

**ANALYSIS OF THE CORRELATION IMPLEMENTATION OF COBIT 2019,  
ITIL V3 AND ISO 27002 TO ISO 10002 CUSTOMER SATISFACTION  
(CASE STUDY: PT. XYZ)**

By

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2-1951-020

MASTER'S DEGREE

in

MASTER OF INFORMATION TECHNOLOGY  
FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

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Januari 2021

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## STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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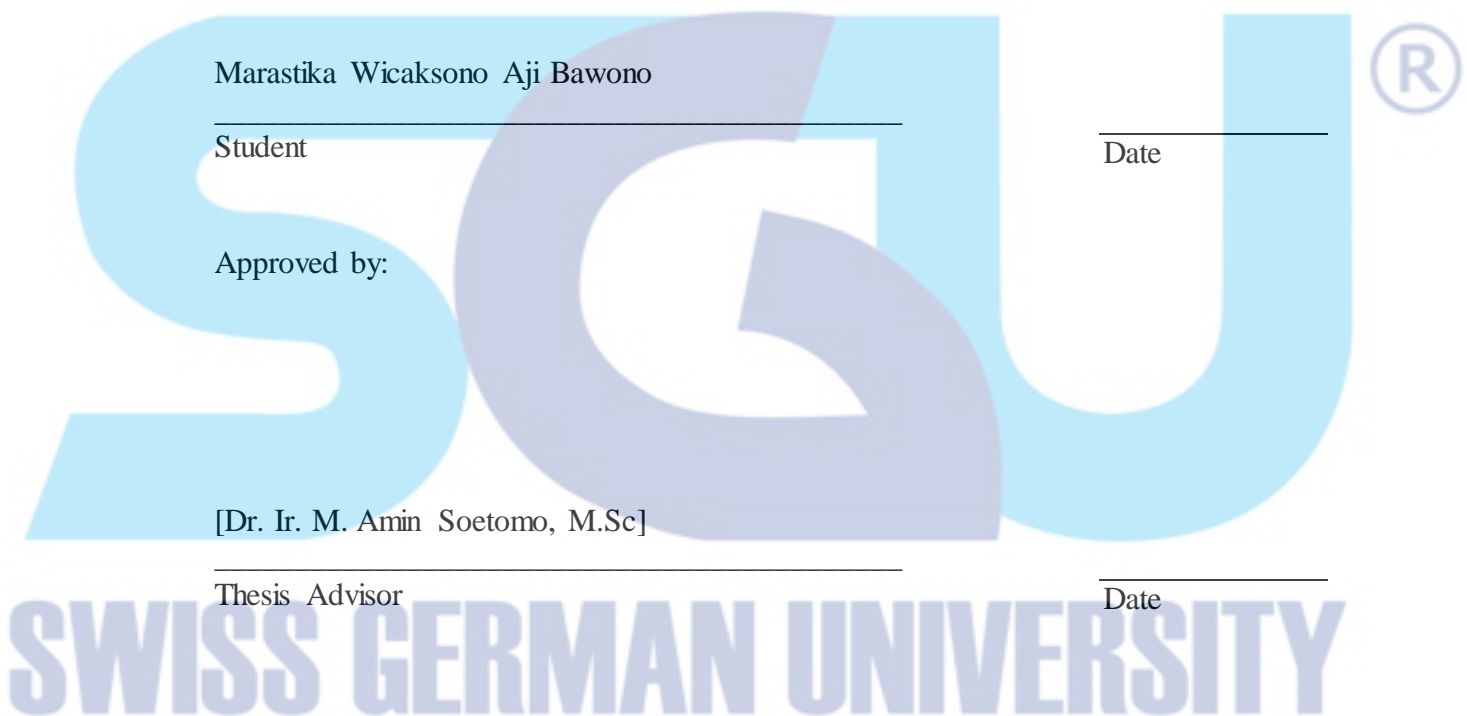
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## ABSTRACT

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This study aims to determine and provide information about analysis of the correlation of implementing Cobit 2019, ITIL V3, and ISO 27002 on ISO 10002 for customer satisfaction. This study uses a quantitative method with a causal associative approach.

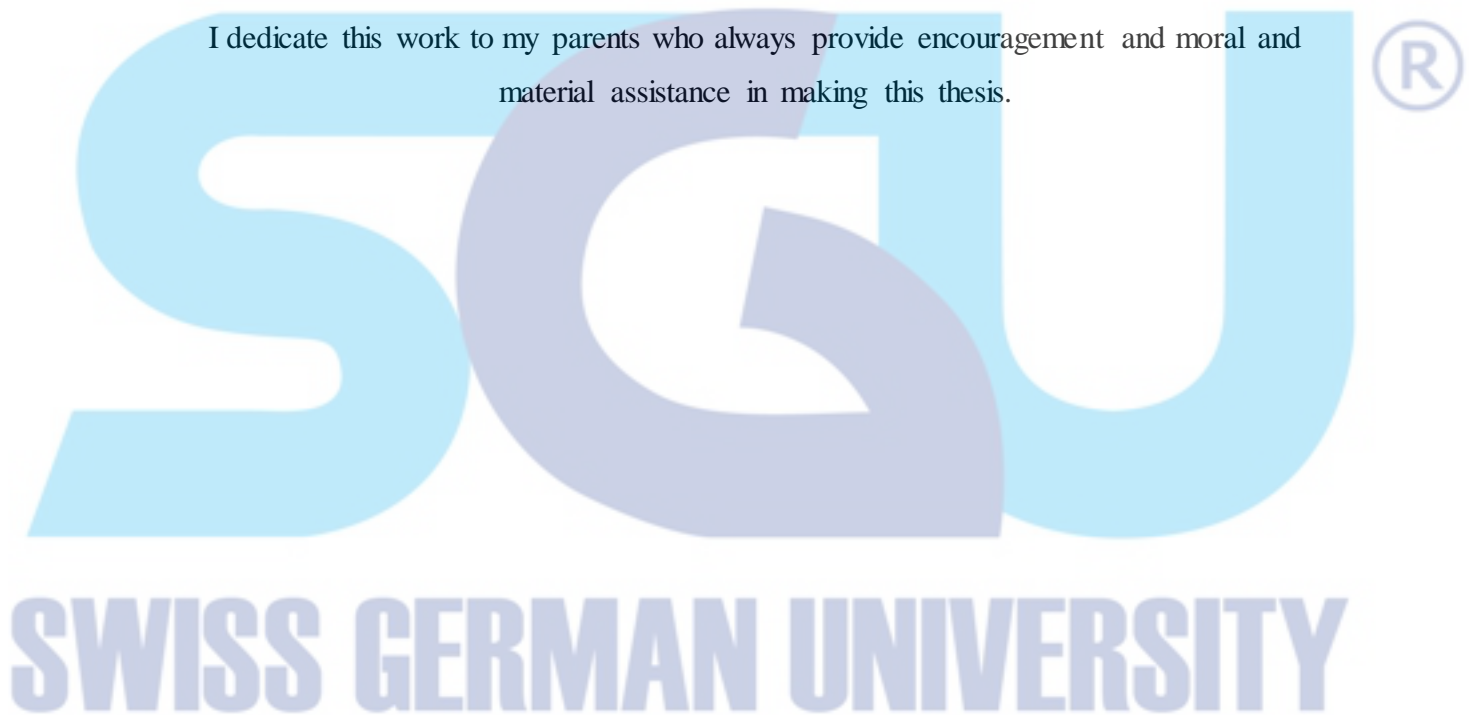
The results show that the correlation ISO 27002 (12.1 operational procedures and responsibilities) (X3) on ISO 10002 (4.14 Competence) for customer satisfaction (X4) is greater than the other effects (t count is  $5.733 > 1.984$  ( $\alpha = 0.05$ ) and a P-Value of  $0.000 < \alpha = 0.05$ ). The coefficient of determination is obtained from the R square value of 0.366 or 36.6%. based on the research findings above, it can be concluded that, to improve the ISO 10002 (4.14 Competence) on customer Satisfaction (X4) indicators, the Cobit 2019 (DSS01.01 Perform operational procedures) (X1), ITIL V3 service operation (4.1 event management) (X2), and ISO 27002(12.1 operational procedures and responsibilities) (X3) need to be improved as well.

*Keywords: ISO 27002, Cobit 2019, ITIL V3, ISO 10002, Customer Satisfaction.*



## DEDICATION

I dedicate this work to my parents who always provide encouragement and moral and material assistance in making this thesis.



## ACKNOWLEDGEMENTS

I wish to thank the members of my committee for their support, patience and good humor. Their gentle but firm direction has been most appreciated. Dr. Ir. M. Amin Soetomo, M.Sc was particularly helpful in guiding me toward a qualitative methodology. Dr. Mulya R. Mashudi, M.E.M interest in sense of competence was the impetus for my thesis. Finally, I would like to thank Dr. Maulahikmah Galinium, S.Kom., M.Sc Dean Faculty of Engineering and Information Technology From the beginning, he had confidence in my abilities to not only complete a degree but to complete it with excellence.

The author would like to thank the leadership of the PT. XYZ who has given permission, moral assistance in the implementation of this research. In addition, to employees of the PT. XYZ as samples or research respondents, who helped fill out the questionnaire carefully and as it was in the implementation of this research.

I have found my coursework throughout the curriculum and Instruction program to be stimulating and thoughtful, providing me with the tools with which to explore both past and present ideas and issues.

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