GLOSSARY

ADSL Technology: Stand for (Asymmetric Digital Subscriber Line).

CDMA: Code Division Multiple Access

Convenience sampling: a sample that refers to the collection of information from members of the population who are conveniently available to provide it.

Cronbach's alpha: computed in terms of the average inter-correlations among the items measuring the concept

Descriptive analysis: the elementary transformation of data in a way that describes the basic characteristic such as central tendency, distribution, and variability

DNS: Domain Name System

GSM: Global System for Mobile Communication

IDX: Stand for Indonesia Stock Exchange.

ISP: Internet Service Provider

Likert scale: designed to examine how strongly subject agree or disagree

LSE: Stand for The London Stock Exchange and publicly offered without listing in ("POWL") in Japan.

NYSE: New York Stock Exchange,

MSI: stand for Method of Successive Interval

Method of Successive Interval: the statistical techniques used to analyse the sample data and the results are applied to populations.

Non-probability sampling design: the elements in the population don't have any probabilities attached to their being chosen as sample subjects

Ordinal scale: not only categorizes the variables in such way as to denote the difference among the various categories, it is also rank-orders the categories in some meaningful way.

Path analysis: used to describe and test the model of relationship between variables in the form of cause and effect (no reciprocal relation).

Population: refers to the entire group of people, events, or things of interest for which the researcher wants to make inferences (based on sample statistic).

Product: as anything that can be offered to a market for attention, acquisition, use, or consumption that might satisfy a want or need.

Product/Service Quality: the totality of features and characteristics of the products or services that bear on its ability to satisfy stated or implied needs.

Primary data information: observed, recorded, or collected directly from respondents

Price: the amount of money charged for a product or service."

Quantitative method: a business research that addressed research objectives through empirical assessment that involve numerical measurement and analysis

Questionnaire: a pre-formulated written set of questions to which respondents record their answer, usually within rather closely defined alternatives.

R²: Stand for R-Square

Reliability test: a test of how consistently a measuring instrument measures whatever concept it is measuring.

Sample: a subset, or some part, of a larger population. The purpose of sampling is to estimate an unknown characteristic of a population.

Satisfaction: a person's feeling of pleasure or disappointment that result from comparing a product perceived performance (or outcome) to expectations.

Service: any act of performance one party can offer another that is essentially intangible and does not result in the ownership of anything; its production may or may not be tied to a physical product.

Secondary data: refers to gathering from sources that already exist

Speedy: the product of Telkom in the form of high-quality Internet access services to households and small and medium sized businesses.

Telkom: a state-owned enterprise that operates in the telecommunications and network services sector in Indonesia.

UCS: Unit of Consumer Service

Validity: concerned with whether the findings are really about what they appear to be about. The extent to which data collection method or methods accurately measure what they were intended to measure

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