

CHAPTER 5 – CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

1. The decline in sales achievement refers to a reduction or decrease in the overall performance or success in meeting sales targets or goals. One significant factor that can contribute to the decline in sales achievement is the level of service provided to customers. Customers may become dissatisfied, leading to decreased loyalty, reduced repeat business, and ultimately, lower sales.
2. There are many factors that correlate with the Service Quality that provides the Customer Satisfaction. Tangible, Reliability, Responsiveness, Assurance, and Empathy. This refers to the quality, responsiveness, and overall satisfaction experienced by customers when interacting with the company or its products/services.
3. By determining the GAP in Service Quality using the SERVQUAL model, it is found that the expectation versus perception has a low GAP level. In the Tangible factor, the GAP value is lower than the comparison between perception and expectation, with a value of 0.12, indicating that there is greater consistency between what customers expect and what they actually receive in service. In other words, the service provided tends to meet or even exceed customer expectations.
4. According to the decision-making premise in the reliability test, the Cronbach's Alpha value is more than 0.60, implying that all 5 items or all questionnaire items for the variable are reliable and consistent with the highest score in Responsiveness 0,849.
5. The r - value or Pearson Correlations in this analysis is positive $> 0,308$, it means that the relationship between the two variables is positive, or in other words, as the Expectation and Perception of Service Quality increase, so does Satisfaction of the customer. The Significance Value (Sig.) $0.001 < \text{probability } 0.05$, then there is an influence of the Service Quality on the Customer Satisfaction (Y). And the t-value $3.448 > \text{t-table } 2.023$, then there is an influence of the Service Quality on the

Customer Satisfaction, the hypothesis is accepted.

6. Before measuring customer satisfaction, UT Tenggarong recognized that some methods were inadequate, resulting in poor sales targets. However, after adopting modifications to overcome these problems, UT Tenggarong began to identify the gaps or strategies needed, such as improving responsiveness, empathy, assurance, and reliability sectors. It can be concluded that there is a strong correlation between customer satisfaction and loyalty. The analysis reveals that as customer satisfaction levels increase, there is a corresponding increase in customer loyalty. This relationship underscores the importance of prioritizing customer satisfaction initiatives as they directly impact customer loyalty, which in turn can lead to long-term profitability and sustainability for the business. Therefore, focusing on enhancing customer satisfaction across all dimensions is crucial for fostering loyal customer relationships and achieving organizational success. After implementing several work programs and product support initiatives carried out by UT Tenggarong, and by increasing the level of Responsiveness towards PT MSG, UT Tenggarong successfully achieved a sales achievement of up to 5.7 billion, compared to the previous years where it ranged around 2.5 billion.

5.2 Recommendations and Future Research

1. Conducting regular employee training to enhance skills and knowledge in providing services, implementing a system for measuring and gathering customer feedback regularly, establishing clear and measurable service standards, leveraging technology and automation systems to improve efficiency, and instilling a company culture focused on continuous improvement in service provision. By adopting these recommendations, it is hoped that UT Tenggarong can significantly enhance their service quality, strengthen customer relationships, and achieve higher customer satisfaction and sustainable business growth.
2. Recommendations for customers regarding increasing engagement with UT Tenggarong vendor include providing regular feedback, collaborating in service planning, keeping communication channels open, participating in training programs, and attending events or activities organized by the vendor. By following these recommendations, customers can strengthen their relationship with UT

Tenggarong, enhance their understanding of the services provided, and contribute to mutual success.

3. In order to enhance the robustness and reliability of future research endeavors, it is advisable to augment the sample size by incorporating a more extensive array of respondents. Several recommendations can be made to quantify customer satisfaction levels and convert them into Key Performance Indicators (KPIs). First, perform regular customer satisfaction surveys to get firsthand feedback on their experiences with products or services. Second, use the Net Promoter Score (NPS) as a straightforward way to measure client happiness and loyalty. Third, use consumer data analysis, which includes comments from social media, product reviews, and customer complaints, to acquire important insights into areas for improvement. Fourth, track internal performance measures relating to client satisfaction, such as customer service response times and complaint resolution rates. Finally, employ rating scales to allow customers to submit feedback on the numerous areas under consideration, such as product quality, service speed, and cost. This approach not only enhances the accuracy of the data collected but also fosters broader insights into the dynamics of customer satisfaction and service quality within the context of UT Tenggarong's operations.

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APPENDIX

Appendix 1 Answer of Questionnaire Expectation

Responden	HARAPAN (IMPORTANCE)																														
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29	P30	
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Average	2,98	3,12	2,85	3,27	3,12	3,12	3,49	3,68	3,83	2,56	3,27	3,12	2,98	2,93	3,12	2,85	3,27	3,12	3,12	3,49	3,68	3,83	2,56	3,27	3,12	3,12	3,49	3,68	3,83	2,56	

Appendix 2 Answer of Questionnaire Expectation

	KENYATAAN (PERFORMANCE)																													
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29	P30
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39	3	3	3	2	2	2	3	3	3	3	2	2	2	3	2	3	2	2	3	3	3	3	2	2	3	3	3	3	2	2
40	3	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
41	3	3	3	2	2	2	2	2	3	3	2	3	3	3	3	3	2	2	2	2	3	3	2	2	2	2	3	3	2	2
	2	6	9	2	1	1	3	2	6	9	2	2	1	2	2	2	1	1	3	2	6	9	1	1	3	2	6	9	2	2
	39	32	29	32	29	34	29	36	32	29	32	29	36	32	29	31	29	34	29	36	32	29	29	34	29	36	32	29	32	32
	0	3	2	7	10	6	9	3	3	2	7	10	4	7	10	7	10	6	9	3	3	2	10	6	9	3	3	2	7	7
	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	0
	3,05	3,07	3,12	2,88	2,73	2,88	2,85	2,98	3,07	3,12	2,88	2,80	2,93	2,88	2,80	2,83	2,73	2,88	2,85	2,98	3,07	3,12	2,73	2,88	2,85	2,98	3,07	3,12	2,88	2,88

Appendix 3 Likert Scale Perception & Expectation

SERVICE QUALITY (X)		LIKERT SCALE EXPECTATION			LIKERT SCALE PERCEPTION		
DEMENSION	QUESTION	Jumlah	Skor Total	Skor Ideal	Jumlah	Skor Total	Skor Ideal
TANGIBLE	The company has a strategic location.	7	22	28	41	125	164
	The company has clean office spaces.	28	73	112	41	126	164
	The building environment is clean and comfortable.	22	60	88	41	128	164
	Availability of a comfortable waiting area.	42	110	168	41	118	164
	Company employees have neat and professional appearances.	24	60	96	41	112	164
	Brochures and other service facilities are well-organized.	26	67	104	41	118	164
RELIABILITY	Services are in line with the promises made.	80	200	320	41	117	164
	Employees provide services on time.	110	280	440	41	122	164
	The types of services provided are in accordance with what is offered.	138	350	552	41	126	164
	Employees inform customers about their products.	19	46	76	41	128	164
	Complaint services are fast and reliable.	42	110	168	41	118	164
	Employees can be relied upon to handle customer service issues.	24	60	96	41	115	164
RESPONSIVENESS	Employees always show patience and attention to customers.	41	122	164	41	120	164
	Employees provide necessary information to customers accurately.	41	120	164	41	118	164
	Employees always respond quickly to customer complaints.	41	128	164	41	115	164
	Employees are ready to assist customers when they face difficulties.	41	117	164	41	116	164
	Employees respond to customer requests quickly, accurately, and efficiently.	41	134	164	41	112	164
	Employees can always resolve customer complaints.	41	128	164	41	118	164
ASSURANCE	Employee abilities can be trusted.	41	128	164	41	117	164
	Employees have competence and professionalism in serving customers.	41	143	164	41	122	164
	Employees are skilled in serving customers.	41	151	164	41	126	164
	Employees can answer every customer's question.	41	157	164	41	128	164
	Employees instill trust in customers.	41	105	164	41	112	164
	Customers feel secure in conducting transactions.	41	134	164	41	118	164
EMPATHY	Employees promptly apologize for any mistakes.	41	128	164	41	117	164
	Employees provide individual attention to customers.	41	128	164	41	122	164
	Employees understand specific customer needs.	41	143	164	41	126	164
	Employees prioritize customer interests.	41	151	164	41	128	164
	Employees are easily reachable by customers.	41	157	164	41	118	164
	Service to customers does not differentiate based on social status.	41	105	164	41	118	164

[illegible]

Appendix 5 Distribution F Value Table Sig 5%

Distribution Nilai Tabel $F_{0,05}$
Degrees of freedom for Nominator

D e g r e e s o f f r e e d o m f o r D e n o m i n a t o r	1	2	3	4	5	6	7	8	9	10	12	15	20	24	30	40	60	120	∞
1	161	200	216	225	230	234	237	239	241	242	244	246	248	249	250	251	252	253	254
2	18,5	19,0	19,2	19,2	19,3	19,3	19,4	19,4	19,4	19,4	19,4	19,4	19,4	19,5	19,5	19,5	19,5	19,5	19,5
3	10,1	9,55	9,28	9,12	9,01	8,94	8,89	8,85	8,81	8,79	8,74	8,70	8,66	8,64	8,62	8,59	8,57	8,55	8,53
4	7,71	6,94	6,59	6,39	6,26	6,16	6,09	6,04	6,00	5,96	5,91	5,86	5,80	5,77	5,75	5,72	5,69	5,66	5,63
5	6,61	5,79	5,41	5,19	5,05	4,95	4,88	4,82	4,77	4,74	4,68	4,62	4,56	4,53	4,50	4,46	4,43	4,40	4,37
6	5,99	5,14	4,76	4,53	4,39	4,28	4,21	4,15	4,10	4,06	4,00	3,94	3,87	3,84	3,81	3,77	3,74	3,70	3,67
7	5,59	4,74	4,35	4,12	3,97	3,87	3,79	3,73	3,68	3,64	3,57	3,51	3,44	3,41	3,38	3,34	3,30	3,27	3,23
8	5,32	4,46	4,07	3,84	3,69	3,58	3,50	3,44	3,39	3,35	3,28	3,22	3,15	3,12	3,08	3,04	3,01	2,97	2,93
9	5,12	4,26	3,86	3,63	3,48	3,37	3,29	3,23	3,18	3,14	3,07	3,01	2,94	2,90	2,86	2,83	2,79	2,75	2,71
10	4,96	4,10	3,71	3,48	3,33	3,22	3,14	3,07	3,02	2,98	2,91	2,85	2,77	2,74	2,70	2,66	2,62	2,58	2,54
11	4,84	3,98	3,59	3,36	3,20	3,09	3,01	2,95	2,90	2,85	2,79	2,72	2,65	2,61	2,57	2,53	2,49	2,45	2,40
12	4,75	3,89	3,49	3,26	3,11	3,00	2,91	2,85	2,80	2,75	2,69	2,62	2,54	2,51	2,47	2,43	2,38	2,34	2,30
13	4,67	3,81	3,41	3,13	3,03	2,92	2,83	2,77	2,71	2,67	2,60	2,53	2,46	2,42	2,38	2,34	2,30	2,25	2,21
14	4,60	3,74	3,34	3,11	2,96	2,85	2,76	2,70	2,65	2,60	2,53	2,46	2,39	2,35	2,31	2,27	2,22	2,18	2,13
15	4,54	3,68	3,29	3,06	2,90	2,79	2,71	2,64	2,59	2,54	2,48	2,40	2,33	2,29	2,25	2,20	2,16	2,11	2,07
16	4,49	3,63	3,24	3,01	2,85	2,74	2,66	2,59	2,54	2,49	2,42	2,35	2,28	2,24	2,19	2,15	2,11	2,06	2,01
17	4,45	3,59	3,20	2,96	2,81	2,70	2,61	2,55	2,49	2,45	2,38	2,31	2,23	2,19	2,15	2,10	2,06	2,01	1,96
18	4,41	3,55	3,16	2,93	2,77	2,66	2,58	2,51	2,46	2,41	2,34	2,27	2,19	2,15	2,11	2,06	2,02	1,97	1,92
19	4,38	3,52	3,13	2,90	2,74	2,63	2,54	2,48	2,42	2,38	2,31	2,23	2,16	2,11	2,07	2,03	1,98	1,93	1,88
20	4,35	3,49	3,10	2,87	2,71	2,60	2,51	2,45	2,39	2,35	2,28	2,20	2,12	2,08	2,04	1,99	1,95	1,90	1,84
21	4,32	3,47	3,07	2,84	2,68	2,57	2,49	2,42	2,37	2,32	2,25	2,18	2,10	2,05	2,01	1,96	1,92	1,87	1,81
22	4,30	3,44	3,05	2,82	2,66	2,55	2,46	2,40	2,34	2,30	2,23	2,15	2,07	2,03	1,98	1,94	1,89	1,84	1,78
23	4,28	3,42	3,03	2,80	2,64	2,53	2,44	2,37	2,32	2,27	2,20	2,13	2,05	2,01	1,96	1,91	1,86	1,81	1,76
24	4,26	3,40	3,01	2,78	2,62	2,51	2,42	2,36	2,30	2,25	2,18	2,11	2,03	1,98	1,94	1,89	1,84	1,79	1,73
25	4,24	3,39	2,99	2,76	2,60	2,49	2,40	2,34	2,28	2,24	2,16	2,09	2,01	1,96	1,92	1,87	1,82	1,77	1,71
30	4,17	3,32	2,92	2,69	2,53	2,42	2,33	2,27	2,21	2,16	2,09	2,01	1,93	1,89	1,84	1,79	1,74	1,68	1,62
40	4,08	3,23	2,84	2,61	2,45	2,34	2,25	2,18	2,12	2,08	2,00	1,92	1,84	1,79	1,74	1,69	1,64	1,58	1,51
50	4,08	3,18	2,79	2,56	2,40	2,29	2,20	2,13	2,07	2,02	1,95	1,87	1,78	1,74	1,69	1,63	1,56	1,50	1,41
60	4,00	3,15	2,76	2,53	2,37	2,25	2,17	2,10	2,04	1,99	1,92	1,84	1,75	1,70	1,65	1,59	1,53	1,47	1,39
100	3,94	3,09	2,70	2,46	2,30	2,19	2,10	2,03	1,97	1,92	1,85	1,80	1,68	1,63	1,57	1,51	1,46	1,40	1,28
120	3,92	3,07	2,68	2,45	2,29	2,18	2,09	2,02	1,96	1,91	1,83	1,75	1,66	1,61	1,55	1,50	1,43	1,35	1,22
∞	3,84	3,00	2,60	2,37	2,21	2,10	2,01	1,94	1,88	1,83	1,75	1,67	1,57	1,52	1,46	1,39	1,32	1,22	1,00

Appendix 6 Distribution T Value Table

d.f	t _{0.10}	t _{0.05}	t _{0.025}	t _{0.01}	t _{0.005}	d.f	t _{0.10}	t _{0.05}	t _{0.025}	t _{0.01}	t _{0.005}
1	3.078	6.314	12.71	31.82	63.66	61	1.296	1.671	2.000	2.390	2.659
2	1.886	2.920	4.303	6.965	9.925	62	1.296	1.671	1.999	2.389	2.659
3	1.638	2.353	3.182	4.541	5.841	63	1.296	1.670	1.999	2.389	2.658
4	1.533	2.132	2.776	3.747	4.604	64	1.296	1.670	1.999	2.388	2.657
5	1.476	2.015	2.571	3.365	4.032	65	1.296	1.670	1.998	2.388	2.657
6	1.440	1.943	2.447	3.143	3.707	66	1.295	1.670	1.998	2.387	2.656
7	1.415	1.895	2.365	2.998	3.499	67	1.295	1.670	1.998	2.387	2.655
8	1.397	1.860	2.306	2.896	3.355	68	1.295	1.670	1.997	2.386	2.655
9	1.383	1.833	2.262	2.821	3.250	69	1.295	1.669	1.997	2.386	2.654
10	1.372	1.812	2.228	2.764	3.169	70	1.295	1.669	1.997	2.385	2.653
11	1.363	1.796	2.201	2.718	3.106	71	1.295	1.669	1.996	2.385	2.653
12	1.356	1.782	2.179	2.681	3.055	72	1.295	1.669	1.996	2.384	2.652
13	1.350	1.771	2.160	2.650	3.012	73	1.295	1.669	1.996	2.384	2.651
14	1.345	1.761	2.145	2.624	2.977	74	1.295	1.668	1.995	2.383	2.651
15	1.341	1.753	2.131	2.602	2.947	75	1.295	1.668	1.995	2.383	2.650
16	1.337	1.746	2.120	2.583	2.921	76	1.294	1.668	1.995	2.382	2.649
17	1.333	1.740	2.110	2.567	2.898	77	1.294	1.668	1.994	2.382	2.649
18	1.330	1.734	2.101	2.552	2.878	78	1.294	1.668	1.994	2.381	2.648
19	1.328	1.729	2.093	2.539	2.861	79	1.294	1.668	1.994	2.381	2.647
20	1.325	1.725	2.086	2.528	2.845	80	1.294	1.667	1.993	2.380	2.647
21	1.323	1.721	2.080	2.518	2.831	81	1.294	1.667	1.993	2.380	2.646
22	1.321	1.717	2.074	2.508	2.819	82	1.294	1.667	1.993	2.379	2.645
23	1.319	1.714	2.069	2.500	2.807	83	1.294	1.667	1.992	2.379	2.645
24	1.318	1.711	2.064	2.492	2.797	84	1.294	1.667	1.992	2.378	2.644
25	1.316	1.708	2.060	2.485	2.787	85	1.294	1.666	1.992	2.378	2.643
26	1.315	1.706	2.056	2.479	2.779	86	1.293	1.666	1.991	2.377	2.643
27	1.314	1.703	2.052	2.473	2.771	87	1.293	1.666	1.991	2.377	2.642
28	1.313	1.701	2.048	2.467	2.763	88	1.293	1.666	1.991	2.376	2.641
29	1.311	1.699	2.045	2.462	2.756	89	1.293	1.666	1.990	2.376	2.641
30	1.310	1.697	2.042	2.457	2.750	90	1.293	1.666	1.990	2.375	2.640
31	1.309	1.696	2.040	2.453	2.744	91	1.293	1.665	1.990	2.374	2.639
32	1.309	1.694	2.037	2.449	2.738	92	1.293	1.665	1.989	2.374	2.639
33	1.308	1.692	2.035	2.445	2.733	93	1.293	1.665	1.989	2.373	2.638
34	1.307	1.691	2.032	2.441	2.728	94	1.293	1.665	1.989	2.373	2.637
35	1.306	1.690	2.030	2.438	2.724	95	1.293	1.665	1.988	2.372	2.637
36	1.306	1.688	2.028	2.434	2.719	96	1.292	1.664	1.988	2.372	2.636
37	1.305	1.687	2.026	2.431	2.715	97	1.292	1.664	1.988	2.371	2.635
38	1.304	1.686	2.024	2.429	2.712	98	1.292	1.664	1.987	2.371	2.635
39	1.304	1.685	2.023	2.426	2.708	99	1.292	1.664	1.987	2.370	2.634
40	1.303	1.684	2.021	2.423	2.704	100	1.292	1.664	1.987	2.370	2.633
41	1.303	1.683	2.020	2.421	2.701	101	1.292	1.663	1.986	2.369	2.633
42	1.302	1.682	2.018	2.418	2.698	102	1.292	1.663	1.986	2.369	2.632
43	1.302	1.681	2.017	2.416	2.695	103	1.292	1.663	1.986	2.368	2.631
44	1.301	1.680	2.015	2.414	2.692	104	1.292	1.663	1.985	2.368	2.631
45	1.301	1.679	2.014	2.412	2.690	105	1.292	1.663	1.985	2.367	2.630
46	1.300	1.679	2.013	2.410	2.687	106	1.291	1.663	1.985	2.367	2.629
47	1.300	1.678	2.012	2.408	2.685	107	1.291	1.662	1.984	2.366	2.629
48	1.299	1.677	2.011	2.407	2.682	108	1.291	1.662	1.984	2.366	2.628
49	1.299	1.677	2.010	2.405	2.680	109	1.291	1.662	1.984	2.365	2.627
50	1.299	1.676	2.009	2.403	2.678	110	1.291	1.662	1.983	2.365	2.627
51	1.298	1.675	2.008	2.402	2.676	111	1.291	1.662	1.983	2.364	2.626
52	1.298	1.675	2.007	2.400	2.674	112	1.291	1.661	1.983	2.364	2.625
53	1.298	1.674	2.006	2.399	2.672	113	1.291	1.661	1.982	2.363	2.625
54	1.297	1.674	2.005	2.397	2.670	114	1.291	1.661	1.982	2.363	2.624
55	1.297	1.673	2.004	2.396	2.668	115	1.291	1.661	1.982	2.362	2.623
56	1.297	1.673	2.003	2.395	2.667	116	1.290	1.661	1.981	2.362	2.623
57	1.297	1.672	2.002	2.394	2.665	117	1.290	1.661	1.981	2.361	2.622
58	1.296	1.672	2.002	2.392	2.663	118	1.290	1.660	1.981	2.361	2.621
59	1.296	1.671	2.001	2.391	2.662	119	1.290	1.660	1.980	2.360	2.621
60	1.296	1.671	2.000	2.390	2.660	120	1.290	1.660	1.980	2.360	2.620

Dari "Table of Percentage Points of the t-Distribution." Biometrika, Vol. 32. (1941), p. 300. Reproduced by permission of the Biometrika Trustess.

Appendix 7 Distribution Value R Sig. 5% & 1%

N	The Level of Significance		N	The Level of Significance	
	5%	1%		5%	1%
3	0.997	0.999	38	0.320	0.413
4	0.950	0.990	39	0.316	0.408
5	0.878	0.959	40	0.312	0.403
6	0.811	0.917	41	0.308	0.398
7	0.754	0.874	42	0.304	0.393
8	0.707	0.834	43	0.301	0.389
9	0.666	0.798	44	0.297	0.384
10	0.632	0.765	45	0.294	0.380
11	0.602	0.735	46	0.291	0.376
12	0.576	0.708	47	0.288	0.372
13	0.553	0.684	48	0.284	0.368
14	0.532	0.661	49	0.281	0.364
15	0.514	0.641	50	0.279	0.361
16	0.497	0.623	55	0.266	0.345
17	0.482	0.606	60	0.254	0.330
18	0.468	0.590	65	0.244	0.317
19	0.456	0.575	70	0.235	0.306
20	0.444	0.561	75	0.227	0.296
21	0.433	0.549	80	0.220	0.286
22	0.432	0.537	85	0.213	0.278
23	0.413	0.526	90	0.207	0.267
24	0.404	0.515	95	0.202	0.263
25	0.396	0.505	100	0.195	0.256
26	0.388	0.496	125	0.176	0.230
27	0.381	0.487	150	0.159	0.210
28	0.374	0.478	175	0.148	0.194
29	0.367	0.470	200	0.138	0.181
30	0.361	0.463	300	0.113	0.148
31	0.355	0.456	400	0.098	0.128
32	0.349	0.449	500	0.088	0.115
33	0.344	0.442	600	0.080	0.105
34	0.339	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086
37	0.325	0.418	1000	0.062	0.081

Appendix 8 Cronbach's Alpha Tangible

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.721	.718	6

Appendix 9 Cronbach's Alpha Reliability

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.771	.797	6

Appendix 10 Cronbach's Alpha Responsiveness

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.849	.850	6

Appendix 11 Cronbach's Alpha Assurance

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.814	.838	6

Appendix 12 Cronbach's Alpha Empathy

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.787	.817	6

CURRICULUM VITAE

PERSONAL DATA

- Name : Muhammad Kusuma Adiwardana
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- SD | SD-1 Yayasan Pupuk Kaltim 2002 – 2009 | GPA : 8.62

WORK EXPERIENCE

- **After Sales Consltant | PT. United Tractors** 06/08/2021 – RECENTLY
- **Mechanical Maintenance | PT. Kaltim Nusa Etika** 18/01/2021 – 31/06/2021
 1. Mechanic of Maintenance Department located in Utility Section.
 2. Doing Overhaul, Turn Around, Preventive, and Troubleshooting.
 3. Conduct preventive maintenance to mechanical devices
 4. Detect malfunctions through observation (sound or visual)
 5. Run diagnostic tests to ensure system functionality
 6. Repair broken or faulty machine parts

7. Perform emergency repairs
8. Choose appropriate materials based on mechanical needs
9. Align and calibrate machine parts
10. Monitor and report on project progress
11. Follow safety rules and regulations
12. Maintain a safe and clean work environment

• **Staff Production | PT. Honda Prospect Motor** 09/12/2019 – 11/06/2020

1. Field Engine Production Dept Machining – make and implement improvements that help smooth the production process “Improve quality assurance process to eliminate Cyl.Block without marking jurnal overflow to the next process.
2. Planning and organizing includes setting production targets for scheduling, routing, dispatching, and follow-up.
3. Planning, inventory control and procurement of materials with attention to quality, quantity, and time.
4. Overseeing the production process so that the production process is maintained properly.
5. Perform maintenance of the production equipment and machinery.
6. Determine product quality control standards.
7. Make scheduling production workers and structured in order to implement more efficient production activities and to work quickly and precisely.
8. Identify training needs for workers.
9. Strategic Planning Development with PDCA Method and analyze the problem using Why Why Analyze and 4 methods which include Man, Material, Method, Machine.

• **Staff Logistic | PT. Jasin Effrin Jaya** 31/08/2019 – 28/09/2019

1. Checking documents, batch numbers, expired quantity of the physical goods received to ensure accurate information is available between the physical and the document.
2. Prepare a location for storing goods to ensure the availability of space / place that is ready to use in accordance with the form of readiness of goods.
3. Organizing goods to ensure convenience in the process of picking up goods easier and faster.

4. Check between the Delivery Letter of Goods and the physical goods to ensure that accurate information is available on the goods sent.

5. Take goods according to the Letter of Delivery of Goods to ensure the availability of complete and appropriate data on the goods to be sent to their destination.

- **Magang | PT. Pupuk Kaltim** 19/07/2018 – 24/08/2018

1. Field Mechanical Maintenance - Analyze and upgrade 108 - JCT steam turbine performance. Learned about maintenance, overhaul, and engine testing.

- **Asisten Laboratorium | Otomasi Manufaktur** 2016-2019

1. Practicum coordinator, manage the system of practicum and managing 100+ students every semester, teach and mentor them how to operate CNC 2A and 3A. Achievement: 100+ students every semester understand how to operate CNC 2A and 3A.

2. Treasurer of Laboratory Manufacturing Automation, manage finances and work under the head of the laboratory.

3. Perform maintenance of the production equipment and machinery.

4. Held a technical drawing training program using Autodesk software.

5. Able to operate CNC machines: Micromill Denford, TU CNC 3A/2A Emco, VF Haas.

ORGANIZATIONAL EXPERIENCE

- **Himpunan Mahasiswa Mesin Universitas Brawijaya** 2017 - 2018

Provide facilities to mechanical students who have an aspirations and solution for better mechanical student associations. Achievement: the holding of the Mechanical Cup Brawijaya.

- **Kreatifitas Mesin Brawijaya** 2017– 2019

Event Organizer - Set the time, place and divide the tasks of each member during the event. Coordinating parties that operate when the event is held. Achievement: the event went very well.

- **Sidang Umum Mahasiswa Mesin** 2016 – 2019

Event Organizer - Procurement of events that involve all elements of UB's mechanical engineering for friendship.

SKILLS

- MICROSOFT WORD (90 %)
- MICROSOFT POWER POINT (90 %)
- MICROSOFT EXCEL (85 %)
- AUTODESK AUTOCAD (90 %)
- AUTODESK INVENTOR (80 %)
- AUTODESK FUSION 360 (65 %)
- OPERATING CNC MACHINE
- SOLIDWORK (80 %)
- CORELDRAW (80 %)
- ENGLISH (FLUENT)
- INDONESIAN (NATIVE)

HOBBY

1. FOOTBALL
2. FISHING
3. TRAVELING

SUMMARY

26 years old, Bachelor degree of Mechanical Engineering at University of Brawijaya, graduate in 2019. Experienced in basic OHS, production management, maintenance management and quality control in automotive manufacturing. I am eager to utilize my engineering skill in various industries towards achieving the goals of the organization. I aspire for a career that would provide me challenging opportunities and professional growth.