

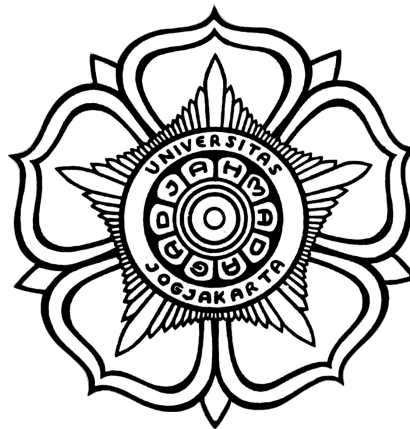
THESIS

**PASSENGER'S PERSPECTIVE TOWARD  
AIRPORT SERVICE QUALITY (ASQ)**

*Case Study : People Mover System at Soekarno-Hatta International Airport*

Thesis submitted in partial fulfillment of the requirements  
for the degree of Master of Science (M.Sc)

**MASTER PROGRAMME  
IN TRANSPORT SYSTEM AND ENGINEERING**



Submitted By :

Ridha Kurniawan  
14/374947/PTK/10035

**POSTGRADUATE PROGRAMME FACULTY OF ENGINEERING  
UNIVERSITAS GADJAH MADA  
YOGYAKARTA**

2016