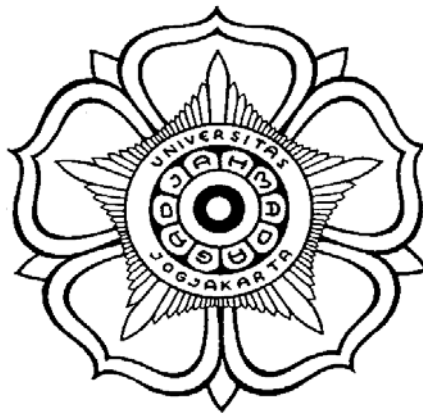


THESIS

**PERCEPTION OF SERVICE RECOVERY IN DEVELOPING
AN EFFECTIVE FLIGHT DELAY MANAGEMENT TOWARD
A MARKET-ORIENTED AIR TRANSPORT SYSTEM
(Case Study: Lion Air in Soekarno-Hatta International Airport)**

Thesis submitted in partial fulfillment of the requirements for the Master of Science (M.Sc.) in Master Programme in Transport System And Engineering



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