

# **Indihome witel Bekasi Customer Relations Strategy In Maintaining Customer Loyalty Through The High Value Customer (HVC) Program**

## **ACADEMIC JOURNAL RESEARCH PAPER**

Compiled to Fulfill the Requirements for Obtaining a Bachelor's Degree of  
Strata I Communication Studies Program Faculty of Social and Political  
Sciences University of Muhammadiyah Yogyakarta



Arranged By:  
Aziza Kistikiwari Putri

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**COMMUNICATION SCIENCE STUDY PROGRAM  
FACULTY OF SOCIAL AND POLITICAL SCIENCE  
UNIVERSITY OF MUHAMMADIYAH YOGYAKARTA**

**2023**

**TITLE PAGE**  
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**ONLINE TRUSTS; HOW MEDIA SHAPING STUDENT TRUST  
TOWARDS VACCINATION NEWS**

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Muhammadiyah University of Yogyakarta



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**2023**

# RESEARCH AUTHENTICITY STATEMENT PAGE

## RESEARCH AUTHENTICITY STATEMENT PAGE

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Research Paper Title : Indihome witel Bekasi Customer Relations Strategy In Maintaining Customer Loyalty Through The High Value Customer (HVC) Program

With this, I'm stating that the article with the title "Indihome witel Bekasi Customer Relations Strategy In Maintaining Customer Loyalty Through The High Valuc Customer (HVC) Program" contains no works that has ever been submitted for a bachelor's degree at any university, and to the best of my knowledge there are no works or opinions that have been written and published by other people, except those who are referred to in writing this manuscript are mentioned in the Bibliography. If it turns out that in this journal manuscript is found that there are some works or opinions that have been written or published by other people, I am willing to take down this journal manuscript.

Yogyakarta, 27<sup>th</sup> February 2023



Aziza Kistikiwar Putri

## PREFACE

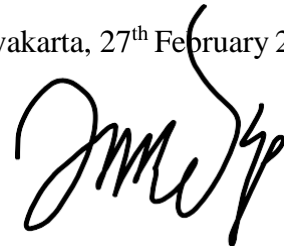
### *Bismillahirrahmannirahim*

All praise to Allah SWT who has given His mercy and blessings in writing a thesis with Indihome witel Bekasi Customer Relations Strategy In Maintaining Customer Loyalty Through The High Value Customer (HVC) Program as a title, so that the author can complete the thesis. This thesis was prepared to fulfill one of the requirements in obtaining a bachelor's degree at the Faculty of Social and Political Sciences, Communication Studies Program, University of Muhammadiyah Yogyakarta.

The completion of this thesis could not be separated from the guidance and support from various parties, therefore on this occasion the author would also like to thank as much as possible to:

1. Allah SWT the Almighty who has given His mercy, gifts and blessings to the author, so that this thesis can be completed. My parents who payed for my tuition fees until this semester.
2. Both of my parents who have paid for my tuition fees since semester 1 to this semester.
3. Mr. Dr. Fajar Junaedi, S.Sos, M.Si as the Head of the Communication Science Study Program at the Muhammadiyah University of Yogyakarta who has provided convenience during the author's completion of this study period.
4. Mr. Aswad Ishak, S.IP., M.Si. as my thesis adviser who helped me and guides me patiently through all this thesis process.
5. Committee of JCC 2023 who give author the chance to participate in JCC 2023, and for providing the conference.
6. My dear friends, Suci, Devina, and Syifa who always listened to my rants, and always supporting me through high and low.

Yogyakarta, 27<sup>th</sup> February 2023



Aziza Kistikiwari P

## **PRESENTATION PAGE**

Praise be to Allah SWT who has given His mercy and grace in writing a thesis entitled Online Trusts; How Media Shaping Student Trust Towards Vaccination News can be completed.

This thesis was prepared to fulfill one of the requirements in obtaining a Bachelor's degree at the Faculty of Social and Political Sciences, Communication Studies Study Program, University of Muhammadiyah Yogyakarta. The author takes this topic in the hope of providing knowledge or information to academics or the public to choose a good news by knowing the aspect and also news not only give you information they rather causing an effect like action-reaction.

In addition, the author also wants to convey that we as citizens should discreet while choosing information that we'll received. So that we're not tricked with hoax news. I hope that can start with you who read this. Because if it not began from you, then who else? Indonesian had a lot of hoaxes news. So that we can stop the spreading from misleading news by knowing a good aspect of news. It because news can give the audiens effet like, decision change, view point onto some phenomenon.

The completion of this thesis could not be separated from the guidance and support from various parties, therefore on this occasion the author would also like to thank as much as possible to:

1. Allah SWT the Almighty who has given His mercy, gifts and blessings to the author, so that this thesis can be completed. My parents who payed for my tuition fees until this semester.
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