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THE ANALYSIS OF RETAIL SERVICE QUALITY IN DAMAI MINIMARKET YOGYAKARTA

Thesis
As a partial fulfillment to achieve a Master Degree

Study Program in Master of Management (Magister Manajemen)
Department of Social Sciences



Submitted by
Y. Arditianto Setyowibowo
8178/PS/MM/01

to
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AUTHORIZATION

THE ANALYSIS OF RETAIL SERVICE QUALITY IN DAMAI MINIMARKET YOGYAKARTA

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has been defended before the Board of Examiners
on August 3, 2004
and has been declared to fulfill all requirements

Yogyakarta, August 3, 2004

Examiner I

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