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

ARRANGE BY :

NAME   : YENI ROSDIYANI
NIM   : 43107120079
DEPARTMENT   : ECONOMIC MANAGEMENT

EMPLOYEE PROGRAM
PERIOD XII
MERCUBUANA UNIVERSITY

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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8. My beloved fiancé Jason L. Burgess who has given me also his utmost attention to me.

May blessing of God always be with all of us. Amen.

Jakarta, March 17, 2011

Author,

Yeni Rosdiyani

Tabel List

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SHEET STATEMENT OF MY OWN WORKS

Herewith I certify that :

    Name   : Yeni Rosdiyani

    NIM   : 43107120079

    Program Study   : Manajemen Strata-1

        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

                                        <u>Yeni Rosdiyani</u>

                                        NIM: 43107120079

VALIDATION SHEET

Name   : Yeni Rosdiyani

NIM   : 43107120079

Department   : Management S-1

Title of Essay   : A Correlation Product Quality and Customer Loyalty in Nokia

                       Siemens Networks Jakarta Indonesia

                       (Study case Student Universitas Mercu Buana Jakarta)

Date of thesis examination : March 17, 2011

Approve by:

Advisor

(Arief Bowo Prayoga K,SE. MM)

Date : March 17, 2011

Dekan   Head of Study Program Management S1

(Dr. Enny Ariyanto,SE.,Msi)   (Arief Bowo Prayoga K,SE. MM)

 Date   Date

VALIDATION SHEET FOR BOARD OF EXAMINERS

Thesis

A Correlation Product Quality toward Customer Loyalty in Nokia Siemens

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Arranged by :

Yeni Rosdiyani

43107120079

It has been tested before of board of examiners dated

Arrangement Board of Examiners

Head of Examiners/Thesis Advisor

(Arief Bowo Prayoga, SE., MM)

Lianah, SE., M. Com   **Moch.Rizki,BBA.MBA**

Member of Board Examiners   Member of Board Examiners