

## **ABSTRACT**

Total user Wifi Corner at D.I Yogyakarta counted most largest, otherwise user still complain about service quality wifi corner. The problem still unsolved by P.T telkom as provider of Wifi Corner, because the existence means that some aspect that still not optimal and must be improved to create costumer satisfaction in Wifi Corner. This research intends to see the about effect service quality to costumer satisfaction Wifi Corner in D.I yogyakarta.

This research use quantitive method, meanwhile the purpose, this research is descriptive and causal. Sampling was conducted on 390 people by direct distributing questioneries to Wif Corner costumer in D.I Yogyakarta.

Result of the simultaniously shows that service quality of Wifi Corner in D.I Yogyakarta have influence to costumer satisfaction is 59,2%, and the remaining is 40,8% affected by other Factors. While partialy shows that variable reliability, assurance, empathy affected significantly to costumer satisfaction. Meanwhile tangible and responsiveness not significantly affected to costumer satisfaction