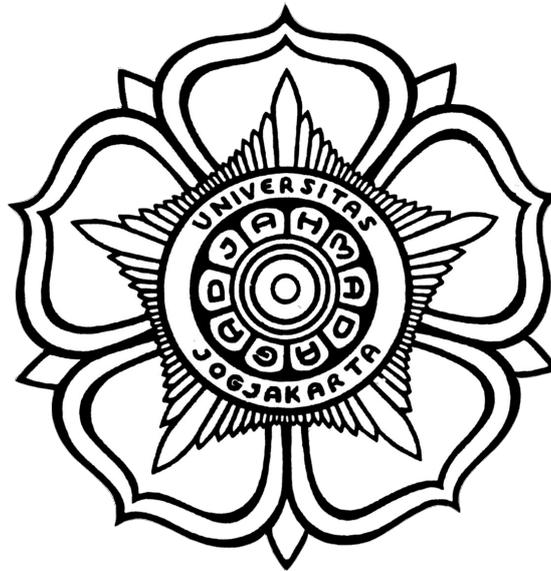


Undergraduate Thesis

“The Influence of *Virtual Customer Service* Innovation and Service Quality toward Customer Satisfaction in Yogyakarta International Airport (YIA)”

Supervisor:

I Made Krisnajaya, S.I.P, M. Pol. Admin



By:

Muhammad Kevin A

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DEPARTMENT OF PUBLIC POLICY AND MANAGEMENT

FACULTY OF SOCIAL AND POLITICAL SCIENCE

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