

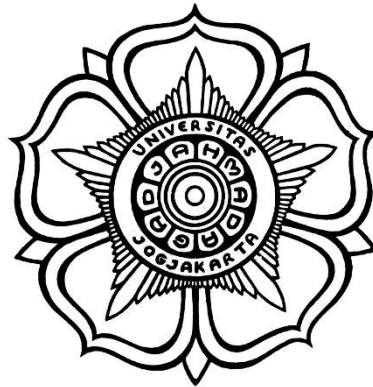
**INTERNET BANKING SERVICE QUALITY AND ITS INFLUENCE ON
E-CUSTOMER SATISFACTION AND E-CUSTOMER LOYALTY**

Thesis

Submitted in order to fulfil the requirement in obtaining bachelor degree in

Management Undergraduate Program

Thesis Supervisor: Dr. Sahid Susilo Nugroho, M.Sc.



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