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THE EFFECT OF SERVICE QUALITY AND PRICE ON CUSTOMER SATISFACTION OF MAXIM ONLINE TRANSPORTATION AT PAPUA CHRISTIAN UNIVERSITY

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Abstract

The purpose of this study was to determine the effect of service quality and price on customer satisfaction among Maxim online transportation users among management students. The sample size was 74, and the analysis technique used was multiple linear regression. The results showed that the First Hypothesis (H1): There is no effect of service quality (X1) on customer satisfaction (Y) among Maxim online transportation users among management students. This finding was not supported. This finding was based on the results of a T-test with a calculated T-value of 0.358 < T-table 1.666 and a significant value greater than 0.05 (0.209 > 0.05). The Second Hypothesis (H2): There is an effect of price (X2) on customer satisfaction among Maxim online transportation users among management students. This finding was supported. This finding was based on the results of a T-test with a calculated T-value of 2.923 > T-table 2.052 and a significant value less than 0.05 (0.007 < 0.05). Third Hypothesis (H3): There is an influence of service quality and price on customer satisfaction among Maxim online transportation users among management students, supported. This finding is based on the results of the F test, which obtained a calculated F value of 36.348 > F table 2.73 and a significance value less than 0.05 (0.000 < 0.05).

Keywords: ***service quality, price, customer satisfaction***

INTRODUCTION

The diverse activities of modern society require transportation to support these activities. Consequently, many transportation service companies have emerged, competing to meet these needs. In the last decade, the transportation landscape has undergone significant transformation, particularly with the emergence of digital innovations that have given rise to online transportation services.(Mahendri & Munir, 2021)This phenomenon is no longer just a trend, but a rapidly growing need in various parts of the world, including Indonesia. The presence of transportation(Noeridha, 2023)Online transportation offers a more flexible, faster, and often more efficient alternative to conventional transportation modes. Online-based applications allow customers to easily book vehicles, track trips, and make payments, all of which were previously inaccessible through traditional transportation methods.(Pontoh et al., 2020).

The development of information and communication technology has been a major catalyst in this transportation revolution. Smartphones and widespread internet connectivity have enabled platforms like Gojek, Grab, and Maxim.(Kudus et al., 2020)to instantly bridge the gap between service providers and consumers. Consumers now have more choice and control over their travel experience, from selecting a vehicle to evaluating a driver. Maxim,(Kudus et al., 2020)As an online transportation service provider, Maxim has become a relevant player in the Indonesian market. While perhaps not as large as Gojek or Grab in terms of initial reach, Maxim has successfully captured a specific market segment with its distinct strategy and offerings. Facing this intense competition, the company's ability to understand and meet customer expectations is crucial to maintaining market share and ensuring business sustainability. In the service industry, service quality is a key determinant of customer satisfaction and long-term loyalty. For online transportation services, service quality extends beyond the physical condition of the vehicle to intangible aspects such as driver reliability, responsiveness, ride safety, friendliness, and ease of use of the app.(Liana et al., 2024). Online transportation customers expect a seamless experience from booking

to arrival. Delays, unprofessional drivers, or technical issues with the app can quickly degrade perceived quality and cause customers to switch to competitors. Previous research has shown that good service quality is positively correlated with customer satisfaction, which ultimately drives word-of-mouth recommendations and repeat purchases. Besides service quality, price also plays a vital role in a customer's decision to use online transportation services. In a competitive market, customers tend to compare prices between service providers before making a decision. However, a low price doesn't always guarantee satisfaction if it's not matched by adequate service quality. Customers seek value, which is the optimal balance between the quality received and the price paid. Maxim is known for its pricing strategy, often more competitive than its main competitors. This strategy can be a major draw for price-sensitive customers. However, it's important to understand whether relatively lower prices consistently generate high levels of satisfaction, or whether there are concerns about perceived quality that may arise from these lower prices. Striking a balance between affordable prices and consistent quality presents both a challenge and an opportunity for Maxim.

LITERATURE REVIEW

A. Definition and Indicators of Service Quality

Service quality can be defined as the effort to fulfill consumer needs and desires and the accuracy of delivery in balancing consumer expectations (Tjiptono 2008). Service quality can be determined by comparing consumer perceptions of the services they actually receive/obtain with the services they actually expect/want regarding a company's service attributes.(Pontoh et al., 2020)If the service received or felt (perceived service) is in accordance with expectations, then the service quality is perceived as good and satisfactory, if the service received exceeds consumer expectations, then the service quality is perceived as very good and high quality. Conversely, if the service received is lower than expected, then the service quality is perceived as poor. Quality is the totality of features and characteristics of a product or service that depend on its ability to satisfy stated or implied needs (Kotler and Keller 2009).(Nurhikma et al., 2022)Service quality focuses on meeting customer needs and delivering on time to meet customer expectations. Service quality can be evaluated by comparing the quality experienced or received by a company's customers with the service they expected (Tjiptono 2014).

SERVQUAL dimensions which are the basis for developing reviews of service quality(Utari & Amanda, 2021), that is :

1. Tangible includes physical facilities, completeness, employees and communication facilities.
2. Reliability is the ability to provide promised services promptly, accurately and satisfactorily.
3. Responsiveness is the desire of staff to help customers and provide responsive service.
4. Assurance includes the knowledge, competence, courtesy and trustworthiness of the staff.
5. Empathy includes ease in establishing relationships, good communication, personal attention and understanding of the individual needs of customers.

B. Definition and Price Indicators

According to Kertajaya (2006) in (Cahya 2015), price indicators can be expressed in consumer assessments of the amount of financial sacrifice given in relation to specifications in the form of product quality. In addition, price assessments can be seen from the suitability between a sacrifice from consumers and the value they receive after making a purchase, and based on this, consumers will perceive the product or service. A positive perception is the result of satisfaction with a purchase they make, while a negative perception is a form of consumer dissatisfaction with the product or service they buy.

From this statement, it can be concluded that the price indicators are: 1. The suitability of the price with the benefits obtained, namely if the determination of a product or service price provides benefits that are sufficiently equivalent to consumers. 2. The suitability of the product price with the product quality, namely where the price set is in accordance with the product quality perceived by consumers. There are several indicators in measuring prices, namely (Tjiptono 2008)(Musdalifah & Noor, 2019): 1. Price range with consumer purchasing power, namely if the price set by a product can still be

purchased or reached by consumers (not expensive) 2. Price competitiveness with similar products, is when the price set by a particular product can compete in the market with similar products. 3. Price suitability with quality, namely when the price offered to consumers is in accordance with the quality obtained by consumers, the goods purchased are not easily damaged and durable for a long time.

C. Understanding and Indicators of Customer Satisfaction

Kotler and Keller (2009;139)(Pandega Ricky Andika et al., 2023)explains that consumer satisfaction is a feeling of pleasure or disappointment that arises from comparing the perceived performance of a product (or result) against their expectations.

Indicators of consumer satisfaction with transportation services are (Mardikawati, Woro and Farida 2013):

a. The suitability of the expected service, in this case, is related to the customer's perception of whether or not the quality of the service they receive is in accordance with what the service provider promised to the customer's expectations.
b. The suitability of the service to the rate paid, in this case, is related to the customer's perception of what they feel, whether the service they receive is in accordance with the cost or rate they have paid to consume the service.
c. Customer satisfaction with the services offered, in this case, is related to the perception of whether or not customers are satisfied with the services offered compared to other service providers.

METHOD

Research Design

Based on the title and purpose of the research "The Effect of Service Quality and Price on Customer Satisfaction of Maxim Online Transportation at Papua Christian University" the research will use a quantitative research approach. The analysis used in this research will use a descriptive approach and multiple linear regression analysis. Multiple linear regression analysis is used when there are 2 (one) independent variables in the research and 1 (one) dependent variable. Where in this research using the independent variables are service quality (X1) and price (X2) and the dependent variable is Customer Satisfaction (Y).

Population and Sample; Population is a number of samples in a certain area with a certain number and having the same characteristics.(Sugiyono, 2019)This study used a population of 74 Maxim online transportation customers at Papua Christian University, specifically the Management Study Program. Therefore, the sampling technique used in this study was a saturated sampling technique.

Data Types and Sources; Data consists of 2 (two) types, namely primary data and secondary data. Primary data is data obtained directly by going into the field, while secondary data is data obtained indirectly, namely through journals, websites, and so on.(Ghozali, 2013)This study uses primary and secondary data. The data sources used are library research and field research. Library research is a data collection technique obtained through books and other literature related to the research. Field research, on the other hand, is research conducted by directly observing the source or object of the research.(Ghozali, 2018).

Identification and Measurement of Variables; Identification and measurement of variables in this case will make it easier for readers to understand the variables used in this study and the indicators used in this study. Regarding variable measurement, several calculation scales will be explained to facilitate later data analysis and processing.

1. Variable Identification.

A variable is an attribute used in research related to the problem being addressed, resulting in output that aligns with the problem. This research uses two variables:

a. Independent Variable. The independent variable, symbolized by (X), is a variable that influences the dependent variable, whether it has a positive or negative influence (Ferdinand, 2006). In this study, the independent variable used is service quality (X1). There are several indicators in this variable, namely: Tangible includes physical facilities, completeness, employees and communication facilities.

1. Reliability is the ability to provide promised services promptly, accurately and satisfactorily.
2. Responsiveness is the desire of staff to help customers and provide responsive service.
3. Assurance includes the knowledge, competence, courtesy and trustworthiness of the staff.
4. Empathy includes ease in establishing relationships, good communication, personal attention and understanding of the individual needs of customers.

And price (X2) There are several indicators in this variable, namely:

1. Price range with consumer purchasing power, namely if the price set by a product can still be purchased or is affordable by consumers (not expensive)
2. Price competitiveness with similar products is when the price set by a particular product can compete in the market with similar products.
3. Price matches quality, namely when the price offered to consumers matches the quality that consumers get, the goods purchased are not easily damaged and last for a long time.

2. Dependent variable.
The dependent variable, symbolized by (Y), is the variable that is influenced or affected by the independent variable (Sugiono, 2016). This study uses the dependent variable, namely customer satisfaction. Several indicators are used in this variable, including:
1. The suitability of the expected service, in this case, is related to the customer's perception of whether or not the quality of the service they receive is in accordance with what the service provider promised to the customer's expectations.
2. The suitability of the service to the rate paid, in this case, is related to the customer's perception of what they feel, whether the service they receive is in accordance with the cost or rate they have paid to consume the service.
3. Customer satisfaction with the services offered, in this case, is related to the perception of whether or not customers are satisfied with the services offered compared to other service providers.

3. Variable Measurement

Regarding the measurement of variables, of course, this research uses a collection technique using a questionnaire.(Swarjana, 2022). To measure the variables, a Likert scale was used. The Likert scale is used to determine respondents' income and attitudes toward the questions in the questionnaire. Therefore, in this study, the variables were measured using a scale of 1–5, as described below.

following:

Strongly agree (SS)	= 5
Agree (S)	= 4
Doubt (CS)	= 3
Disagree (TS)	= 2
Strongly Disagree (STS)	= 1

Data collection technique

Data collection techniques are techniques or methods used by a researcher to be able to collect the data needed in the research which has been adjusted to the design and type of research used in the research.(Jamaluddin et al., 2021). So, based on the type of quantitative research, this research uses several types of data collection techniques, including:

1. Questionnaire.
A questionnaire is a data collection technique that involves asking questions, either on paper or online, to respondents regarding the research variables being used. Therefore, in this study, questionnaires will be distributed regarding the variables of service quality, price, and customer satisfaction of Maxim online transportation, which constitutes a sample of 74 customers.
2. Observation.
Observation is a data collection technique carried out through observation, accompanied by recording the condition or behavior of the target object.(Sugiyono, 2021).
3. Literature Study.
This is done by collecting relevant theories, articles and other literature related to this research.(Sugiyono. ; 2018, 2018).

Data Analysis Techniques

The data analysis technique used in this research is multiple linear regression. Before conducting the multiple linear regression analysis, the questionnaire was first tested for validity and reliability using SPSS version 26.

1. Validity Test and Reliability Test
   a. Validity Test

Validity Test is used to test the extent of accuracy or truth of an instrument as a measurement instrument for search variables.(Imam Ghozali, 2016). The formula used is:

$$rxy = \frac{(\sum XY) - (\sum X)(\sum Y)}{\sqrt{n[\sum X^2(\sum X^2)][n\sum Y^2 - (\sum Y)^2]}}$$

Information:
X = Item score
Y = Total Score
XY= Question Score
N = Number of respondents to be tested
r = Product moment correlation

b. Reliability Test

Reliability test is a measure that shows the coherence of the measurement instrument to measure the same symptoms from other opportunities. If after using SPSS the output is obtained that the Cronbach's alpha (α) value is > 60% (0.60) then the variable used as the research instrument is considered consistent or reliable, whereas if the Cronbach's alpha (α) value is < 60% (0.60) then the variable used as the research instrument is considered inconsistent or unreliable.

2. Classical Assumption Test
   a. Multicollinearity Test

   The multicollinearity test aims to determine whether a correlation exists between independent variables in the regression model. Multicollinearity can be tested by examining the VIF value of each independent variable. If the VIF value is <10, the data can be concluded to be free from multicollinearity.(Ghozali, 2016)
   b. Heteroscedasticity Test

   The heteroscedasticity test aims to test whether in the regression model there is inequality in the variance of the residuals from one observation to another.

3. Multiple Linear Regression Analysis

The data analysis conducted in this study was multiple linear regression analysis because there was more than one variable. Multiple linear regression analysis was conducted to determine whether service quality and price had an effect on customer satisfaction.
Multiple linear regression analysis is carried out using the following formula:

$$Y = \alpha + b1.\ X1 + b2.\ X2$$

Information:

Y	=Customer satisfaction
α	= Constant
b1, b2	= Regression coefficient
X1	=Quality of service
X2	=Price

4. T-Test (Partial)

The t-test was conducted to test the significance of the regression coefficient partially by comparing the calculated t with the t-table at a confidence level of 95% or α = 0.05. If the calculated t < t-table, then the tested correlation coefficient can be categorized as significant, and conversely, if the calculated t > t-table can be categorized as insignificant (Sari, 2008). Multiple linear regression testing and t-test were conducted using the SPSS version 20 program for Windows.

5. F Test (Simultaneous)

The F-test essentially indicates whether all independent variables included in the model collectively influence the dependent variable. This test also uses a significance level of 5%, or 0.05.

6. Partial Determination Coefficient Test (R2)

The partial coefficient of determination (r2) is used to measure which factor of the independent variable has the most influence on the dependent variable. A large r2 value indicates that the independent variable has the most

dominant influence on the dependent variable. The purpose of calculating the partial coefficient of determination (r2) is to determine which independent variable is most dominant on the dependent variable.

RESULTS AND DISCUSSION

A. Respondent Data Description

1. Respondent Identity Description

The data collection involved 74 respondents, who were students in the management study program. The following is some data on the respondents' identities:

Table 1 Respondent Characteristics

Category	Information	Sample	Presentation
Gender	Man	25	34%
	Woman	49	66%
Age	< 20	9	12.2%
	21 - 30	63	18.1%
	31 - 40	2	2.7%
Level of education	SENIOR HIGH SCHOOL	74	100%
Frequent use of maxims	1 time	12	16.2
	2-3 times	26	35.1
	4-5 times	16	21.6
	>5 times	20	27.0

Source: Primary Data Processing

Respondents were male as many as 25 people and female as many as 49 people. This shows that Maxim online transportation users are more female. Respondents were under 20 years old as many as 9 people, aged 21-30 years as many as 63 people, aged 31-40 years as many as 2 people. This indicates that there are more students aged 21-30 years. Respondents based on high school education level as many as 74 people. This indicates that more students have the highest education is high school. Meanwhile, the frequency of using Maxim online transportation for management study program students was 1 time as many as 12 people, 2-3 times as many as 26 people, 4-5 times as many as 16 people and more than 5 times as many as 20 people.

B. Data Analysis Results

1. Validity and Reliability Test

a. Validity Test

In this validity test, the researcher used Pearson Correlation. There are several decision-making requirements. If the Sig. value is less than or <0.05 and the calculated r value is > r-table, then the data used is considered valid.(Dewi, 2018). the r table value for df = 74-2 = 72 α = 0.05 is r table = 0.2287

Table 2 Validity Test

Statement (Service Quality) X1	r count	r table	Information
Employees/staff are always friendly and polite.	0.664	0.2287	Valid
The waiting time to get service is relatively short.	0, 684	0.2287	Valid
Employees/staff are responsive and quick in responding to your needs.	0, 757	0.2287	Valid
Employees/staff are responsive in handling complaints or questions.	0.722	0.2287	Valid
The information provided is clear, accurate, and easy to understand.	0.395	0.2287	Valid
Employees/staff provide personal attention to you.	0.492	0.2287	Valid
Employees/staff communicate effectively.	0.528	0.2287	Valid
Statement (Price) X2	**r count**	**r table**	**Information**
The price offered is in accordance with the quality of the product/service received.	0, 742	0.2287	Valid

The prices offered are competitive compared to other competitors.	0, 702	0.2287	Valid
You feel the price paid is commensurate with the benefits received.	0, 782	0.2287	Valid
Statement (Customer Satisfaction) Y	**r count**	**r table**	**Information**
You are satisfied with your overall experience using this transportation service.	0.812	0.2287	Valid
You will most likely use this transportation service again in the future.	0.730	0.2287	Valid
You will recommend this transportation service to friends or family.	0.654	0.2287	Valid
This transportation service meets or exceeds your expectations.	0.718	0.2287	Valid

Source: Primary Data Processing

From the statistical test results, the Pearson correlation value shows that all figures are above 0.2287, the conclusion is that variables X1 (service quality), X2 (price), and Y (customer satisfaction) > 0.2287 are declared valid.

b. Reliability Test

In this reliability test, the researcher used Cronbach's Alpha theory. There are several requirements for decision-making, where the Cronbach's Alpha value is > 0.60.(Dewi, 2018)then the data used can be said to be reliable.

Table 3 Reliability Test

Variables	*Cronbach Alpha*	Reliability Test Results	Information
Service quality (X1)	0.60	0.749	Reliable
Price (X2)	0.60	0.799	Reliable
Customer satisfaction (Y)	0.60	0.790	Reliable

Source: Primary Data Processing

Based on the table above, the Cronbach's Alpha value is greater than or greater than 0.60. Therefore, it can be stated that the 14 statements are reliable.

c. Classical Assumption Test

1) Normality Test

The normality test is used to identify whether the regression equation is normally distributed or not. The Kolmogorov-Smirnov test is used to test normality.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		74
Normal Parametersa,b	Mean	.0000000
	Standard Deviation	1.60933392
Most Extreme Differences	Absolute	.096
	Positive	.096
	Negative	-.079
Test Statistics		.096
Asymp. Sig. (2-tailed)		.089c

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Based on the data processing results, it can be seen that the asymp.sig value is 0.89 (> 0.05) so it can be said that the regression equation is normally distributed.

2) Multicollinearity Test

Multicollinearity is tested using the tolerance value and Variance Inflation Factor (VIF), if the VIF value is below 10 and the tolerance value is above 0.10 then there is no multicollinearity which means there is no correlation between the independent variables (service quality and price) so that the regression model is stated as good.(Ghozali, 2016)(Ghozali 2016)

Table 4 Multicollinearity Test

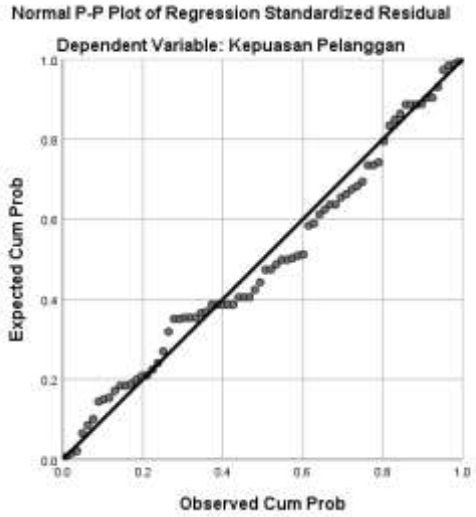
Variables	VIF value	Tolerance	Information
Service satisfaction (X1)	1,242	0, 805	There is no multicollinearity
Price (X2)	1,242	0, 805	There is no multicollinearity

Source: Primary Data Processing

From the table above, it can be seen that the VIF value X1 = 1.242 and X2 = 1.242 is below 10, so there are no symptoms of multicollinearity and the tolerance value X1 = 0.805 and X2 = 0.805, is greater than 0.10, so this means that there is no multicollinearity.

3) Heteroscedasticity Test

This heteroscedasticity test aims to test whether there is inequality in the residual variances of one observation to another in the regression model. In the study, a normal P-Plot was used and it was seen that the data processing results did not show that the points were evenly distributed on the diagonal line, so the regression model was declared good.(Ghozali, 2016)(Ghozali 2016)



Source: Primary Data Processing

Using the Glejser test, the significance value for each independent variable (competence and infrastructure) was above 0.05. Therefore, it can be concluded that there are no symptoms of heteroscedasticity in the regression model.

d. Multiple Linear Regression Analysis

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	4,941	1,583		3.121	.003
	Quality of Service	.078	.061	.118	1,267	.209
	Price	.780	.111	.651	7,005	.000

Source: Primary Data Processing

$Y = \alpha + b1.\ X1 + b2.\ X2$

Y =Customer satisfaction
α = Constant
b1, b2 = Regression coefficient
X1 = Kquality of service
X2 =Price

From the results of the multiple linear regression analysis above, the following equation is obtained:

Y =4,941+ 0.078X1 + 0,780X2

e. T-Test (Partial)

The t-test is used to test hypotheses and show the extent to which each independent variable, either partially or individually, influences the dependent variable. The t-test is performed by comparing the calculated and table t-values. The test can also be performed using a significance value (α = 0.05).

No	Hypothesis	Unstandardized Beta	Standardized Coefficient Beta	t	Sig.	Provision
H1	Quality of service	0.078	0.118	1,267	0.209	Rejected
H2	Price	0.780	0.651	7,005	0,000	Accepted

Source: Primary Data Processing

α = 5% = 0.05 df = nk = 74-3 = 71, t-table = 1.666 (see t-table)
For the first hypothesis (H1), because the calculated T is 1.267 < T table 1.666, there is no influence of X1 (service quality) on Y (customer satisfaction), and the significance value is 0.209 > 0.05, so the first hypothesis (H1) is rejected. And for the second hypothesis (H2), because the calculated T is7,005> T table 1.666 then there is an influence of X2 (price) on Y (customer satisfaction), and the significance value is 0.000 < 0.05 then the second hypothesis (H2) is accepted.

f. F test (simultaneous)

The F test is used to test the influence of the independent variables, namely service quality (X1) and price (X2) together (simultaneously) on the dependent variable Y (customer satisfaction).
The F test uses the ANOVA table or F test where if the calculated F is greater than the F table then the independent variables jointly influence the dependent variable.(Ghozali, 2016)

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	193,582	2	96,791	36,348	.000b
	Residual	189,067	71	2,663		
	Total	382,649	73			

a. Dependent Variable: Customer Satisfaction
b. Predictors: (Constant), Price, Service Quality

Source: Primary Data Processing

α = 5% = 0.05 F table: k = 2, nk = 74-2 = 72 obtained F-table = 2.73 from the results of the F test above it can be seen that the calculated F is 36,348 > F table 2.73, so there is an influence of X1 (service quality) and X2 (price) simultaneously together on Y (customer satisfaction), and the significance value is 0.000 < 0.05, so the third hypothesis (H3) is accepted.

g. Determinant Coefficient Test (R^2)

The coefficient of determination test aims to determine the extent of influence of the independent variable on the dependent variable. The coefficient of determination ranges from 0 to 1.(Ghozali, 2016)

Model Summary

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.711a	.506	.492	1,632

a. Predictors: (Constant), Price, Service Quality
b. Dependent Variable: Customer Satisfaction
Source: Primary Data Processing

From the results of the R^2 test, the R^2 value obtained was 0.506, which means that the contribution of service quality and price together to the level of customer satisfaction was 50.6%, and the remaining 49.4% was influenced by other variables outside the research variables.

CONCLUSION

Based on the results of the research data analysis, several things can be concluded as follows:

a. First Hypothesis (H1): There is no influence of service quality (X1) on customer satisfaction (Y) of Maxim online transportation users among students in the management study program. **not supported.**This finding is based on the results of the T test with a calculated T value.0,358< T table 1.666 and a significant value greater than 0.05 (0.209 > 0.05).
b. Second Hypothesis (H2): There is an influence of price (X2) on customer satisfaction of Maxim online transportation users among management study program students, supported. This finding is based on the results of the T test with a calculated T value.2,923> T table 2.052 and significant value less than 0.05 (0.007< 0.05).
c. Third Hypothesis (H3): There is an influence of service quality and price on customer satisfaction of Maxim online transportation users among management study program students, supported. This finding is based on the results of the F test which obtained a calculated F value of 36.348. > F table 2.73 and significance value less than 0.05 (0,000< 0.05), and the two independent variables studied, namely service quality and price, contributed an amount of50.6% of customer satisfaction as the dependent variable and the remainder is49.4% is influenced by other variables outside the variables in this study.

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