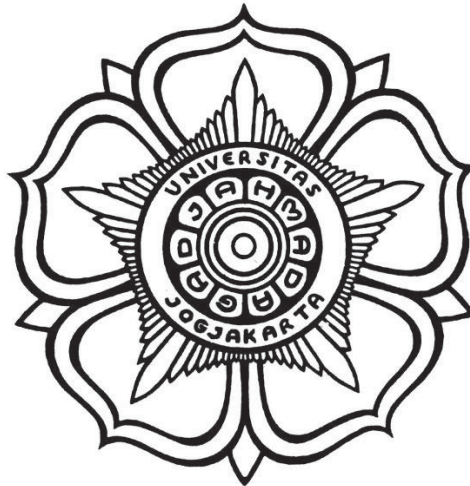


The Effects of Specific and Unconditional Guarantees on Perceived Risk and Customer Satisfaction of Indonesian and Dutch Customers

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

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