

Judul:

Analisis Pengaruh Kualitas Layanan dan Pemulihan Layanan Terhadap Loyalitas dan Komplain Mahasiswa Fakultas Ekonomi Universitas Indonesia Selaku Nasabah Bank Central Asia = The Analysis of the Impact of Service Quality and Service Recovery against the Loyalty and Complaints of The Students of The Faculty of Economics of University of Indonesia as the Customer of Bank Central Asia.

Pengarang/Penulis:

Filicia Sali, author

Subjek:

Customer loyalty programs--Case studies.

Nomor Panggil:

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Penerbitan:

Fakultas Ekonomi dan Bisnis Universitas Indonesia

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