ATTRIBUTES OF THE COFFEE SHOP BUSINESS
TOWARD CUSTOMER SATISFACTION: Empirical Evidence
from Starbucks Empire XXI Yogyakarta

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DECLARATION OF AUTHENTICITY

Here in I declare the originality of the thesis; I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas or expression without acknowledgement. All quotations are cited and listed in the bibliography of the thesis.

If in the future this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or its consequence.

Yogyakarta, December 5th, 2019

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ACKNOWLEDGMENTS

Assalamualaikum Wr. Wb.

Alhamdulillahi rabbil'alam\textsuperscript{1}, the researcher feels gratitude to Allah SWT, because of His blessing and grace, the researcher can finish writing the thesis with the title “Attributes of The Coffee Shop Business toward Customer Satisfaction: Empirical Evidence from Starbucks Empire XXI Yogyakarta”. This thesis writing is one of the requirements to finish the study and get an undergraduate degree in Marketing Management Study Program, Faculty of Business and Economics, Universitas Islam Indonesia. The preparation of this research is not separated from the encouragement and the support from several parties. In this occasion, the researcher wants to give her gratitude to the following:

1. Allah SWT, for all Your Kindness, Mercy, and Lessons that You always give to me.

2. Prophet Muhammad SAW, for being a great figure as the Last Prophet and making this life becomes better than before.

3. Mr. Anjar Priyono, S.E., M.Si., Ph.D. as the Head of Management Study Program (Bachelor Program).

4. Mr. Arif Singapurwoko, S.E., MBA as the Secretary of Management Study Program, International Program UII.

5. Mrs. Raden Roro Ratna Roostika, S.E., MAC., Ph.D. as the Content Advisor that has provided time, energy, and thought in giving a direction in the thesis preparation. Thank you for teach me a lot about the Marketing Management and gave me tons of insights for my thesis. Thank you for your help. The kindest lecturer in my campus life.

6. Ms. Alfi Zakiya., S. Kom., S.Pd., thank you for becoming my Language Advisor. Without you, my thesis will not be proper since my English is not that good.
7. Mr. Anas Hidayat, Drs., M.B.A., Ph.D. as the examiner for thesis exam who has provided suggestion and advice to my thesis.

8. My mother and my father also my brothers and my nephew as well who always support me whenever and wherever I need, Sri Murtinah, Paijan, Perdana Noverda Pamurty, Pradika Gustaf Pamurty, Khaleef El Anhar Pamurty as my motivation to do the best and become a better person. Thank you for your unconditional love.

9. The lecturers in IP FE UII, tons of thanks for teaching me since the very first day until the end of my class. Your lights will always be remembered.

10. The International Program FE UII family, the greatest thanks for you who already take care of me and my friends. Mrs. Alfi, Mr. Ahmad, Mr. Kusnoto, Mr. Kandri, Mr. Erwanto, Mrs. Ayu, Mrs. Wulan and the rest of you that I cannot mention one by one.

11. OMT family, the experiential learning that you gave and taught me were so useful for me to become the best version of myself. Thank you for the knowledges, my seniors and friends; Pak Budi, Pak Atmadi, Pak Anas, Khalla Okta, Rafsanjani Anantori, Dody Permadi, Faiq Jauhar, Thoriq Fattah, Muhammad Dichi Chandra, Depta Berliantares, Arienda, Hilmy Ammar Rafi, Patria Dani Wijaya, Muhammad Adytia, Fajar Prabowo, Aulia Fauzia, Atika Dyah, Nanninndra, Nasrullah Mazi, Fauzan Nu’man, Reza Prakasita, Helmy Ilham Nugraha, Faris Asyrof and the others I cannot mention one by one since the numbers are too large.

12. My best friend, Sulthon Surya Prawira, who always give supports to me whenever I need and always give motivation to me to be the better me.

13. My Siblings, Muhammad Izaz Aniurangga, Zahra Tsabitha Annureza, Zanfiko Rizqullah Imanda, thank you so much for being the most incredible siblings ever! I know you know I love u so much guys!

14. My BFF in campus: Sofia Hasna Hamida, Astary Julita Rasyda, Maudy Sabrina, Chelsy Bettido, Dody Permadi, Jisnu Mahan Pratama, thank you so much for always being amazing friends for me through ups dan down in university life. See u on top!
15. My senior high school best friends: Rara, Nia, Keisha, Dom, Wurie, Kiani and Tace. Thank you for being good friends who always give supports, jokes, and laughter. Hopefully, our friendship will last long.

16. Titikduatiga Band Family, Zufar Hilmy Pratyaksa, Muhammad Faiz, Annisa Syafira, Rafi Raditya, Ancal, Bigfootontrip, Denny Marhendri, Rheastrange, Zico Zikri, Saga Satria, Buzzbanditz, Haryo Budi Prabowo, Begawan Abi, Danan Bagaskara, Meidita Ariandini and the others who always support Titikduatiga. Thank you for always being amazing and creative partners. Hopefully, we will always make people happy with our melodies!

17. All of students of Mrs. Raden Roro Ratna Roostika, S.E., MAC., Ph.D.: Aji Tri Yudianto and Jisnu Mahan Pratama Putra. Thank you for your support and for being good listeners.


19. My seniors in IP FE UII: Mas Hilmy, Mba Dina, Mba Aul, Mba Dita, Mas Fajar, Mas Adyt, Mas Husnul, Mas Patria, Mas Asyraf, Mas Ochan and friends who always helped me, and gave me suggestion and always encouraged me.

Furthermore, great thanks dedicated for all of you who always give me support, help and pray for all this time, so that I can finish this thesis. This research is far from perfect but, hopefully, this research may be useful for the Management Study Program, especially in marketing.

Wassalamualaikum Wr. Wb.

Yogyakarta, December 5th, 2019

Safira Septananda Pamurty