat

Dengan Hormat,

Menindak lanjuti surat permohonan ijin penelitian yang telah kami terima dengan ini kami sampaikan bahwa kami dari Rumah Makab Dapur DK Surabaya memberikan ijin penelitian kepada:

Nama : Maidhotus Sholichah
N.P.M : 1211600181
Fakultas/Program Studi : Ekonomi/Manajemen
Alamat : Jl. Raya Benowo No.41 Surabaya
Telp.085853219932

Pelaksanaan penelitian di Rumah Makan Dapur DK Surabaya pada bulan Desember 2019.
Demikian surat balasan ini kami buat dan harap maklum adanya.

Hormat kami,
Dapur DK

Poniman
Manager

PENGARUH KUALITAS PELAYANAN, PERSEPSI HARGA DAN LOKASI TERHADAP KEPUASAN KONSUMEN PADA RUMAH MAKAN DAPUR DK SURABAYA

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5	pt.scribd.com Internet Source	% 2
6	Gahensya Keloay, Wehelmina Rumawas, Sandra Asaloei. "Pengaruh Kualitas Produk, Harga, Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Rumah Makan Dabu-Dabu Iris Fresh Wenang Manado", JURNAL ADMINISTRASI BISNIS, 2019 Publication	% 2