

***Judul:***

Pengaruh service encounter quality dimensions terhadap perceived value, customer satisfaction dan loyalty : peran perceived risk sebagai variabel moderasi (studi kasus pelanggan Salon Johnny Andrean) = The impact of service encounter quality dimensions on perceived value customer satisfaction and loyalty the role of perceived risk as a moderating variable case study customer of johnny andrean salon

***Pengarang/Penulis:***

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***Subjek:***

Consumer satisfaction; Customer loyalty; Management

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