

CORRELATION BETWEEN PRODUCT QUALITY AND CUSTOMER LOYALTY IN NOKIA SIEMENS NETWORKS INDONESIA

ARRANGE BY :

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INTRODUCTION

On this page please allow me to convey my gratitude to The Almighty who has given His blessed to author accomplishing this essay which has title “A Correlation Product Quality toward Customer Loyalty in Nokia Siemens Networks Indonesia”. It is submitted accomplishing as one of the condition to graduate Economic Management in Mercubuana University.

The aims of the research is knowing the Correlation Product Quality toward Customer Loyalty in Nokia Siemens Networks Jakarta Indonesia to improved the ability and knowledge of the author.

During the arrangement the author does realize has a lot weaknesses thus, please accept the apology on imperfect essay. It could not finish well without support from respective persons. Thus, I would like to thank to :

1. My beloved parents who has supported me all the times and reminded to settle the essay
2. My beloved school friends who has supported me to push me settling this essay
3. With all my respect to Arif Bowo Prayogo, SE, MM as Head of Program Study Management S1 and as my supervisor on my essay who has supported me well until I could finish my essay.
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May blessing of God always be with all of us. Amen.

Jakarta, March 17, 2011

Author,

Yeni Rosdiyani

Tabel List

1. Tabel 3.1 : Operational Variable
2. Table 3.2.Measurement for Likert Scale
3. Table 3.3 Reflection for Interpretation of coefficient correlation
4. Table 4.1 : Respondent according to the age
5. Table result 4.2 product quality
6. Table 4.3. result data customer loyalty

Table of Contents

1. Table of contents	i-iii
2. Statement sheet of my own works	iv
3. Validation sheet	v
4. Validation sheet for Board of Examiner.....	vi
5. Introduction.....	vii-viii
6. Figure List	ix
7. Table list	x
8. Chapter I	1 – 7
1.2. Research questions	6
1.3. Research benefits	6
1.4. Theoretically benefits	6
1.4.1. Theoretically benefits	6
1.4.2. Practically benefits	7
7. Chapter II	8 – 23
2.1. Marketing	8
2.1.1. Marketing definition	8
2.1.2. Definition of marketing management	9
2.1.3. Marketing mix	10
2.2. Product	11

2.2.1. Product definition	11
2.2.2. Product level	12
2.3. Definition of quality	13 – 14
2.3.2. Product development	15 – 16
2.3.3. Product development strategy	17
2.4. 1.Customer Loyalty	18
2.4.2. Type of customer loyalty	19 – 20
2.4.3. How to retain customer loyalty	21 – 22
2.5. Concept Between Relationship	28
8. Chapter III : Research Methodology	24
3.1. Object methodology	24
3.2. General description of company	24
3.2.1. Company history at a glance	24 – 26
3.2.2. Vision and mission of Nokia Siemens Networks ...	27
3.3. Research Design	28
3.4. Hypothesis	28
3.5. Variable and measurement method	28 – 30
3.5.1. Scale of measurement	30
3.6. Definition of product quality variable and customer loyalty	31
3.7. Data collection methodology	32

3.8. Sort of Data	32
3.9. Population and sample	32
3.10. Data analyses methodology	33
3.10.1. Rank spearman	34 – 35
3.10.2. Hypothesis analyzes with test –t	35 – 36
 9. Chapter IV : Research of analyzes result	 37
4.1. Respondent data	37
4.2. Analysis data result	38
4.2.1. Analysis result product quality	38 – 41
4.2. Analyzes data result	42
4.2.1. Analyzes result Customer loyalty	41 – 43
4.3. Analyzes data product quality toward customer loyalty ...	44 - 48
 9. Chapter V : Suggestion and conclusion.....	 49 – 51
 12. Reference	 52
 13. Attachment questionnaire	 53

SHEET STATEMENT OF MY OWN WORKS

Herewith I certify that :

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This thesis is the work itself. In case I quote from another author, then I quoted the resources according to valid terms. I am willing to get a sanction if the thesis that I make is not the work itself

I make this statement with the truth.

Jakarta, March 17, 2011

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VALIDATION SHEET

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VALIDATION SHEET FOR BOARD OF EXAMINERS

Thesis

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It has been tested before of board of examiners dated

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