

THE EFFECT OF FACILITIES AND RELIABILITY ON LOYALTY WITH PUBLIC TRUST AS PARTNERS BREEDING PT. CIOMAS ADISATWA SIANTAR AS AN INTERVENING VARIABLE

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Abstract

This research aims to determine the effect of facilities and reliability on loyalty and community trust as chicken rearing partners of Pt. Ciomas Animals Siantar as an Intervening Variable. The research method used is a quantitative method using the help of Smart PLS version 3.0 which was collected from the results of distributing questionnaires to 96 consumers of Café BO & Resto Tebing Tinggi. The analytical method used in this research is using instrument tests, namely validity and reliability tests. measurement model (outer model), namely validity test, reliability test, then the structural model (inner model) includes: coefficient of determination/r-square (r^2), goodness of fit model and hypothesis testing with the t-statistic test and indirect effect test (indirect influence). The results of SPSS in this research are that the variable Facilities influences Trust, Reliability influences Trust, meaning that Facilities influences community loyalty, Reliability does not influence community loyalty, Trust influences community loyalty, trust can mediate the relationship between facilities and community loyalty, trust cannot mediate the relationship between reliability and community loyalty.

Keywords: *Partner Loyalty, Trust, Facilities, Reliability*

1. INTRODUCTION

Competition business can happen in various level . At the level local , company in One area or city compete For interesting consumers in the region . At the level national , companies compete in a country, while at the global level , companies from various countries interact with each other compete in the international market . In an effort to win competition , company usually carry out effective marketing strategies , development product or innovative services , improvements efficiency operational , and excellence competitive others . The company also seeks understand needs and preferences consumer as well as follow market trends for still relevant and competitive , (Dewi & Yenita, 2023) .

In running operation company , source Power Humans are very important and play a role role main . Through utilization source Power man in a way effective and efficient , company can Keep going endure in increasingly fierce competition fierce and reaching success . The company has objective For grow and overcome challenge Good from internal and external environment external which is always changed . Therefore that , company need settings and processing source effective power . The company does not only need employees who have skills and abilities , but also have strong will For Work hard and reaching optimal results .

PT. Japfa Comfeed Indonesia, Tbk is company in motion in agri-food sector . Business unit main company This namely making feed livestock , breeding chicken , processing poultry as well as cultivation agriculture with the breadth of business units run by PT. Japfa Comfeed Indonesia,

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Dian Purnama Sari ¹, Gangsar Mayang Sari ², Musparina ³, Rumiris Siahaan ⁴, Cia Cai Cen ⁵

Tbk so that own Enough Lots child companies that have different specializations . PT . Ciomas Animals Siantar is one of child companies that have specialization in partnership enlargement working chicken The same with society that often called with system partnership .

In activities the public as partner own an important role For do enlargement chicken , with the more the amount competitor so loyalty public For partner with PT. Ciomas Animals Siantar become focus main in business This . According to (Schiffman, IG & Kanuk, 2013) , say that loyalty is commitment from a customer towards a product or service that is measured by repeat purchases or *attitudinal commitment* . Customers do not become suddenly loyal but there are things that cause them to be loyal. Level of loyalty public as partner can seen in number owned partners every year . Total data partner enlargement chicken PT. Ciomas Animals Siantar in the last 3 years from 20 20 to 20 22 experience fluctuation However tend decreased . In 2020 , partners owned by PT . Ciomas Animals Siantar in number as many as 99 breeders , in 2021 it increased become 113 breeders until 2022 the number ever experience decline only totaling 83 breeders . This is show the decline loyalty public become partner enlargement chicken PT. Ciomas Animals Siantar .

Decrease loyalty that occurs can caused by various factor one among them is facilities , things This supported with research conducted by Nadeak & Yudhira (2023) , which shows that facilities affect loyalty . According to Schiffman & Kanuk, (2013) , say that loyalty is commitment from a customer to a product or services rendered with purchase repeat or *attitudinal commitment* . In activities PT. Ciomas's operations Animals Siantar provide various facility like delivery seed chicken to partner , next giving feed until harvest time and giving vitamins or medicines that will used during the enlargement period carried out by the partner . Customers No become loyal in suddenly but There is thing that causes they be loyal.

Other factors that can influence loyalty is reliability , thing This proven with study Previously conducted by Dewi & Yenita (2023) , which showed that reliability become variables that have the biggest influence If compared to with other variables in influencing loyalty . According to Ardhy (2017) , reliability is ability to provide appropriate service in a way accurate and reliable , attitude sympathy and with high accuracy to customers . The reliability of PT . Ciomas Animals Siantar in providing services to partner in the form of all over employees on duty as PPL (Officer) Supervisor Field) which is bachelor farm with own skill in field farm so that can help partner with good . Pre-survey results show that PT. Ciomas employees Animals Siantar No Once do error in calculation results harvest and provision feed so that I interested become partners and PT. Ciomas Animals Siantar fast respond / respond complaints and obstacles faced by partners , which will have an impact on loyalty partners , in line with research conducted by Dewi & Yenita (2023) , which shows existence influence reliability to loyalty .

Furthermore factors that can influence loyalty is trust , in study previously conducted by Busthomy (2023) , trust own connection with visible loyalty from mark regression obtained . According to Hall Mowen (2014) , Trust is assessment connection somebody with other people who will do transaction certain in accordance with hope in A full environment with uncertainty . Pre-survey results show that Still level trust community at PT. Ciomas Animals Siantar Still Enough low so that public Not yet completely have high loyalty to PT . Ciomas Animals Siantar which can seen in table 1.1 where in period 3 years time final amount partner experience fluctuation However tend experience decline in 2022 .

2. IMPLEMENTATION METHOD

analysis in research This is analysis quantitative use use method *Structural Equation Model* (SEM) based *Partial Least Square* (PLS) is used for the data calculation process . According to Santoso (2018) , SEM is technique analysis multivariate combining analysis factors and analysis regression (correlation) . PLS aims for help researcher to obtain latent variables in research . As test sense analysis , PLS uses 2 assessments modeling , namely example measurement example (*outer example*) for validity test and reliability and example structural example (*inner example*) for test hypothesis use example prediction (Ghozali et al., 2019) . Data analysis techniques used in

study This is as following :

- a. *Measurement Model (Outer Model)*
Outer model (measurement model) is how each variable in the form of an indicator relates to its latent variable. *The outer model* is used to assess the validity test and reliability test. *Outer model analysis* is carried out to ensure that *the measurement* used is suitable for measurement (valid and reliable).
- b. *Structural Model (Inner model)*
 Structural model or *inner model* aiming For see correlation or connection between latent variables in study through t-test. Evaluation *inner model* can seen from a number of indicators that include coefficient determination (R^2), *Predictive Relevance* (Q^2) and *Goodness of Fit Model (GoF)* (Hussein, 2015)
- c. Hypothesis Testing
 After obtaining the regression equation, it is necessary to conduct a hypothesis test to determine whether the regression coefficient obtained is significant, then the hypothesis test is carried out using the t-test (partial) and the Path Analysis test.

3. RESULTS AND DISCUSSION

measurement model (*outer model*) is analysis factor confirmatory or *confirmatory factor analysis* (CFA) with test validity And reliability construct latent. Following is results evaluation *outer model* on study This .

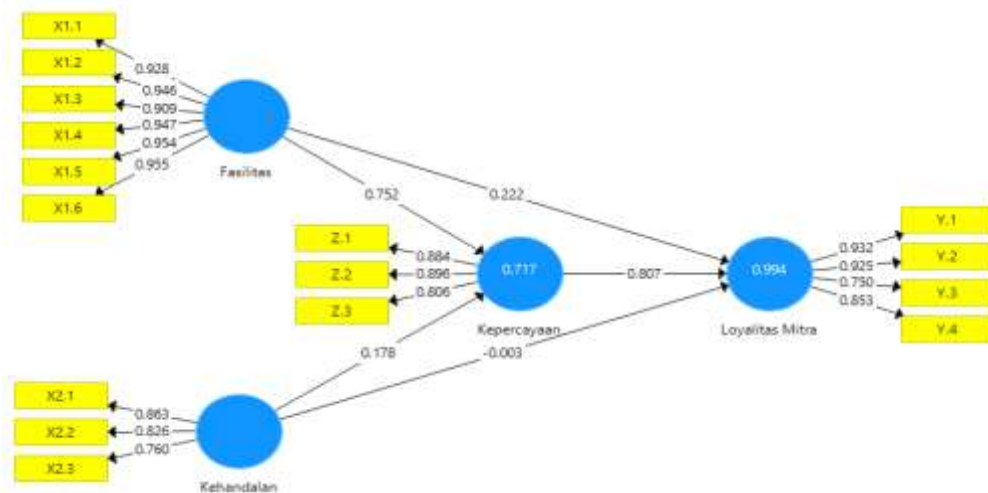


Figure 1. Model Structural (Outer Model)

1 . Test Validity

Study This use help from Smart PLS 3.0 software for test validity and reliability of research instruments . For test validity a data, can used For test validity a data can used convergent validity see loading factor value and discriminant validity with see mark cross loading.

a. *Convergent Validity*

Convergent validity from model measurement with model reflective indicator rated based on correlation between item score/component score with construct score calculated with PLS. Size reflective it is said tall If correlated more from 0.70 with construct that you want measured . However thus , For study stage beginning with development scale measurement loading value 0.5 to 0.60 is considered enough (Chin 1998 in Ghozali and Latan, 2012). In the research This using a loading factor of 0.7

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Dian Purnama Sari ¹, Gangsar Mayang Sari ², Musparina ³, Rumiris Siahaan ⁴, Cia Cai Cen ⁵

with calculation algorithm on Smart PLS 3.0, following results testing model measurement convergent validity using loading factor can seen on Table 1

Table 1
Results Test Validity Instrument Use Loading Factor

	<i>Loading Factor</i>			
X1. 1	0.928			
X1. 2	0.946			
X1. 3	0.909			
X1. 4	0.947			
X1. 5	0.954			
X1. 6	0.955			
X2. 1		0.863		
X2. 2		0.826		
X2. 3		0.760		
Z.1			0.884	
Z.2			0.896	
Z.3			0.806	
Y.1				0.932
Y.2				0.925
Y.3				0.750
Y.4				0.853

Source : Data primary processed (2024)

Based on Table 1 above can known all over mark *loading factor* has crossed the 0.6 limit so that can withdrawn conclusion that each of them indicators in research This is valid. Therefore those are the indicators the can used For measure variable study .

b. Discriminant Validity

Discriminant validity compares Average Variance Extracted value (AVE) every construct with correlation between construct other in the model. If mark root of AVE every construct more big than mark correlation between construct with construct other in model, so it is said own mark discriminant validity Which Good . Following results testing model measurement discriminant validity use cross loading can seen on Table 2 :

Table 2

Results Test Validity Instrument Use Cross Loading

Item	Facility	Reliability	Trust	Partner Loyalty
X1.1	0.928	0.404	0.758	0.817
X1.2	0.946	0.415	0.830	0.884
X1.3	0.909	0.414	0.715	0.774
X1.4	0.947	0.437	0.762	0.821
X1.5	0.954	0.462	0.805	0.857
X1.6	0.955	0.412	0.811	0.865
X2.1	0.397	0.863	0.442	0.446
X2.2	0.302	0.826	0.439	0.424
X2.3	0.413	0.760	0.384	0.389
Z.1	0.965	0.451	0.884	0.828
Z.2	0.625	0.508	0.896	0.860
Z.3	0.476	0.371	0.806	0.751
Y.1	0.881	0.470	0.970	0.932
Y.2	0.880	0.454	0.966	0.925
Y.3	0.795	0.373	0.485	0.750
Y.4	0.882	0.482	0.616	0.853

Source : Data primary processed (2024)

Based on Table 2 above can known all over mark *cross loading* from each indicator which is aimed own correlation which are more tall with each variable compared to with variable others . Can withdrawn conclusion that indicator on has valid in overall .

2. Test Reliability

A instrument can it is said reliable with see mark from Average Variance Extracted is more than 0.5, Cronbach Alpha is greater from 0.6 and Composite Reliability is greater from 0.7. Here results calculation reliability through Average Variance Extracted (AVE), Cronbach Alpha and Composite Reliability can seen on Table following This :

Table 3
Calculation AVE, Cronbach Alpha, and Composite Reliability

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Variables Partner Loyalty (Y)	0.888	0.899	0.924	0.754
Variables Trust (Z)	0.830	0.860	0.897	0.744
Variables Facilities (X1)	0.973	0.975	0.978	0.883
Variables Reliability (X2)	0.750	0.899	0.924	0.754

Source : Data primary processed (2024)

Based on Table 3 on can known that mark *Cronbach Alpha* from loyalty partner as big as 0.888 , variable trust as big as 0.830, variable facility as big as 0.973 and variables reliability of

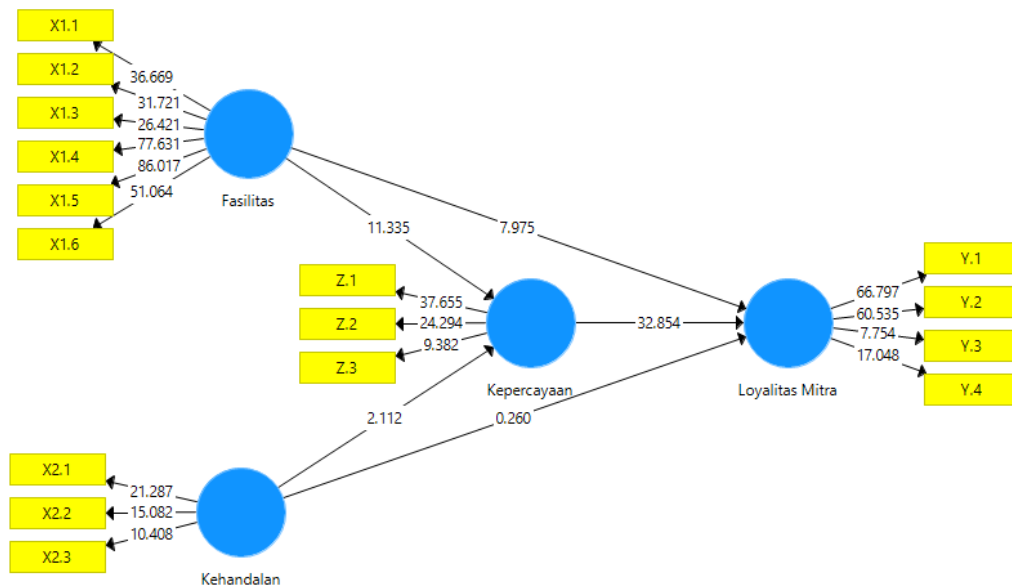
THE EFFECT OF FACILITIES AND RELIABILITY ON LOYALTY WITH PUBLIC TRUST AS PARTNERS BREEDING PT. CIOMAS ADISATWA SIANTAR AS AN INTERVENING VARIABLE

Dian Purnama Sari ¹, Gangsar Mayang Sari ², Musparina ³, Rumiris Siahaan ⁴, Cia Cai Cen ⁵

0.750. From the results calculation on can known that all over indicator has reliable in measure variable its latent .

Evaluation Model Structural (Inner Model)

Evaluation *inner model* can seen from a number of indicators that include coefficient determination (R^2), *Predictive Relevance* (Q^2) and *Goodness of Fit Index* (GoF) (Hussein, 2015). Results model structural Which displayed by Smart PLS 3.0 There is study This is as following :



Source : Data primary processed (2024)

Figure 2. Model Structural (Inner Model)

Results R^2 (Rs square)

In assessing the model with PLS begins with see *Adjusted R-square* forevery dependent latent variable . The results of the r^2 calculation in the study This is as following :

Table 4. Mark Correlation (r^2)

Variables	Adjusted r^2
Trust (Z)	0.710
Partner Loyalty (Y)	0.994

Source : Data primary processed (2024)

Based on results calculation use *bootstrap* on Table 4. above , then known r^2 value from variable *positive emotions* as big as 0.710 which means that trust influenced by facility and reliability by 71% or in other words contribution facility and reliability by 71% while the rest as big as 29% is contribution variable other Which No discussed in study This like location , quality services , convenience and others . Results r^2 from variable loyalty partner as big as 0.994 which means that decision purchase influenced by facilities , reliability and trust of 0.994 or in other words contribution facilities , reliability and trust as big as 99.4%

while the rest of 0.6% is contribution other variables that No discussed in study This like quality service , price and others .

Testing Hypothesis

Based on results from *outer model* Which done , all over hypothesis that was tested has fulfil condition , so that can used as model analysis in study This . Testing hypothesis on study This using alpha 5% which means if t- statistic value ≥ 1.960 or mark probability \leq *level of significance* ($\alpha = 5\%$). Limit 0.05 to mean that the magnitude opportunity deviation only as big as 5% dam 95% the rest indicated can accept hypothesis .

Testing hypothesis in study This shared into two parts , namely testing influence direct And testing influence in a way No direct (mediation). Testing influence direct will use *bootstrapping* on Smart PLS 3.0 *software* , while testing influence in a way No direct will using t- statistics on *indirect effects* .

1. Testing Influence Direct

Testing influence direct used For explain hypothesis 1,2,3,4 and 5 through *path coefficients*. Mark *path coefficients* can seen through t- statistic value that must be above t- table which is 1.96 which means there is influence from variable exogenous to endogenous variables in each hypothesis which has determined . The t- statistic value ≥ 1.960 or mark probability \leq *level of significance* ($\alpha = 5\%$), own conclusion that hypothesis accepted , that is there is influence significant between variable that was tested . In Table 5 it can be seen results from testing hypothesis in a way direct with *bootstrapping* on Smart PLS 3.0 *software* . Below This will explained explanation from each each hypothesis on study This .

Table 5.
Path Coefficients

	<i>Original Sample (O)</i>	<i>Sample Mean (M)</i>	<i>Standard Deviation (STDEV)</i>	<i>T statistics (O/STDEV)</i>	<i>P Values</i>
Facility ->Trust	0.752	0.745	0.066	11,335	0,000
Reliability -> Trust	0.178	0.190	0.084	2,112	0.035
Facilities -> Partner Loyalty	0.222	0.225	0.028	7,975	0,000
Reliability -> Partner Loyalty	-0.003	-0.003	0.010	0.260	0.795
Trust -> Partner Loyalty	0.807	0.804	0.025	32,854	0,000

Source : Data primary processed (2024)

Based on Table 5. obtained results testing from each hypothesis as following :

- a. Hypothesis 1
H1: Facility influential to Trust

Based on results testing Which there is on Table 5 can seen that mark t- statistics connection between Facility to Trust is of 11.335 with a sig. of 0.000. Results testing the show that t- statistics ≥ 1.96 And mark sig. \leq *level of significance* ($\alpha = 5\%$). Thing This show that there is influence Which significant between Facility to trust .

THE EFFECT OF FACILITIES AND RELIABILITY ON LOYALTY WITH PUBLIC TRUST AS PARTNERS BREEDING PT. CIOMAS ADISATWA SIANTAR AS AN INTERVENING VARIABLE

Dian Purnama Sari ¹, Gangsar Mayang Sari ², Musparina ³, Rumiris Siahaan ⁴, Cia Cai Cen ⁵

With thus hypothesis 1 accepted . Research results This in accordance with study previously carried out by (Lindasari, 2020) .

b. Hypothesis 2

H2: Reliability influential to Trust

Based on results testing Which there is on Table 5 can seen that mark t- statistics connection between Reliability to Trust is of 0.495 with a sig. of 2.112. Results testing the show that t- statistics ≥ 1.96 And mark sig. \leq level of significance ($\alpha = 5\%$). Thing This show that there is influence Which significant between reliability to trust . With thus hypothesis 2 accepted . Research results This in accordance with study previously carried out by (Mugiani, 2022) .

c. Hypothesis 3

H3: Facility influential to Partner Loyalty

Based on results testing Which there is on Table 5 can seen that mark t- statistics connection between Facility to Partner Loyalty is of 7.975 with a sig. of 0.000. Results testing the show that t- statistics ≥ 1.96 And mark sig. \leq level of significance ($\alpha = 5\%$). Thing This show that there is influence Which significant between facility to loyalty partners . With thus hypothesis 3 accepted . Research results This in accordance with study previously carried out by (Gradiyanto et al., 2023) .

d. Hypothesis 4

H4: Reliability influential to Partner Loyalty

Based on results testing Which there is on Table 5 can seen that mark t- statistics connection between reliability to loyalty partner is of 0.311 with a sig. of 0.795. Results testing the show that t- statistics ≤ 1.96 And mark sig. \geq level of significance ($\alpha = 5\%$). Thing This show that there is influence Which significant between reliability to loyalty partners . With thus hypothesis 4 rejected . Research results This in accordance with study previously carried out by (Gradiyanto et al., 2023)

e. Hypothesis 5

H5: Trust influential to Partner Loyalty

Based on results testing Which there is on Table 5 can seen that mark t- statistics connection between trust to loyalty partner is of 32,854. with sig. of 0.000 Results testing the show that t- statistic ≥ 1.96 And mark sig. \leq level of significance ($\alpha = 5\%$). Thing This show that there is influence Which significant between trustto loyalty partners . With thus hypothesis 5 accepted . Research results This in accordance with study previously carried out by (Heri et al., 2022) .

2. Testing Influence No Direct

Test influence No direct done with method test strength influence No direct variable independent (X) to variable dependent (Y) through intervening variable (Z) with condition t- statistic value > 1.96 . Influence No direct can stated significant If second influence direct Which to form it is significant . The results of this test can seen in table following :

Table 6. Indirect Effect

	<i>Original Sample (O)</i>	<i>Sample Mean (M)</i>	<i>Standard Deviation (STDEV)</i>	<i>T statistics (O/STDEV)</i>	<i>P Values</i>
Facility ->Trust -> Partner Loyalty	0.606	0.599	0.056	10,768	0,000
Reliability -> Trust -> Partner Loyalty	0.143	0.153	0.068	2,123	0.034

Source : Data primary processed (2024)

a. Hypothesis 6

H6: Facilities influential to Partner Loyalty through Trust .

Based on results testing Which there is on Table 4.14 can seen that mark t-statistics connection between Facility influential to Partner Loyalty through Trust is of 10.768 with a sig. of 0.000. Results testing the show that t- statistics $\geq 1,96$ And mark sig. \leq level of significance ($\alpha = 5\%$). Thing This show that trust can mediate influence between Facility influential to Partner Loyalty . With thus hypothesis 6 accepted . Researcher results This in accordance with research conducted by (Heri et al., 2022) .

b. Hypothesis 7

H7: Reliability influential to loyalty partner through trust .

Based on results testing Which there is on Table 4.14 can seen that mark t-statistics connection between reliability to loyalty partner through trust is of 2.123 with a sig. of 0.034. Results testing the show that t- statistics ≥ 1.96 Andmark sig. \leq level of significance ($\alpha = 5\%$). Thing This show that trust can mediate influence reliability to loyalty partner through trust . **With thus hypothesis 7 accept .** Researcher's results This No in accordance with research conducted by (Gradiyanto et al., 2023) .

DISCUSSION

Based on results testing hypothesis that has been done , then stages furthermore is explanation connection between variables in research this is what Then associated with behavior consumers , research previously And knowledge management so that can support statement Which Already There ispreviously . Explanation the result as following :

1. Influence Facility To Trust

Based on results analysis to hypothesis 1 can known that facility influence on trust . From the characteristics Respondent majority aged more from 31 years so that with age more old in work is very dependent on the facilities provided , because facilities provided capable support activity Work more easy and cause high confidence to provider facilities . This is seen in the answer respondents who indicated majority answer agree and strongly agree on all statement variable facilities . Research results This in accordance with research conducted by Wadhwa & Jaya (2022) , p . the due to majority Respondent in study show answer agree and strongly agree . Good facilities can affect the level trust given by individuals or customer to a entities , such as company or organization . Adequate and quality facilities tall can create perception positive to entity said , which in turn can increase trust individual or customer to entity the .

THE EFFECT OF FACILITIES AND RELIABILITY ON LOYALTY WITH PUBLIC TRUST AS PARTNERS BREEDING PT. CIOMAS ADISATWA SIANTAR AS AN INTERVENING VARIABLE*Dian Purnama Sari*¹, *Gangsar Mayang Sari*², *Musparina*³, *Rumiris Siahaan*⁴, *Cia Cai Cen*⁵**2. Influence Reliability To Trust**

Based on results analysis to hypothesis 2 can known that reliability have an impact on trust . From the answer respondents in statement 1 indicated Respondent answer agree and strongly agree as much as 85.5 that PT. Ciomas Animals Siantar provide choice transaction payment in a way cash and non- cash in the system for results so that I interested become partner . This is can explain that reliability owned by PT. Ciomas Animals Siantar in providing convenience to partners so that can creates a high sense of trust from partner to company . Research results the No in line with research conducted by Nururudin (2019) which shows that reliability have an impact on trust . Reliability entity can affect the level trust given by individuals or Customer . Reliability refers to the ability entity For operate its obligations , to provide products or consistent service , and meets promises made . If the entity consistent in providing the expected results and meeting promises made to individual or customers , then level trust to entity the tend increased . Difference the due to Still there is respondents who answered No agree and neutral on variables reliability so that No can completely influences trust .

3. Influence Facility To Partner Loyalty

Based on results analysis to hypothesis 3 can known facility influence on loyalty partner . From the answer respondents to the statement 2 that state that interested become PT. Ciomas partners Animals Siantar often provides suggestions for healthy room layout For enlargement chicken , majority respond answer agree and strongly agree . This is can explain in a way direct that facilities provided by the company to partner No only in the form of feed , medicine , services between pick up . But attention given by company in the form of providing suggestions that have an effect positive on partners so that partner own high loyalty to company . Research results This in line with research conducted by Nadeak & Yudhira (2023) which shows that Facilities affect loyalty partner . Good facilities can influential to loyalty individual or customer to a entity . Adequate and fulfilling facilities need individual or customer can create experience positive and make they feel valued .

4. Influence Reliability To Partner Loyalty

Based on results analysis to hypothesis 4 can known that reliability No have an impact on loyalty partner . From the answer respondents in statement 1 indicated Respondent answer agree and strongly agree as much as 85.5 that PT. Ciomas Animals Siantar provide choice transaction payment in a way cash and non- cash in the system for results so that I interested become partner . This is can explain that reliability owned by PT. Ciomas Animals Siantar in providing convenience to partners so that can increase loyalty partner to company . Research result the in line with research conducted by Dewi & Yenita (2023 which shows lower reliability have an impact on loyalty partners . Reliability in delivering products or consistent and quality service can create trust and building connection term long with individual or customers . If the entity in a way consistent fulfil hope individual or customers and provide a satisfying experience , then they tend become more loyal to entity said . However from results observation show the opposite so that No can affect loyalty partners .

5. Influence Trust To Partner Loyalty

Based on results analysis to hypothesis 5 can known trust have an impact on loyalty partner . From the answer Respondent show that all over statement variable trust majority Respondent show that level trust partner to the company is very high , so partner own high loyalty to company . Research results the in line with research conducted by Busthomy (2023) which shows lower trust have an impact on loyalty partner . Although object research used different trust used For build loyalty partner so that allow the occurrence similarity results research ,



besides from That answer Respondent from overall items agree and strongly agree so that high confidence can affect loyalty partners .

6. Trust Mediating Connection Facility To Loyalty

Based on results Hypothesis 6 shows that trust can mediate connection facility with loyalty . From the answer Respondent show that all over statement variable trust majority Respondent answer agree and strongly agree with the highest average value in statement 2 which states that interested become PT. Ciomas partners Animals Siantar Because feel believe in the system work given can provide benefits . This is show that public as partner own high trust in PT . Ciomas Animals Siantar , so that trust can play a role as variable mediation in connection between facilities provided by a entity with loyalty individual or customer to entity those . Good facilities can affect the level trust individual or customer to entities , and levels high confidence tend produce more loyalty strong . Trust appear when individual or customer feel Certain that entity will fulfil hope them , provide good service , and maintain promised quality . Trust This Then influence loyalty individual or customers , where they are will choose For still loyal and continue relate with entity the .

7. Trust Mediating Connection Reliability With Loyalty

Based on results Hypothesis 7 shows that trust can mediate connection reliability with loyalty . From the answer Respondent show that all over statement variable trust majority Respondent answer agree and strongly agree with the highest average value in statement 2 which states that interested become PT. Ciomas partners Animals Siantar Because feel believe in the system work given can provide benefits . This is show that public as partner own high trust in PT . Ciomas Animals Siantar . So that trust can play a role as variable mediation in connection between reliability a entity with loyalty individual or customer to entity said . Reliability entity in delivering products or consistent and quality service create trust individual or customer . High level of trust will affect loyalty individual or customers , where they are will tend still loyal and supportive entity said . Trust appear when individual or customer Certain that entity will operate his obligation with good , fulfilling promises are made , and deliver the expected results . Trust This become factor important in to form strong loyalty .

4. CONCLUSION

Based on the results of the data analysis and discussion that have been described previously, with reference to the formulated hypothesis and a confidence level of 95% ($\alpha = 5\%$), several things can be concluded, including the following:

- a. Hypothesis First accepted It means Facility influential to Trust become partner enlargement PT. Ciomas chicken Animals Siantar
- b. Hypothesis second accepted It means Reliability influential to Trust become partner enlargement PT. Ciomas chicken Animals Siantar
- c. Hypothesis third accepted It means Facility influential to loyalty public become partner enlargement PT. Ciomas chicken Animals Siantar
- d. Hypothesis fourth rejected It means Reliability No influential to loyalty public become partner enlargement PT. Ciomas chicken Animals Siantar
- e. Hypothesis fifth accepted It means Trust influential to loyalty public become partner enlargement PT. Ciomas chicken Animals Siantar
- f. Hypothesis sixth accepted It means trust can mediate connection facility to loyalty public become partner enlargement PT. Ciomas chicken Animals Siantar
- g. Hypothesis seventh accepted It means trust can mediate connection reliability to loyalty public become partner enlargement PT. Ciomas chicken Animals Siantar .

THE EFFECT OF FACILITIES AND RELIABILITY ON LOYALTY WITH PUBLIC TRUST AS PARTNERS BREEDING PT. CIOMAS ADISATWA SIANTAR AS AN INTERVENING VARIABLEDian Purnama Sari ¹, Gangsar Mayang Sari ², Musparina ³, Rumiris Siahaan ⁴, Cia Cai Cen ⁵**REFERENCES**

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