

TABLE OF CONTENTS

	page
COVER PAGE	
TITLE PAGE	i
DECLARATION OF AUTHENTICITY OF FINAL PAPER AND UPLOAD AGREEMENT	ii
APPROVAL PAGE BY FINAL PAPER ADVISOR	iv
APPROVAL PAGE BY FINAL PAPER DEFENSE COMMITTEE	v
ABSTRACT	vi
ABSTRAK	vii
PREFACE	viii
TABLE OF CONTENTS	x
LIST OF FIGURES	xiv
LIST OF TABLES	xv
LIST OF APPENDICES	xviii
CHAPTER I	1
INTRODUCTION	1
1.1 Background of Study	1
1.2 Problem Limitation	9
1.3 Problem Formulation	9
1.4 Objectives of Research.....	10
1.5 Benefits of the Research	12
1.5.1 Theoretical Benefits	12
1.5.2 Practical Benefits	12
CHAPTER II	14
LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT	14
2.1 Theoretical Background.....	14
2.1.1 Customer Loyalty.....	14
2.1.2 Customer Satisfaction	15

2.1.3	Procedural Justice	16
2.1.4	Interactional Justice.....	17
2.1.5	Distributive Justice.....	18
2.1.6	Customer Effort	18
2.1.7	Quality of Service Solution.....	19
2.2	Previous Research.....	20
2.3	Hypothesis Development	26
2.3.1	The Influence of Procedural Justice on Customer Satisfaction	27
2.3.2	The Influence of Interactional Justice on Customer Satisfaction	27
2.3.3	The Influence of Distributive Justice on Customer Satisfaction.....	28
2.3.4	The Influence of Customer Effort on Customer Satisfaction	28
2.3.5	The Influence of Quality of Service Solution on Customer Satisfaction	29
2.3.6	The Influence of Customer Satisfaction on Customer Loyalty.....	29
2.3.7	The Influence of Procedural Justice on Customer Loyalty through Customer Satisfaction.....	30
2.3.8	The Influence of Interactional Justice on Customer Loyalty through Customer Satisfaction.....	30
2.3.9	The Influence of Distributive Justice on Customer Loyalty through Customer Satisfaction.....	31
2.3.10	The Influence of Customer Effort on Customer Loyalty through Customer Satisfaction.....	31
2.3.11	The Influence of Quality Service of Solution on Customer Loyalty through Customer Satisfaction	32
2.4	Research Model	33
2.5	Framework of Thinking	33
CHAPTER III		36
RESEARCH METHODOLOGY		36
3.1	Research Design.....	36
3.1.1	Research Type.....	36
3.1.2	Type of Data	36

3.2 Population and Sample	37
3.3 Data Collection Method	38
3.4 Operational Variable and Variable Measurement.....	40
3.5 Data Analysis Method.....	43
3.5.1 Test of Research Instrument	43
3.5.2 Classic Assumption Test.....	44
3.5.3 Data Analysis	46
CHAPTER IV.....	55
RESEARCH RESULT AND DISCUSSION	55
4.1 General Review of Research Object	55
4.1.1 Brief Overview of PT Dutaraya Sejati	55
4.1.2 Vision and Mission of the Company.....	55
4.1.3 Organization Structure of the Company	56
4.1.4 Job Description	56
4.2 Research Result.....	58
4.2.1 Descriptive Statistics.....	57
4.2.2 Analysis Descriptive Variable	67
4.2.3 Full Sampling Instrument Testing	79
4.2.4 Classical Assumption Test.....	80
4.2.5 Inferential Statistic	86
4.2.6 Hypothesis Testing.....	92
4.2.7 Indirect Effect Test.....	95
4.3 Discussion	97
CHAPTER V	113
CONCLUSION, IMPLICATION, AND RECOMMENDATION	113
5.1 Conclusion	113
5.1.1 Conclusion for Hypothesis	114
5.1.2 Conclusion for Research Problem	122
5.2 Implication	124
5.2.1 Theoretical Implication.....	124
5.2.2 Managerial Implication.....	125

5.3 Recommendation for Future Research.....129
REFERENCES..... 130



LIST OF FIGURES

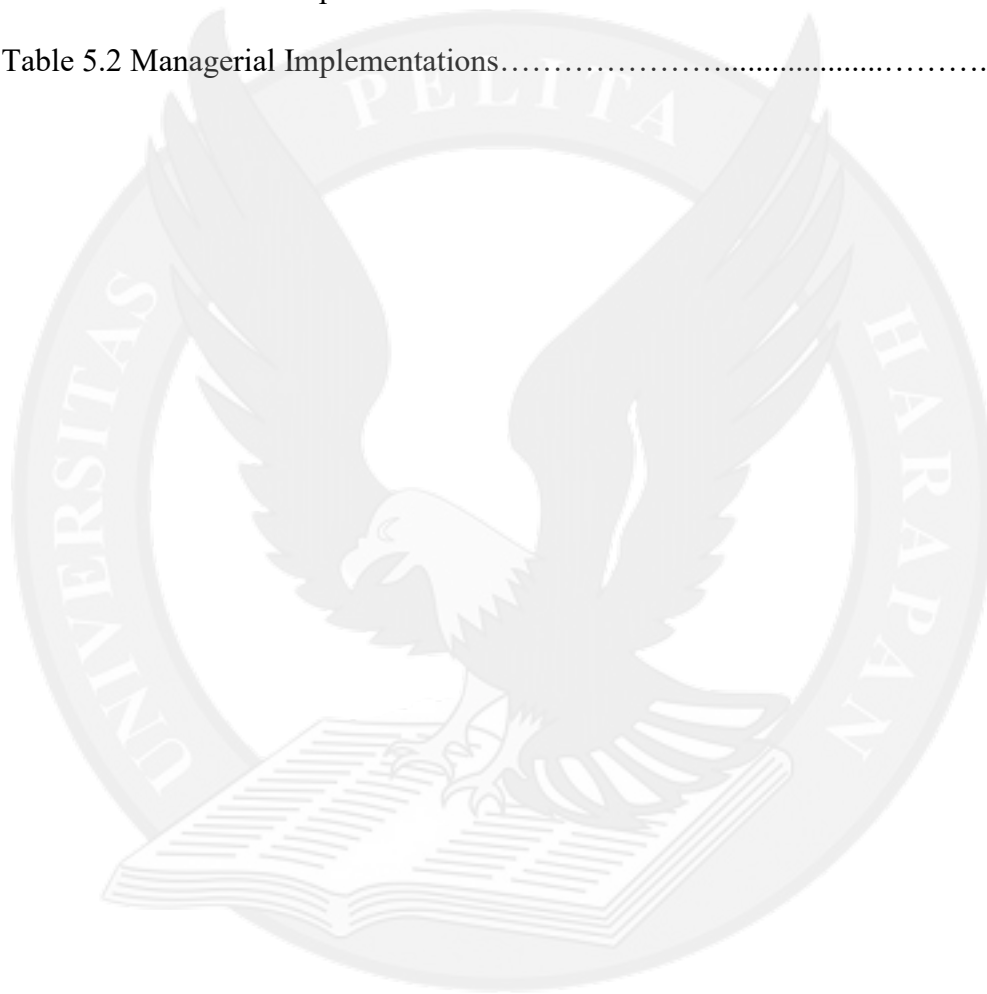
Figure 1.1 Company's Project.....	3
Figure 1.2 Company's Website.....	4
Figure 2.1 Research Model from Previous Research.....	21
Figure 2.2 Result of Previous Research.....	21
Figure 2.3 Research Model.....	33
Figure 2.4 Framework of Thinking.....	33
Figure 4.1 Organizational Structure of PT. Dutaraya Sejati.....	56
Figure 4.2 P-Plot of Normality Test Customer Satisfaction.....	81
Figure 4.3 P-Plot of Normality Test Customer Loyalty.....	82
Figure 4.4 Scatterplot Heteroscedasticity Test Customer Satisfaction	85
Figure 4.5 Scatterplot Heteroscedasticity Test Customer Loyalty	85
Figure 4.6 Research Model Result.....	97

LIST OF TABLES

Table 1.1 Total Projects and Customers.....	5
Table 2.1 Comparison of Previous Research.....	22
Table 3.1 Questionnaire Design.....	39
Table 3.2 Definition of Operational Variable.....	42
Table 3.4 Determination Scale.....	51
Table 3.5 Correlation Scale.....	51
Table 4.1 Degree of Assessment of Each Variable.....	59
Table 4.2 Respondent's Responses Towards Procedural Justice.....	59
Table 4.3 Respondent's Responses Towards Interactional Justice.....	61
Table 4.4 Respondent's Responses Towards Distributive Justice.....	62
Table 4.5 Respondent's Responses Towards Customer Effort.....	63
Table 4.6 Respondent's Responses Towards Quality of Service Solution	64
Table 4.7 Respondent's Responses Towards Customer Satisfaction.....	65
Table 4.8 Respondent's Responses Towards Customer Loyalty.....	66
Table 4.9 Distribution of Respondents' Responses on Procedural Justice.....	68
Table 4.10 Distribution of Respondents' Responses on Interactional Justice	69
Table 4.11 Distribution of Respondents' Responses on Distributive Justice.....	71
Table 4.12 Distribution of Respondents' Responses on Customer Effort.....	72
Table 4.13 Distribution of Respondents' Responses on Quality of Service Solution.....	74
Table 4.14 Distribution of Respondents' Responses on Customer Satisfaction...	76
Table 4.15 Distribution of Respondents' Responses on Customer Loyalty.....	77

Table 4.16 Full Sampling Validity Test on Procedural Justice.....	79
Table 4.17 Full Sampling Validity Test on Interactional Justice.....	79
Table 4.18 Full Sampling Validity Test on Distributive Justice.....	79
Table 4.19 Full Sampling Validity Test on Customer Effort.....	79
Table 4.20 Full Sampling Validity Test on Quality of Service Solution.....	79
Table 4.21 Full Sampling Validity Test on Customer Satisfaction.....	79
Table 4.22 Full Sampling Validity Test on Customer Loyalty.....	80
Table 4.23 Full Sampling Reliability Test.....	80
Table 4.24 Kolmogrov Smirnov for Customer Satisfaction.....	81
Table 4.25 Linearity Test.....	82
Table 4.26 Tolerance Value and VIF.....	83
Table 4.27 Spearman Test Result.....	86
Table 4.28 Simple Linear Regression Test Output.....	87
Table 4.29 Multiple Linear Regression Test Output.....	87
Table 4.30 Coefficient of Output 1 (R^2).....	90
Table 4.31 Coefficient of Output 2 (R^2).....	90
Table 4.32 F-Test Output.....	92
Table 4.33 T-Test Output.....	93
Table 4.34 Sobel Test Output.....	95
Table 4.35 Validity and Mean Rating of Indicators of Procedural Justice.....	103
Table 4.36 Validity and Mean Rating of Indicators of Interactional Justice.....	104
Table 4.37 Validity and Mean Rating of Indicators of Distributive Justice	106
Table 4.38 Validity and Mean Rating of Indicators of Customer Effort.....	107

Table 4.39 Validity and Mean Rating of Indicators of Quality of Service Solution.....	108
Table 4.40 Validity and Mean Rating of Indicators of Customer Satisfaction..	109
Table 4.40 Validity and Mean Rating of Indicators of Customer Loyalty.....	110
Table 5.1 Theoretical Implication.....	124
Table 5.2 Managerial Implementations.....	128



LIST OF APPENDICES

APPENDIX A QUESTIONNAIRE.....	A-1
APPENDIX B ALL SAMPLING DATA TABULATION.....	B-1
APPENDIX C DATA CALCULATION RESULT USING SPSS 26.00.....	C-1
APPENDIX D DATA QUALITY ANALYSIS.....	D-1
APPENDIX E RESEARCH MODEL TESTING.....	E-1
APPENDIX F HYPOTHESIS ANALYSIS.....	F-1
APPENDIX G TURNITIN REPORT.....	G-1

