

Judul:

Pengaruh perceived employee emotional competence terhadap customer satisfaction dan loyalty-peran mediasi rapport = Effects of perceived employee emotional competence on customer satisfaction and loyalty the mediating role of rapport

Pengarang/Penulis:

Sinaga, Dian, author

Subjek:

Customer loyalty; Customer behavior

Nomor Panggil:

S59511

Penerbitan:

Fakultas Ekonomi dan Bisnis Universitas Indonesia

Link Terkait:

- [Deskripsi Bibliografi](#)
- [Abstrak](#)
- [Dokumen Yang Mirip](#)
- [Universitas Indonesia Library](#)