

**The effects of logistics capabilities and logistics service quality on customer satisfaction  
in omni-channel retailing**

**THESIS**

To fulfill the needed requirement of obtaining a undergraduate diploma

Department of Management

Supervisor:

**Professor Nishikant Mishra**



Written By:

**Stefanus Anugerah**

**15/381729/EK 20451**

**DEPARTMENT OF MANAGEMENT  
INTERNATIONAL UNDERGRADUATE PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS GADJAH MADA  
YOGYAKARTA  
2019**



UNIVERSITAS  
GADJAH MADA

**The effects of logistics capabilities and logistics service quality on customer satisfaction in omni-channel retailing**

STEFANUS ANUGERAH, Prof. Nishikant Mishra

Universitas Gadjah Mada, 2019 | Diunduh dari <http://etd.repository.ugm.ac.id/>



**The effects of logistics capabilities and logistics service quality on  
customer satisfaction in omni-channel retailing**

Author: Stefanus Anugerah