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ATTACHMENT

QUESTIONNAIRE

1. Customer Relationship Management

a. Commitment

No	Statement	Answer						
		SD	D	SD	N	SA	A	SA
1	I intend to become a regular customer in the long term.							
2	I am proud to be part of PT. Indimatam Lines.							
3	PT. Indimatam Lines is quick and responsive in dealing with customer complaints.							

b. Communication

No	Statement	Answer						
		SD	TS	ATS	SD	AS	S	SD
1	The information that I get from the employees is easy for me to understand.							
2	My daily communication process takes place in a pleasant environment.							
3	The communication process that exists between me and current employees affects my attitude in the future.							
4	My current communication is very good.							
5	Actions in the form of communication that are happening at this time are able to create a better relationship between me and employees in the future.							

c. Service Quality

No	Statement	Answer						
		SD	TS	ATS	SD	AS	S	SD
1	The services provided to me are as I expected.							
2	The information that was given to me, was conveyed clearly.							
3	I received the guarantee as I expected.							
4	Service providers put the interests of service users first.							

5	The facilities and services provided by the service provider are in accordance with what I wanted.							
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d. Customer Loyalty

No	Statement	Answer						
		SD	TS	ATS	SD	AS	S	SD
1	Even though there are other expeditions, I will continue to use the expedition from PT. Indimatam Lines.							
2	I will invite my friends/relatives to use the services of PT. Indimatam Lines.							
3	When it comes to PT. Indimatam Lines, I always say something positive to my relatives.							
4	PT. Indimatam Lines has an advantage that makes me reluctant to move to other expeditions.							

DATA PROCESSING RESULT

(Validity and Realibility Test)

	N	Minimum	Maximum	Sum	Mean
X1.1	119	2	7	590	4.96
X1.2	119	2	7	592	4.97
X1.3	119	2	7	587	4.93
X2.1	119	2	7	595	5.00
X2.2	119	2	7	592	4.97
X2.3	119	1	7	585	4.92
X2.4	119	2	7	586	4.92
X2.5	119	2	7	572	4.81
X3.1	119	2	7	594	4.99
X3.2	119	2	7	595	5.00
X3.3	119	2	7	600	5.04
X3.4	119	2	7	578	4.86
X3.5	119	2	7	572	4.81
Y1	119	2	7	574	4.82
Y2	119	2	7	576	4.84
Y3	119	2	7	580	4.87
Y4	119	2	7	597	5.02
Valid N (listwise)	119				

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	3.4	3.4	3.4
	3	15	12.6	12.6	16.0
	4	25	21.0	21.0	37.0
	5	26	21.8	21.8	58.8
	6	36	30.3	30.3	89.1
	7	13	10.9	10.9	100.0
	Total	119	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	2.5	2.5	2.5
	3	16	13.4	13.4	16.0
	4	26	21.8	21.8	37.8
	5	24	20.2	20.2	58.0
	6	36	30.3	30.3	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	2.5	2.5	2.5
	3	18	15.1	15.1	17.6
	4	31	26.1	26.1	43.7
	5	18	15.1	15.1	58.8
	6	30	25.2	25.2	84.0
	7	19	16.0	16.0	100.0
	Total	119	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.8	.8	.8
	3	17	14.3	14.3	15.1
	4	29	24.4	24.4	39.5
	5	23	19.3	19.3	58.8
	6	32	26.9	26.9	85.7
	7	17	14.3	14.3	100.0
	Total	119	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	1.7	1.7	1.7
	3	20	16.8	16.8	18.5
	4	25	21.0	21.0	39.5
	5	23	19.3	19.3	58.8
	6	30	25.2	25.2	84.0
	7	19	16.0	16.0	100.0
	Total	119	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.8	.8	.8
	2	5	4.2	4.2	5.0
	3	15	12.6	12.6	17.6
	4	23	19.3	19.3	37.0
	5	30	25.2	25.2	62.2
	6	28	23.5	23.5	85.7
	7	17	14.3	14.3	100.0
Total	119	100.0	100.0		

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	5.0	5.0	5.0
	3	14	11.8	11.8	16.8
	4	27	22.7	22.7	39.5
	5	25	21.0	21.0	60.5
	6	30	25.2	25.2	85.7
	7	17	14.3	14.3	100.0
	Total	119	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	3.4	3.4	3.4
	3	17	14.3	14.3	17.6
	4	33	27.7	27.7	45.4
	5	22	18.5	18.5	63.9
	6	30	25.2	25.2	89.1
	7	13	10.9	10.9	100.0
	Total	119	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	4.2	4.2	4.2
	3	15	12.6	12.6	16.8
	4	27	22.7	22.7	39.5
	5	19	16.0	16.0	55.5
	6	35	29.4	29.4	84.9
	7	18	15.1	15.1	100.0
	Total	119	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	1.7	1.7	1.7
	3	16	13.4	13.4	15.1
	4	28	23.5	23.5	38.7
	5	26	21.8	21.8	60.5
	6	28	23.5	23.5	84.0
	7	19	16.0	16.0	100.0
	Total	119	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	2.5	2.5	2.5
	3	13	10.9	10.9	13.4
	4	27	22.7	22.7	36.1
	5	23	19.3	19.3	55.5
	6	39	32.8	32.8	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	2.5	2.5	2.5
	3	20	16.8	16.8	19.3
	4	28	23.5	23.5	42.9
	5	22	18.5	18.5	61.3
	6	32	26.9	26.9	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

X3.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	4.2	4.2	4.2
	3	17	14.3	14.3	18.5
	4	29	24.4	24.4	42.9
	5	27	22.7	22.7	65.5
	6	27	22.7	22.7	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	3.4	3.4	3.4
	3	18	15.1	15.1	18.5
	4	29	24.4	24.4	42.9
	5	26	21.8	21.8	64.7
	6	28	23.5	23.5	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.8	.8	.8
	3	20	16.8	16.8	17.6
	4	28	23.5	23.5	41.2
	5	31	26.1	26.1	67.2
	6	26	21.8	21.8	89.1
	7	13	10.9	10.9	100.0
	Total	119	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	1.7	1.7	1.7
	3	18	15.1	15.1	16.8
	4	29	24.4	24.4	41.2
	5	24	20.2	20.2	61.3
	6	36	30.3	30.3	91.6
	7	10	8.4	8.4	100.0
	Total	119	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	2.5	2.5	2.5
	3	11	9.2	9.2	11.8
	4	27	22.7	22.7	34.5
	5	32	26.9	26.9	61.3
	6	32	26.9	26.9	88.2
	7	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

Reliability Statistics Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.868	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	10.3667	5.068	.785	.791
X1.2	10.1667	4.557	.851	.722
X1.3	10.2667	4.547	.643	.933

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.900	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	20.4667	15.085	.854	.854
X2.2	20.4000	16.593	.721	.884
X2.3	20.5000	17.224	.691	.890
X2.4	20.5000	15.983	.772	.873
X2.5	20.6667	16.437	.720	.884

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.919	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	20.7000	16.079	.824	.893
X3.2	20.6000	17.145	.803	.898
X3.3	20.6000	17.766	.721	.914
X3.4	20.8667	15.775	.813	.896
X3.5	20.7000	16.493	.797	.899

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

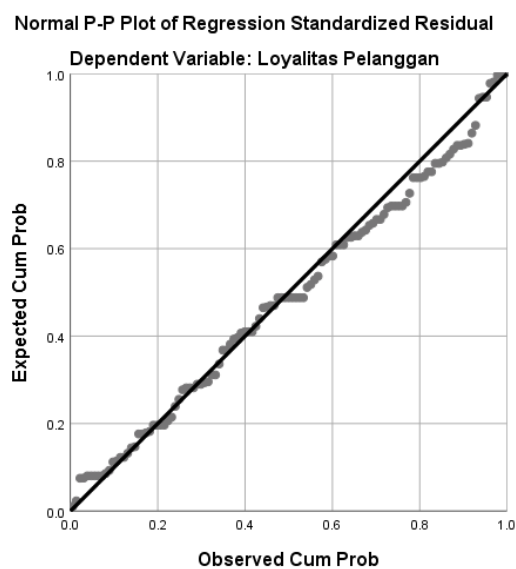
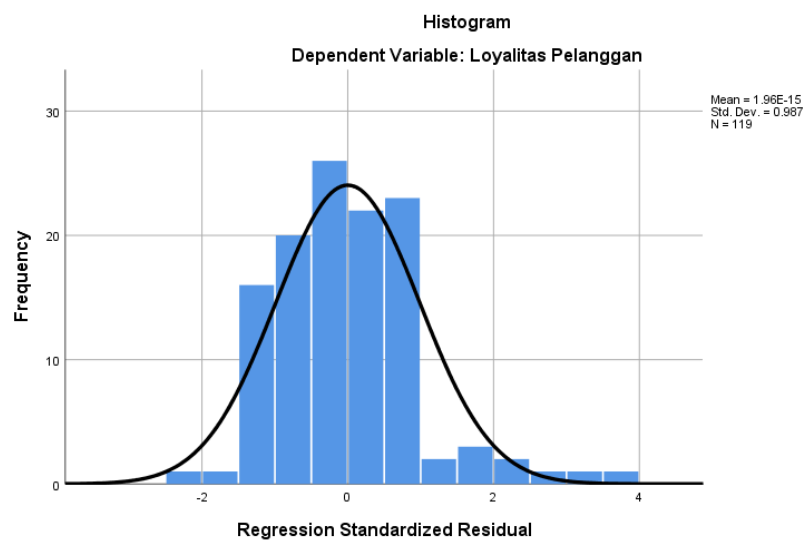
Reliability Statistics

Cronbach's Alpha	N of Items
.896	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	15.4333	9.289	.657	.909
Y2	15.4667	8.051	.875	.825
Y3	15.5000	8.534	.825	.845
Y4	15.1000	9.886	.745	.878

CLASSIC ASSUMPTION TEST (Normality Test)



One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		119
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.40030152
Most Extreme Differences	Absolute	.072
	Positive	.072
	Negative	-.056
Test Statistic		.072
Asymp. Sig. (2-tailed)		.194 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

MULTIPLE LINEAR REGRESSION RESULT TEST

Coefficient of Determination (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.997 ^a	.993	.993	.405

a. Predictors: (Constant), Service Quality, Commitmen, Communication

b. Dependent Variable: Customer Loyalty

HYPOTHESIS TEST

(F-Test Result)

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2698.486	3	899.495	5470.668	.000 ^b
	Residual	18.908	115	.164		
	Total	2717.395	118			

a. Dependent Variable: Customer Loyalty

b. Predictors: (Constant), Service Quality, Commitmen, Communication

(T-Test Result)

Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.900	.151		5.975	.000		
	Commitment	.489	.040	.392	12.318	.000	.060	16.741
	Communication	.399	.027	.532	14.695	.000	.046	21.650
	Service Quality	.063	.030	.083	2.112	.037	.039	25.689

a. Dependent Variable: Customer Loyalty

BIOGRAPHY

Personal Information

Full Name : Indi Nurmatalia Tajerimin
Place, Date of Birth : Timika, 16 June 2001
Gender : Female
Address : Cluster Area Krisant NO.K7, Panakukkang
Mobile Phone : 08114951955
Email Address : Nurmataliaindi@gmail.com

Educational Background

2005-2006 : KinderGarden Bhayangkari Timika
2006-2008 : Elementary School Yayasan Pendidikan Islam
2008-2012 : Elementary School Darud Da'wah Wal-Irsyad
2012-2015 : Secondary School Darud Da'wah Wal-Irsyad
2015-2018 : Public High School 1 Timika