

**THE RELATIONSHIP BETWEEN SERVICE QUALITY AND CUSTOMER  
PERCEIVED VALUE ON CUSTOMER SATISFACTION THROUGH TRUST  
(STUDY ON PT. JNE EXPRESS ACROSS NATION)**

***HUBUNGAN ANTARA KUALITAS LAYANAN DAN NILAI YANG DIRASAKAN  
PELANGGAN TERHADAP KEPUASAN PELANGGAN MELALUI KEPERCAYAAN  
(STUDI PADA PT. JNE EXPRESS ACROSS NATION)***

**UNDERGRADUATE THESIS**

Submitted to Fulfill the Requirements to Get a Bachelor's  
Degree at the Faculty of Economics, Management Department,  
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## DECLARATION

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It states that no work has ever been submitted for this thesis and throughout my knowledge no work or opinion has ever been written or published by anyone else, unless it is written in this manuscript and is mentioned in the library list. If It turns out that in this script there are known works or opinions that have been written or published by someone else then I'm willing to cancel the work.



Yogyakarta, 12 Agustus, 2023

  
Aldi Ihza Mahendra

## **MOTTO**

**'Whoever fears God, God will make it easy for him in all his affairs.'**

**(QS.) Ath-Thalaq: 4).**

**"When one door of happiness is closed, the other door will open. However, often we stare at the closed door for too long until we don't realize another door has been open for us."**

**(Helen Keller)**

**"People with passion can change the world for the better,"**

**(Steve Jobs)**

## **DEDICATION**

This thesis I present to my Mother Ari Hendrawati and my Father

Muda Karsa, who has already given support to me as well

facilitate I have all my needs in attaining a scholar.

As well as brother and sister, Mita Almira and Afgan Fahreza, and who had provided

support and encouragement to me.

Thank you for the prayer and the summary, this thesis for

You all.

## **PREFACE**

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## TABLE OF CONTENT

<b><u>APPROVAL PAGE</u></b> .....	ii
<b><u>DECLARATION</u></b> .....	iii
<b><u>MOTTO</u></b> .....	iv
<b><u>DEDICATION</u></b> .....	v
<b><u>ABSTRACT</u></b> .....	vi
<b><u>INTISARI</u></b> .....	vii
<b><u>PREFACE</u></b> .....	viii
<b><u>TABLE OF CONTENTS</u></b> .....	ix
<b><u>LIST OF TABLES</u></b> .....	xiii
<b><u>CHAPTER I</u></b> .....	1
<b><u>INTRODUCTION</u></b> .....	1
<b><u>A. Research Background</u></b> .....	1
<b><u>B. Research Problem Formulations</u></b> .....	4
<b><u>C. Research Objectives</u></b> .....	5
<b><u>D. Research Benefit</u></b> .....	5
<b><u>1. Theoretical benefit</u></b> .....	5
<b><u>2. Practical Benefits</u></b> .....	5
<b><u>CHAPTER II</u></b> .....	7
<b><u>LITERATURE REVIEW</u></b> .....	7
<b><u>A. Theoretical Framework</u></b> .....	7
<b><u>1. Theory Of Planned Behaviour</u></b> .....	7
<b><u>B. Conceptual Definition</u></b> .....	8
<b><u>1. Service Quality</u></b> .....	8
<b><u>2. Customer Perceived Value</u></b> .....	10
<b><u>3. Customer Satisfaction</u></b> .....	12
<b><u>4. Trust</u></b> .....	13
<b><u>C. Relationship Between Variable</u></b> .....	14

1. <u>Service Quality and Trust</u> .....	15
2. <u>Service Quality and Customer Satisfaction</u> .....	16
3. <u>Trust and Customer Satisfaction</u> .....	18
4. <u>Customer Perceived Value and Trust</u> .....	19
5. <u>Customer Perceived Value and Customer Satisfaction</u> .....	20
6. <u>Service Quality, Trust, and Customer Satisfaction</u> .....	21
7. <u>Customer Perceived Value, Trust, and Customer Satisfaction</u> .....	22
<b><u>D. Research Model</u></b> .....	<b>24</b>
<b><u>E. Previous Research Result</u></b> .....	<b>24</b>
<b><u>CHAPTER III</u></b> .....	<b>28</b>
<b><u>RESEARCH METHODOLOGY</u></b> .....	<b>28</b>
<b><u>A. Research Approach</u></b> .....	<b>28</b>
<b><u>B. Research Subject</u></b> .....	<b>28</b>
<b><u>C. Research Object</u></b> .....	<b>29</b>
<u>D. Sampling Method and Research Sample</u> .....	29
<b><u>E. Data Collection Method</u></b> .....	<b>30</b>
<b><u>F. Variable Identification</u></b> .....	<b>30</b>
a. <u>Dependent Variable</u> .....	31
b. <u>Independent Variable</u> .....	31
c. <u>Mediator Variable</u> .....	31
<b><u>G. Operational Definition</u></b> .....	<b>32</b>
<b><u>H. Instrument Test</u></b> .....	<b>33</b>
1. <u>Validity Test</u> .....	33
2. <u>Reliability Test</u> .....	34
3. <u>Normality Test</u> .....	34
<b><u>I. Hypothesis Test and Data Analysis</u></b> .....	<b>34</b>
1. <u>Descriptive Analysis</u> .....	34
2. <u>Hypothesis Testing</u> .....	35
<b><u>CHAPTER IV</u></b> .....	<b>37</b>
<b><u>RESULT AND DISSCUSION</u></b> .....	<b>37</b>

B. Research Subject.....	37
C. Descriptive Analysis.....	40
D. Instrument Test.....	43
1. Validity Testing.....	43
2. Reliability Testing.....	44
3. Conclusion of Instrument Test.....	45
E. Structural Equation Model Test.....	46
F. Hypothesis Test.....	55
G. Mediation Test.....	57
H. Discussion.....	59
<b>CHAPTER V .....</b>	<b>63</b>
CONCLUSIONS, RESEARCH IMPLICATION, LIMITATION, AND.....	63
SUGGESTIONS.....	63
A. Conclusions.....	63
B. Research Implication.....	65
C. Research limitations.....	66
D. Suggestions.....	66
<b>REFERENCES.....</b>	<b>68</b>



## LIST OF TABLE

<b><u>Table 1.1 Number of Colleges</u></b> .....	14
<b><u>Table 1.2 Web visitors in million (2020,2021,2022)</u></b> .....	14
<b><u>Table 2.1 Relationship Between Variable Service Quality and Trust</u></b> .....	24
<b><u>Table 2.2 Relationship Between Variable Service Quality</u></b> .....	26
<b><u>Table 2.3 Relationship Between Variable Trust and Customer Satisfaction</u></b> .....	28
<b><u>Table 2.4 Relationship between Costumer Perceived Value and Trust</u></b> .....	30
<b><u>Table 2.5 Relationship Between Variable Customer perceived Value and Customer Satisfaction</u></b> .....	31
<b><u>Table 2.6 Relationship Between Variable Service Quality,</u></b> .....	33
<b><u>Table 2.7 Relationship between Variable Customer Perceived Value,</u></b> .....	35
<b><u>Table 2.8 Reference journal table and study results</u></b> .....	36
<b><u>Table 3.1 Operational Definition Variables</u></b> .....	48
<b><u>Table 3.2 Criteria Goodness of Fit</u></b> .....	53
<b><u>Table 4.1 Distribution of Responden by Gender</u></b> .....	56
<b><u>Table 4.2 Distribution of Responden by Age</u></b> .....	57
<b><u>Table 4.3 Distribution of Responden by Education</u></b> .....	57
<b><u>Table 4.4 Distribution of Responden by their Job</u></b> .....	58
<b><u>Table 4.5 Descriptive Statistics of Service Quality Variable</u></b> .....	59
<b><u>Table 4.6 Descriptive Statistics of Trust Variable</u></b> .....	60
<b><u>Table 4.7 Descriptive Statistics of CPV Variables</u></b> .....	61
<b><u>Table 4.8 Descriptive Statistics of Costumer Satisfaction</u></b> .....	61
<b><u>Table 4.9 Mahalanobis Distance Limit Value</u></b> .....	65
<b><u>Table 4.10 Outliers test results</u></b> .....	65
<b><u>Table 4.11 Outliers test results</u></b> .....	66
<b><u>Table 4.12 Bootstrap Test</u></b> .....	67
<b><u>Table 4.13 Assessing Goodness of Fit</u></b> .....	68
<b><u>Table 4.14 Goodness of Fit Before and After Treatment</u></b> .....	70
<b><u>Table 4.15 Hypothesis Test</u></b> .....	72
<b><u>Table 4.16 Sobel Calculator in Microsoft Excel</u></b> .....	76

## IMAGE LIST

<b><u>Figure 2.1 Research Model</u></b> .....	<b>63</b>
<b><u>Figure 4.1 Path Diagram</u></b> .....	<b>64</b>
<b><u>Figure 4.2 Goodnes of fit</u></b> .....	<b>68</b>
<b><u>Figure 4.3 Goodness of fit</u></b> .....	<b>69</b>
<b><u>Figure 4.4 Sobel Test Formula</u></b> .....	<b>75</b>