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## **LIST OF ABBREVIATION**

BSC	= Balance Scorecard
CEO	= Chief Executive Officer
CSI	= Customer Satisfaction Index
GDP	= Gross Domestic Product
HO	= Hinder Ordonantie
ROA	= Return on Assets
ROE	= Return on Equity
SMART	= Strategic Measurement Analysis and Reporting Technique
TDUP	= Tourism Business Registration Certificate



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