

## **ABSTRACT**

*This research begins with the discovery of problems in the decline of Indihome customers, the problem in this study is is the low customer satisfaction caused by the low quality of service and process.*

*The purpose of this study was to find out how the influence of service quality and process to the customer satisfaction, either simultaneously or partially. The research method used is descriptive and verifikatif with the number of samples that is 99 respondents. Data collection techniques used is a study field and library. Methods of data analysis used is multiple linear regression analysis, multiple correlation analysis, and coefficient of determination analysis.*

*The results of this study showed the influence of service quality and process to the customer satisfaction positively and significantly. Service quality and process give effect on customer satisfaction equal to 44,7%, influence of the dominant independent variable is process equal of 28,9%, service quality equal to 15,8%.*

***Keywords : Service Quality, Process and Customer Satisfaction***