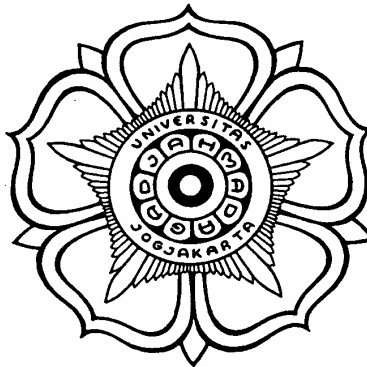


**THE ANALYSIS OF EMPLOYEE SATISFACTION AND ITS  
RELATIONSHIP WITH CUSTOMER SATISFACTION  
AT PT TELKOM DIVRE V JAWA TIMUR**

Thesis  
As a partial fulfillment to achieve a Master Degree

Study Program in Master of Management (Magister Manajemen)  
Department of Social Sciences



Submitted by  
**Eko Budiharjo**  
10556/PS/MM/02

to  
**GRADUATE SCHOOL  
GADJAH MADA UNIVERSITY  
2004**

## AUTHORIZATION

### THE ANALYSIS OF EMPLOYEE SATISFACTION AND ITS RELATIONSHIP WITH CUSTOMER SATISFACTION AT PT TELKOM DIVRE V JAWA TIMUR.

prepared and compiled by  
**Eko Budiharjo**  
10556/PS/MM/02  
has been defended before the Board of Examiners  
on August 13, 2004  
and has been declared to fulfill all requirements

Yogyakarta, August 13, 2004

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Examiner II



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