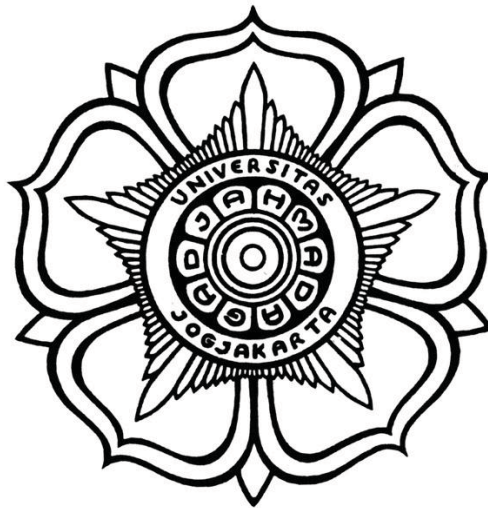


# **The Effects of Types of Service Guarantee and Compensation on Customer Satisfaction and Opportunistic Behavior**

**Submitted in Partial Fulfilment of the Requirements for the Degree of Sarjana Ekonomi from the Department of Management of the Faculty of Economics and Business, Universitas Gadjah Mada**

**Supervised and Graded in University of Groningen  
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