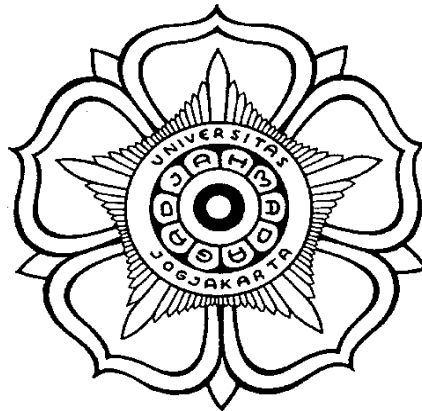


THESIS

**A STUDY OF PASSENGER'S PERCEPTION TO IMPROVE AIRPORT
SERVICE QUALITY AT HANG NADIM AIRPORT BATAM**

**Thesis submitted in partial fulfilment of the requirement for the degree of the
Master Science (M.Sc.)**

**MASTER PROGRAMME
IN TRANSPORT SYSTEM AND ENGINEERING**



Submitted by:

KUSMINI

13/353404/PTK/09008

to:

POSTGRADUATE PROGRAMME FACULTY OF ENGINEERING

GADJAH MADA UNIVERSITY

YOGYAKARTA

2015