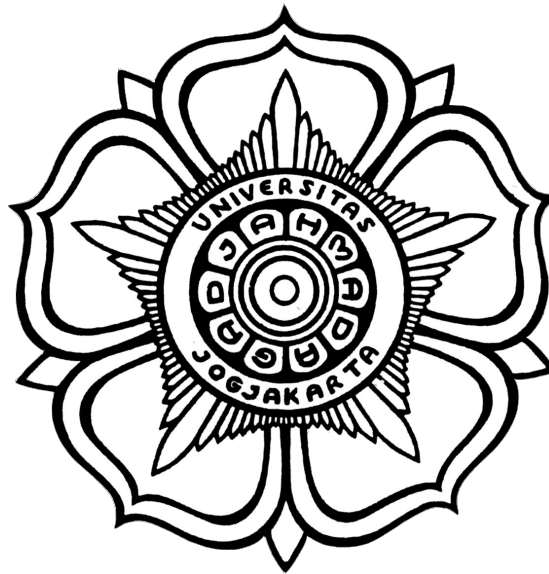


Undergraduate Thesis

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

Supervisor:

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