

## LAMPIRAN - LAMPIRAN

### Lampiran 1.1 Kuesioner Penelitian

#### A. Identitas Responden

1. Nama
2. Jenis Kelamin
  - Perempuan
  - Laki – Laki
3. Usia
  - 17 – 20 tahun
  - 21 - 25 tahun
  - 26 – 30 tahun
  - 31 tahun ke atas
4. Pekerjaan
  - Pelajar/Mahasiswa
  - Karyawan
  - Lainnya
5. Berapa kali Anda pernah menggunakan produk Garnier?
  - 1-2 kali
  - 3-5 kali
  - 6-10 kali
  - Lebih dari 10 kali
6. Apakah Anda berdomisili di wilayah Tangerang Selatan?
  - Ya
  - Tidak

#### B. Petunjuk Pengisian

Pilihlah salah satu jawaban berdasarkan dengan pendapat dan pilihan anda. Terdapat 4 opsi jawaban skala penilaian, yaitu:

|                           |   |
|---------------------------|---|
| Sangat Setuju (SS)        | 4 |
| Setuju (S)                | 3 |
| Tidak Setuju (TS)         | 2 |
| Sangat Tidak Setuju (STS) | 1 |

*Sustainable Perceived Quality (X1)*

| No                           | Pernyataan                                                                                                                              | STS<br>(1) | TS<br>(2) | S<br>(3) | SS<br>(4) |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|----------|-----------|
| Keandalan Produk             |                                                                                                                                         |            |           |          |           |
| 1                            | Produk <i>skincare</i> berkelanjutan dari Garnier memberikan hasil yang konsisten sesuai dengan ekspektasi saya.                        |            |           |          |           |
| 2                            | Saya tidak ragu menggunakan produk Garnier yang berkelanjutan karena kualitasnya selalu memuaskan.                                      |            |           |          |           |
| Kesesuaian dengan Ekspektasi |                                                                                                                                         |            |           |          |           |
| 3                            | Produk <i>skincare</i> berkelanjutan dari Garnier memenuhi standar kualitas yang saya harapkan sebagai konsumen yang peduli lingkungan. |            |           |          |           |
| 4                            | Produk Garnier bekerja sesuai fungsi yang dijelaskan, sejalan dengan komitmennya terhadap keberlanjutan.                                |            |           |          |           |
| Konsistensi Merek            |                                                                                                                                         |            |           |          |           |
| 5                            | Saya percaya Garnier menjaga transparansi dalam proses produksi dan pemilihan bahan yang berkelanjutan.                                 |            |           |          |           |
| 6                            | Produk Garnier tidak hanya berkualitas, tetapi juga secara konsisten menunjukkan komitmen terhadap pelestarian lingkungan.              |            |           |          |           |

*Sustainable Perceived Risk (X2)*

| No                         | Pernyataan                                                                                                                        | STS<br>(1) | TS<br>(2) | S<br>(3) | SS<br>(4) |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------|-----------|----------|-----------|
| Kinerja Lingkungan Produk  |                                                                                                                                   |            |           |          |           |
| 1                          | Saya menilai bahwa Garnier memiliki produk yang ramah lingkungan.                                                                 |            |           |          |           |
| 2                          | Garnier membuat saya merasa lebih peduli terhadap alam karena produknya ramah lingkungan.                                         |            |           |          |           |
| Potensi Kerugian           |                                                                                                                                   |            |           |          |           |
| 3                          | Saya tidak merasa khawatir akan risiko kerugian saat menggunakan produk Garnier karena komitmennya terhadap keberlanjutan.        |            |           |          |           |
| 4                          | Saya tidak pernah merasa dirugikan saat membeli produk Garnier karena kualitas dan nilai keberlanjutannya sebanding dengan harga. |            |           |          |           |
| Dampak Terhadap Lingkungan |                                                                                                                                   |            |           |          |           |
| 5                          | Saya merasa penggunaan produk Garnier tidak membahayakan lingkungan sekitar.                                                      |            |           |          |           |
| 6                          | Saya merasa aman menggunakan Garnier setiap hari karena komposisi produknya yang ramah lingkungan dan berkelanjutan.              |            |           |          |           |

*Customer Trust (Z)*

| No                  | Pernyataan                                                                                     | STS<br>(1) | TS<br>(2) | S<br>(3) | SS<br>(4) |
|---------------------|------------------------------------------------------------------------------------------------|------------|-----------|----------|-----------|
| Komitmen Lingkungan |                                                                                                |            |           |          |           |
| 1                   | Saya percaya bahwa perusahaan ini memiliki komitmen yang kuat terhadap pelestarian lingkungan. |            |           |          |           |

|                                           |                                                                                                                                                          |  |  |  |  |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| 2                                         | Saya merasa yakin bahwa perusahaan ini mengambil langkah nyata untuk mengurangi dampak lingkungannya.                                                    |  |  |  |  |
| Kesesuaian Harapan Konsumen               |                                                                                                                                                          |  |  |  |  |
| 3                                         | Saya percaya Garnier konsisten dalam menyediakan produk berkualitas dan berkelanjutan yang sesuai dengan harapan saya.                                   |  |  |  |  |
| 4                                         | Saya percaya Garnier memberikan layanan yang memuaskan dan mendukung keberlanjutan, sesuai dengan kebutuhan saya.                                        |  |  |  |  |
| Kepercayaan terhadap Iklan dan Komunikasi |                                                                                                                                                          |  |  |  |  |
| 5                                         | Saya percaya bahwa iklan Garnier menyampaikan informasi yang jujur tentang keberlanjutan produknya.                                                      |  |  |  |  |
| 6                                         | Informasi yang disampaikan oleh Garnier melalui iklan, termasuk komitmennya terhadap keberlanjutan, memperkuat kepercayaan saya terhadap merek tersebut. |  |  |  |  |

*Customer Loyalty (Y)*

| No                     | Pernyataan                                                                                                                           | STS<br>(1) | TS<br>(2) | S<br>(3) | SS<br>(4) |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|----------|-----------|
| <i>Repeat Purchase</i> |                                                                                                                                      |            |           |          |           |
| 1                      | Saya lebih memilih membeli ulang produk Garnier karena kualitas dan komitmennya terhadap keberlanjutan dibanding mencoba merek lain. |            |           |          |           |
| 2                      | Jika produk Garnier habis, saya akan membelinya kembali karena saya percaya pada nilai keberlanjutan yang dimilikinya.               |            |           |          |           |
| <i>Retention</i>       |                                                                                                                                      |            |           |          |           |

|                  |                                                                                                                                                  |  |  |  |  |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|
| 3                | Garnier adalah merek <i>skincare</i> berkelanjutan yang selalu menjadi pilihan utama saya.                                                       |  |  |  |  |
| 4                | Saya merasa tidak perlu berpindah ke merek lain karena sudah cocok dengan kualitas dan keberlanjutan produk Garnier.                             |  |  |  |  |
| <i>Referrals</i> |                                                                                                                                                  |  |  |  |  |
| 5                | Saya sering menceritakan pengalaman positif saya menggunakan produk Garnier sebagai produk <i>skincare</i> yang berkelanjutan kepada orang lain. |  |  |  |  |
| 6                | Saya merasa bangga menggunakan dan membagikan informasi tentang produk Garnier karena komitmennya terhadap keberlanjutan.                        |  |  |  |  |

**Lampiran 1.2 Data Kuesioner *Sustainable Perceived Quality***

| SPQ1 | SPQ2 | SPQ3 | SPQ4 | SPQ5 | SPQ6 |
|------|------|------|------|------|------|
| 4    | 3    | 3    | 4    | 3    | 4    |
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| 3    | 4    | 4    | 4    | 4    | 4    |
| 3    | 4    | 3    | 3    | 4    | 4    |
| 3    | 4    | 4    | 3    | 3    | 4    |
| 3    | 4    | 4    | 3    | 4    | 4    |
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| 3    | 3    | 4    | 4    | 3    | 3    |
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| 3 | 3 | 4 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 2 | 3 | 4 | 4 | 3 |
| 3 | 3 | 3 | 4 | 4 | 4 |
| 4 | 3 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 4 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 3 | 3 | 4 |
| 3 | 3 | 3 | 4 | 4 | 3 |
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| 4 | 4 | 4 | 3 | 4 | 4 |
| 3 | 3 | 4 | 4 | 4 | 4 |
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| 4 | 4 | 3 | 4 | 4 | 3 |
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| 3 | 3 | 4 | 3 | 3 | 4 |
| 3 | 4 | 3 | 4 | 3 | 3 |
| 3 | 3 | 3 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 3 | 3 | 3 | 4 |
| 3 | 3 | 4 | 3 | 4 | 4 |
| 3 | 2 | 3 | 3 | 2 | 2 |
| 4 | 3 | 3 | 3 | 4 | 3 |
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| 3 | 3 | 4 | 3 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 3 | 3 | 4 | 4 |
| 3 | 4 | 2 | 3 | 3 | 4 |
| 3 | 4 | 3 | 4 | 4 | 2 |
| 3 | 4 | 3 | 4 | 3 | 4 |
| 2 | 3 | 4 | 3 | 4 | 4 |
| 3 | 2 | 3 | 4 | 3 | 4 |

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| 3 | 4 | 4 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 4 | 4 | 3 | 4 | 4 | 3 |
| 3 | 4 | 3 | 3 | 4 | 4 |
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| 3 | 3 | 3 | 3 | 4 | 4 |
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| 3 | 3 | 3 | 4 | 3 | 3 |
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| 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 3 | 3 | 3 | 3 | 4 |
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| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 3 | 3 | 4 | 3 | 3 |
| 4 | 4 | 3 | 4 | 4 | 3 |
| 4 | 2 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
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| 3 | 3 | 3 | 3 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 3 | 4 |
| 3 | 4 | 3 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 4 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 3 | 3 |
| 4 | 3 | 3 | 3 | 4 | 3 |
| 3 | 3 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 4 | 4 | 3 |



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| 4 | 4 | 4 | 4 | 4 | 3 |
| 3 | 4 | 4 | 4 | 3 | 4 |

**Lampiran 1.3 Data Kuesioner *Sustainable Perceived Risk***

| SPR1 | SPR2 | SPR3 | SPR4 | SPR5 | SPR6 |
|------|------|------|------|------|------|
| 4    | 3    | 4    | 4    | 3    | 4    |
| 4    | 4    | 3    | 3    | 4    | 3    |
| 4    | 4    | 4    | 4    | 4    | 4    |
| 3    | 4    | 4    | 4    | 4    | 4    |
| 3    | 3    | 3    | 3    | 3    | 3    |
| 4    | 3    | 4    | 4    | 3    | 4    |
| 3    | 4    | 4    | 4    | 3    | 4    |
| 4    | 4    | 3    | 3    | 4    | 3    |
| 3    | 4    | 4    | 3    | 4    | 3    |
| 4    | 3    | 4    | 3    | 3    | 3    |
| 3    | 3    | 4    | 4    | 3    | 3    |
| 3    | 3    | 3    | 4    | 4    | 4    |
| 4    | 3    | 3    | 4    | 4    | 4    |
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| 4    | 3    | 4    | 3    | 4    | 4    |
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| 3    | 3    | 4    | 4    | 3    | 4    |
| 4    | 4    | 3    | 3    | 3    | 4    |
| 3    | 3    | 3    | 3    | 3    | 3    |
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| 4 | 4 | 3 | 3 | 3 | 4 |
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| 3 | 3 | 3 | 3 | 4 | 3 |
| 4 | 3 | 3 | 4 | 3 | 4 |
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| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 3 | 4 | 3 | 3 | 4 |
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| 3 | 4 | 3 | 4 | 4 | 4 |
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| 4 | 3 | 3 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 4 | 3 | 4 | 3 | 4 | 4 |

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| 3 | 3 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 4 | 4 | 3 | 4 |

**Lampiran 1.4 Data Kuesioner *Customer Trust***

| CT1 | CT2 | CT3 | CT4 | CT5 | CT6 |
|-----|-----|-----|-----|-----|-----|
| 4   | 3   | 4   | 4   | 3   | 4   |
| 3   | 3   | 3   | 4   | 4   | 3   |
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| 4 | 3 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 3 | 3 | 4 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
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| 3 | 4 | 3 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |

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| 3 | 4 | 3 | 4 | 4 | 3 |
| 4 | 3 | 4 | 3 | 4 | 3 |
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| 4 | 3 | 4 | 3 | 4 | 2 |
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| 4 | 4 | 4 | 4 | 4 | 4 |
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| 4 | 4 | 3 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 4 | 3 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 4 | 4 | 4 | 4 |
| 3 | 4 | 2 | 3 | 4 | 2 |
| 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
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| 3 | 3 | 4 | 3 | 3 | 3 |
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| 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 2 | 2 | 1 | 1 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 3 |
| 4 | 4 | 3 | 3 | 4 | 3 |
| 3 | 3 | 4 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 4 | 4 | 3 | 3 |
| 4 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 |
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| 4 | 4 | 4 | 4 | 4 | 4 |

|   |   |   |   |   |   |
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| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 |
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**Lampiran 1.5 Data Kuesioner *Customer Loyalty***

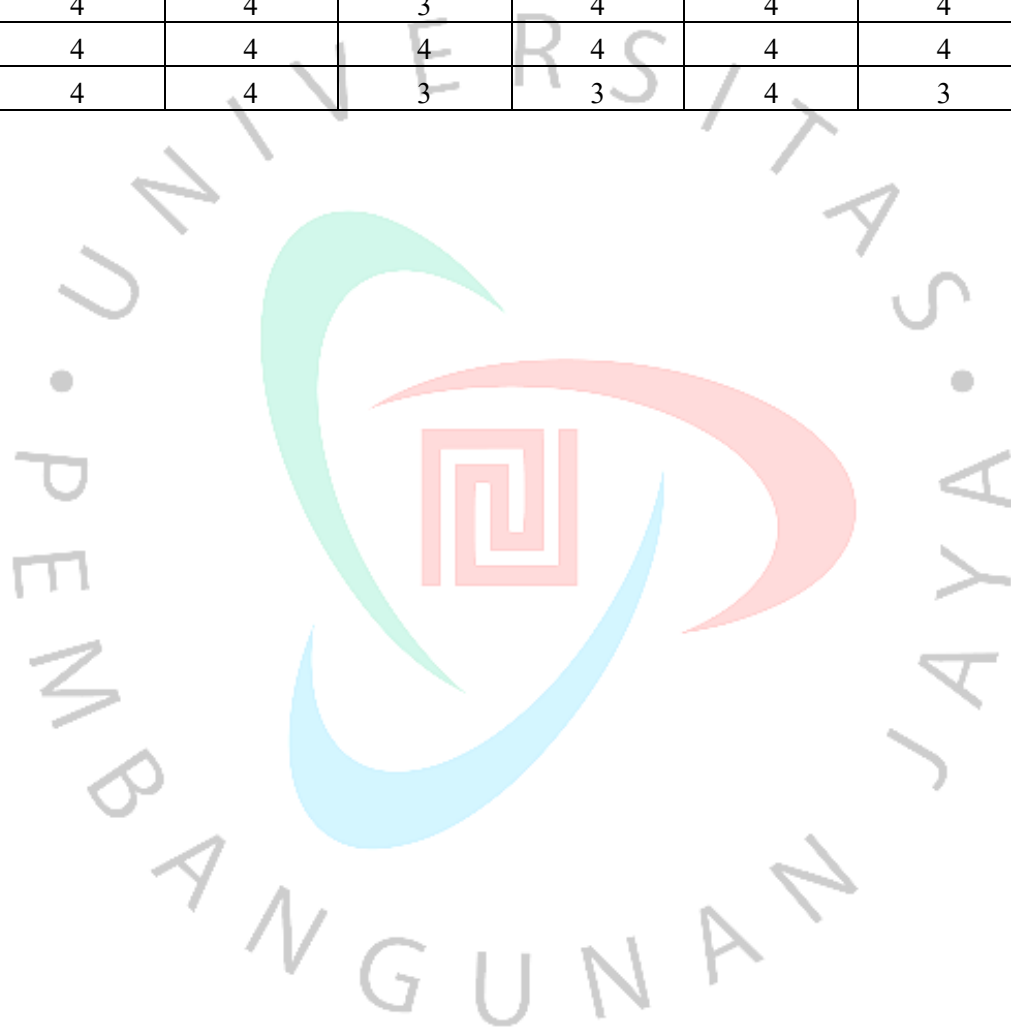
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|-----|-----|-----|-----|-----|-----|
| 4   | 3   | 3   | 4   | 4   | 4   |
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| 3   | 4   | 4   | 4   | 3   | 4   |
| 3   | 4   | 3   | 4   | 4   | 4   |
| 4   | 3   | 4   | 3   | 3   | 4   |
| 4   | 3   | 4   | 4   | 3   | 3   |
| 4   | 4   | 4   | 3   | 3   | 4   |
| 4   | 4   | 4   | 4   | 3   | 4   |
| 3   | 3   | 4   | 4   | 4   | 4   |
| 4   | 3   | 4   | 3   | 4   | 4   |
| 3   | 4   | 3   | 4   | 3   | 4   |
| 4   | 4   | 4   | 4   | 4   | 4   |
| 4   | 4   | 4   | 4   | 3   | 3   |
| 4   | 3   | 3   | 3   | 3   | 3   |
| 4   | 3   | 4   | 4   | 3   | 4   |
| 4   | 3   | 4   | 4   | 3   | 4   |
| 3   | 3   | 4   | 4   | 4   | 4   |
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| 3   | 3   | 3   | 3   | 3   | 3   |
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| 4 | 4 | 3 | 3 | 3 | 3 |
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| 3 | 3 | 3 | 4 | 4 | 3 |
| 3 | 3 | 3 | 4 | 4 | 4 |
| 3 | 3 | 1 | 2 | 3 | 3 |
| 3 | 4 | 3 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 4 |
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| 3 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 1 | 2 | 3 | 3 |
| 3 | 4 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 4 | 4 | 3 | 3 |
| 3 | 3 | 4 | 3 | 3 | 3 |
| 3 | 4 | 3 | 3 | 4 | 4 |
| 4 | 3 | 3 | 4 | 3 | 4 |
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| 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 |
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| 2 | 2 | 2 | 3 | 3 | 2 |
| 4 | 3 | 3 | 4 | 4 | 4 |
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| 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 | 3 | 4 |
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| 1 | 2 | 1 | 1 | 3 | 2 |
| 4 | 4 | 3 | 3 | 4 | 3 |



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| 3 | 4 | 4 | 3 | 3 | 4 |
| 3 | 4 | 4 | 3 | 3 | 4 |
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| 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 3 | 3 | 4 |
| 3 | 3 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 3 |
| 4 | 4 | 4 | 4 | 3 | 4 |
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| 3 | 3 | 2 | 2 | 3 | 4 |
| 3 | 4 | 4 | 3 | 3 | 3 |

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|---|---|---|---|---|---|
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| 3 | 3 | 3 | 4 | 3 | 4 |
| 4 | 4 | 3 | 3 | 3 | 3 |
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| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 3 | 4 | 3 |



## Lampiran 1.6 Formulir Pengajuan Sidang Skripsi/TA

|                                                                                                                      |                                             |                      |
|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR PENGAJUAN SIDANG SKRIPSI/TA</b> | SPT-I/04/SOP-06/F-01 |
|                                                                                                                      |                                             | No. Rekaman          |

Nama Mahasiswa : Adinda Faniyah Yusha  
 Prodi/NIM : 2021021097  
 Judul Skripsi/TA : Pengaruh *Sustainable Perceived Quality* dan *Sustainable Perceived risk* Terhadap *Costumer Loyalty* melalui *Costumer Trust* pada produk Garnier di wilayah Tangerang Selatan  
 Dosen Pembimbing : Mohamad Trio Febriantoro, S.E., M.M., Ph.D. JAD:  
 Dosen Penguji : Dr. Edi Purwanto, S.E, M.M., M.M.T., M.H., M.MIS., M.TH. JAD:  
 Teguh Prasetyo, SE., M.Si. JAD:

Jadwal Sidang :

Telah memenuhi syarat Sidang Skripsi/TA: (mohon beri tanda V untuk syarat yang relevan)

| No | Syarat                                                           | Ya | Tidak |
|----|------------------------------------------------------------------|----|-------|
| 1  | IPK minimal 2.00                                                 |    |       |
| 2  | Tidak ada nilai D untuk mata kuliah mayor/inti Prodi             | ✓  |       |
| 3  | MK Skripsi/TA tercantum di BRS semester berjalan                 | ✓  |       |
| 4  | Lulus minimal 1 mata kuliah KOTA untuk tiap rumpun               | ✓  |       |
| 5  | SPT-I/03/SOP-28/F-03 Formulir Pembimbingan Skripsi (minimal 8 x) | ✓  |       |
| 6  | Poin JSDP (minimal 75% persen dari syarat kelulusan)             | ✓  |       |
| 7  | Mengumpulkan dokumen Skripsi/TA (sesuai ketentuan Prodi)         | ✓  |       |

Tangerang Selatan, 16 Juni 2025

| Mengajukan                                                                          | Mengetahui                                                                          | Memeriksa                                                                            | Menyetujui                                                                            |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |  |
| Mahasiswa                                                                           | Dosen Pembimbing                                                                    | Koordinator Skripsi/TA                                                               | Kaprodi                                                                               |

## Lampiran 1.7 Formulir Pembimbingan Skripsi/TA

|                                                                                                                                      |                                         |                                         |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <br><small>Universitas<br/>Pembangunan Jaya</small> | <b>FORMULIR PEMBIMBINGAN SKRIPSI/TA</b> | SPT-1/03/SOP-28/F-03<br><br>No. Revisi: |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|

Nama Mahasiswa : Adinda Faniyah Yusha  
 Prodi/NIM : Manajemen / 2021021097  
 Judul Skripsi/TA yang diajukan : Pengaruh Sustainable Perceived Quality dan Sustainable Perceived Risk Terhadap Customer Loyalty Melalui Customer Trust Pada Produk Gambar di Indonesia (Wilayah Tangerang Selatan)

| No | Tanggal    | Materi Pembimbingan           | Paraf Mahasiswa                                                                       | Paraf Dosen Pembimbing                                                                |
|----|------------|-------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1  | 28/02/2025 | Pemilihan topik               |    |    |
| 2  | 4/03/2025  | Merivisi bab I                |    |    |
| 3  | 11/03/2025 | Merivisi bab I dan II         |    |    |
| 4  | 18/03/2025 | Merivisi kembali bab I dan II |    |    |
| 5  | 20/03/2025 | Merivisi bab II               |    |    |
| 6  | 24/03/2025 | Merivisi bab II dan III       |   |   |
| 7  | 16/04/2025 | Acc Bab I, II dan III         |  |  |
| 8  | 23/05/2025 | Pengisian kuesioner           |  |  |
| 9  | 12/06/2025 | Merivisi bab IV dan V         |  |  |
| 10 | 16/06/2025 | Acc bab IV dan V              |  |  |

|                                                                                                                                              |                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Adinda Faniyah Yusha<br><small>Nama Mahasiswa</small> | <br>Mohamad Tri Febriyanto S.E., M.M., Ph.D.<br><small>Dosen Pembimbing</small> |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Lampiran 1.8 Formulir Pengajuan Skripsi/TA

|                                                                                                                      |                                      |                      |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------|----------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR PENGAJUAN SKRIPSI/TA</b> | SPT-I/03/SOP-28/F-01 |
|                                                                                                                      |                                      | No. Pelamar          |

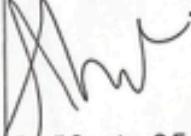
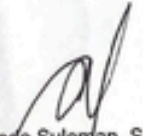
  

Nama Mahasiswa : Adinda Faniyah Yusha  
 Prodi/NIM : Manajemen / 2021021097  
 Judul Skripsi/TA yang diajukan (disusun dalam kalimat singkat, padat, jelas dan menarik minat pembaca) : Pengaruh *Sustainable Perceived Quality* dan *Sustainable Perceived Risk* Terhadap *Costumer Loyalty* Melalui *Costumer Trust* Pada Produk Gamier di Wilayah Tangerang Selatan.

Telah memenuhi syarat pengajuan Skripsi/TA: (mohon beri tanda V untuk syarat yang relevan)

| No | Syarat                                                 | Ya | Tidak |
|----|--------------------------------------------------------|----|-------|
| 1  | Jumlah sks lulus (sesuai ketentuan Prodi)              | ✓  |       |
| 2  | Mata kuliah prasyarat (sesuai ketentuan Prodi)         | ✓  |       |
| 3  | IPK minimal 2,00                                       | ✓  |       |
| 4  | Tidak sedang terkena sanksi akademik/sanksi lainnya    | ✓  |       |
| 5  | Poin JSDP (sesuai ketentuan Prodi)                     | ✓  |       |
| 6  | Mengumpulkan Proposal Skripsi (sesuai ketentuan Prodi) | ✓  |       |
| 7  | MK Skripsi/TA tercantum di BRS semester berjalan       | ✓  |       |

Tangerang Selatan, 21 April 2025

| Mengajukan,                                                                                                 | Menyetujui,                                                                                                      | Mengetahui,                                                                                                                |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <br>Adinda Faniyah Yusha | <br>Fendi Saputra, S.E., M.M. | <br>Dr. Dede Suleman, S.E., M.M., CMA. |
| Mahasiswa                                                                                                   | Dosen PA                                                                                                         | Kaprosdi                                                                                                                   |

Formulir dibuat rangkap 2 (dua): Asli : untuk prodi, Copy 1 : untuk mahasiswa

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### Lampiran 1.9 Formulir Persetujuan Penulisan Skripsi/TA

|                                                                                                                      |                                                      |                      |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR PERSETUJUAN PENULISAN<br/>SKRIPSI/TA</b> | SPT-1/03/SOP-28/F-02 |
|                                                                                                                      |                                                      | No. Revisi           |

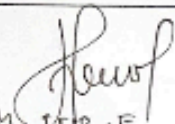
Nama Mahasiswa : Adinda Faniyah Yusha  
 Prodi/NIM : Manajemen/2021021097  
 Judul Skripsi/TA yang diajukan : Pengaruh *Sustainable Perceived Quality* dan *Sustainable Perceived Risk* terhadap *Costumer Loyalty* melalui *Costumer Trust* pada produk Gamier di Wilayah Tangerang Selatan.

Telah disetujui untuk menulis Skripsi/TA.

Dosen Pembimbing Skripsi/TA yang ditugaskan Prodi adalah:

| No | Nama                                         | NIDN       | JAD    |
|----|----------------------------------------------|------------|--------|
| 1  | Mohamad Trio Febriyantoro, S.E., M.M., Ph.D. | 1012029102 | Lektor |

Tangerang Selatan, 15 Mei 2025

| Menugaskan,                                                                         | Menyetujui,                                                                         | Menerima,                                                                             |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |
| Koordinator Skripsi/TA                                                              | Kepala Program Studi                                                                | Dosen Pembimbing                                                                      |

### Lampiran 1.10 Formulir Revisi Skripsi/TA Dosen Pembimbing

|                                                                                                                      |                                     |                     |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR REVISI SKRIPSI / TA</b> | SPT-104/SOP-06/F-05 |
|                                                                                                                      |                                     | No. Revisi: 01      |

Nama Mahasiswa : Adinda Faniyah Yusha  
Program Studi/NIM : Manajemen/2021021097  
Judul Skripsi : Pengaruh Sustainable Perceived Quality dan Sustainable Perceived Risk terhadap Customer Loyalty melalui Customer Trust pada produk Garnier di wilayah Tangerang Selatan  
Jadwal Sidang : Kamis, 03 Juli 2025 (13.00-14.00)  
Dosen Pembimbing : Mohamad Trio Febriyartoro, S.E., M.M., Ph.D.

Berdasarkan hasil evaluasi pada Sidang Skripsi, maka Skripsi yang disusun oleh mahasiswa tersebut perlu dilakukan revisi, dengan rincian sebagai berikut:

- Perbaiki susunan format pengutipan
- perbaiki pada literature

Tangerang Selatan, 03 Juli 2025

  
Mohamad Trio Febriyartoro, S.E., M.M., Ph.D.

*\*Ditandatangani setelah mahasiswa menyelesaikan revisi*

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### Lampiran 1.11 Formulir Revisi Skripsi/TA Dosen Penguji 1

|                                                                                                                      |                                     |                                        |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR REVISI SKRIPSI / TA</b> | SPT-I/04/SOP-06/F-05<br><br>No. Revisi |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|

Nama Mahasiswa : Adinda Faniyah Yusha  
 Program Studi/NIM : Manajemen/2021021097  
 Judul Skripsi : Pengaruh *Sustainable Perceived Quality* dan *Sustainable Perceived Risk* terhadap *Costumer Loyalty* melalui *Costumer Trust* pada produk Gamier di wilayah Tangerang Selatan  
 Jadwal Sidang : Kamis, 03 Juli 2025 (13.00-14.00)  
 Dosen Penguji 1 : Dr. Edi Purwanto, S.E., M.M., M.M.T., M.H., M.MIS., M.TH.

---

Berdasarkan hasil evaluasi pada Sidang Skripsi, maka Skripsi yang disusun oleh mahasiswa tersebut perlu dilakukan revisi, dengan rincian sebagai berikut:

— *konsekuensi apa bisa diervia dgn. diheute  
 dgn. Sustainability\_*

Tangerang Selatan, 03 Juli 2025

  
 Dr. Edi Purwanto, S.E., M.M., M.M.T., M.H., M.MIS., M.TH.

*\*Ditandatangani setelah mahasiswa menyelesaikan revisi*

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### Lampiran 1.11 Formulir Revisi Skripsi/TA Dosen Penguji 2

|                                                                                                                      |                                     |                      |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------|
| <br>Universitas<br>Pembangunan Jaya | <b>FORMULIR REVISI SKRIPSI / TA</b> | SPT-I/04/SOP-06/F-05 |
|                                                                                                                      |                                     | No. Dokumen          |

Nama Mahasiswa : Adinda Faniyah Yusha  
Program Studi/NIM : Manajemen/2021021097  
Judul Skripsi : Pengaruh *Sustainable Perceived Quality* dan *Sustainable Perceived Risk* terhadap *Costumer Loyalty* melalui *Costumer Trust* pada produk Garnier di wilayah Tangerang Selatan  
Jadwal Sidang : Kamis, 03 Juli 2025 (13.00-14.00)  
Dosen Penguji 2 : Teguh Prasetyo, S.E., M.Si.

---

Berdasarkan hasil evaluasi pada Sidang Skripsi, maka Skripsi yang disusun oleh mahasiswa tersebut perlu dilakukan revisi, dengan rincian sebagai berikut:

Perbaiki berbagai ketidak cermatan yang masih terdapat.

Tangerang Selatan, 03 Juli 2025

  
\_\_\_\_\_  
Teguh Prasetyo, S.E., M.Si.

*\*Ditandatangani setelah mahasiswa menyelesaikan revisi*

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