

Summarize Summary Research hypothesis were tested with Pearson correlation coefficients or also known bivariate coefficients using statistical software (SPSS 26.) where findings of this paper show that there is a strong positive and significant correlation between business ethics and customer satisfaction.

The recognition of the correlation between business ethics and customer satisfaction for business performance is considered as an important aspect in marketing-based ethical research with objectives of developing most appropriate business strategy. Although, much investigations has been carried out in the literature the correlation between business ethics and customer satisfaction, there is still more need for further research into this field which is correlation between business ethics and customer satisfaction.

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So, there is a positive and significance correlation between business ethics variables and customer satisfaction variables at Indah Logistics Cargo Company. This study has firstly examined the correlation .satisfaction variables at Indah Logistics Cargo Company between business ethics variables and customer satisfaction variables at Indah Logistics Cargo company in Malang City. Secondly, the results of this study has furthermore analysed and found out that there is a positive and significance correlation between business ethics variables and customer satisfaction variables at Indah Logistics Cargo company. Thus, at Indah Logistics Cargo Company, there is a relationship between business ethics variables and customer satisfaction variables on this finding of this study. In fact, business ethics variables and customer satisfaction variables have some correlation .that can boost the performance of logistics companies