

## Preface

Praise to God Almighty for blessings, mercy and his guidance that this thesis can be completed and run well for Postgraduate Program Master of Hospital Administration, University of Pelita Harapan, with title:

### **THE ANTECEDENTS OF PATIENT SATISFACTION AND ITS IMPACTS TOWARDS PATIENT LOYALTY (STUDY OF XYZ HOSPITAL CHAIN)**

I realized without the guidance, help, and prayers from various parties this thesis would not be completed in time. Therefore, I want to show my gratitude to all those who have supported the work of this thesis are as follows:

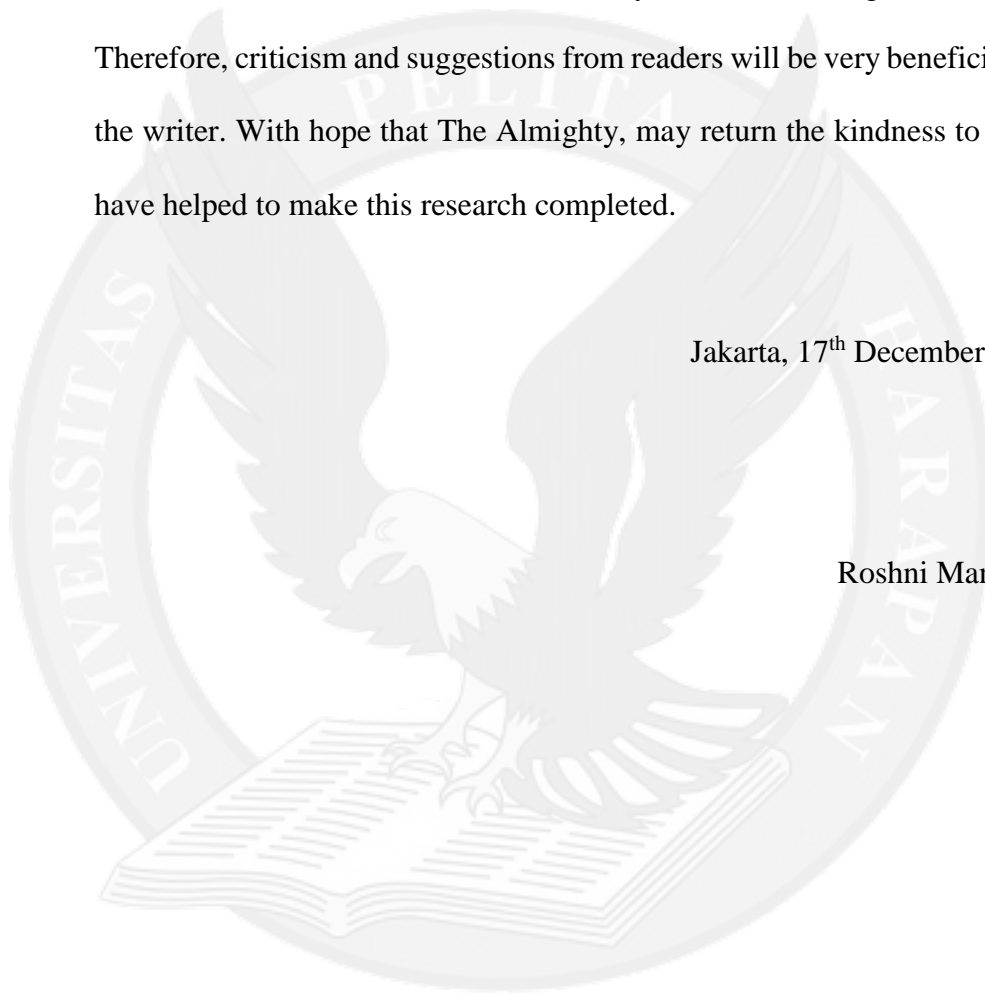
1. **Prof. Dr. Dr. dr. Eka J Wahjoepramono, Sp BS, Ph. D.**, as Dean of Faculty of Medicine in University of Pelita Harapan.
2. **Gracia Shinta S. Ugut, M.B.A, Ph.D.**, as the Head of Post Graduate of Hospital Management in University of Pelita Harapan
3. **Dr. dr. Ferdi Antonio, M.M., M.A.R.S.**, as Supervisor that has guided, motivated, provide all the time and his knowledge, that has supported this thesis to be completed well and on time.
4. All lecturers, staff and employees University of Pelita Harapan who have provided teaching and administrative facilities to us while studying at Pelita Harapan University.

5. To all the respondents who have taken out time and feedback to fill the questionnaire.
6. Thank you for the assistance that has been given by all those whom I am not able to mention each by name.

To conclude, I have realized that there are yet flaws in writing of this thesis. Therefore, criticism and suggestions from readers will be very beneficial for the writer. With hope that The Almighty, may return the kindness to those have helped to make this research completed.

Jakarta, 17<sup>th</sup> December 2020

Roshni Manwani



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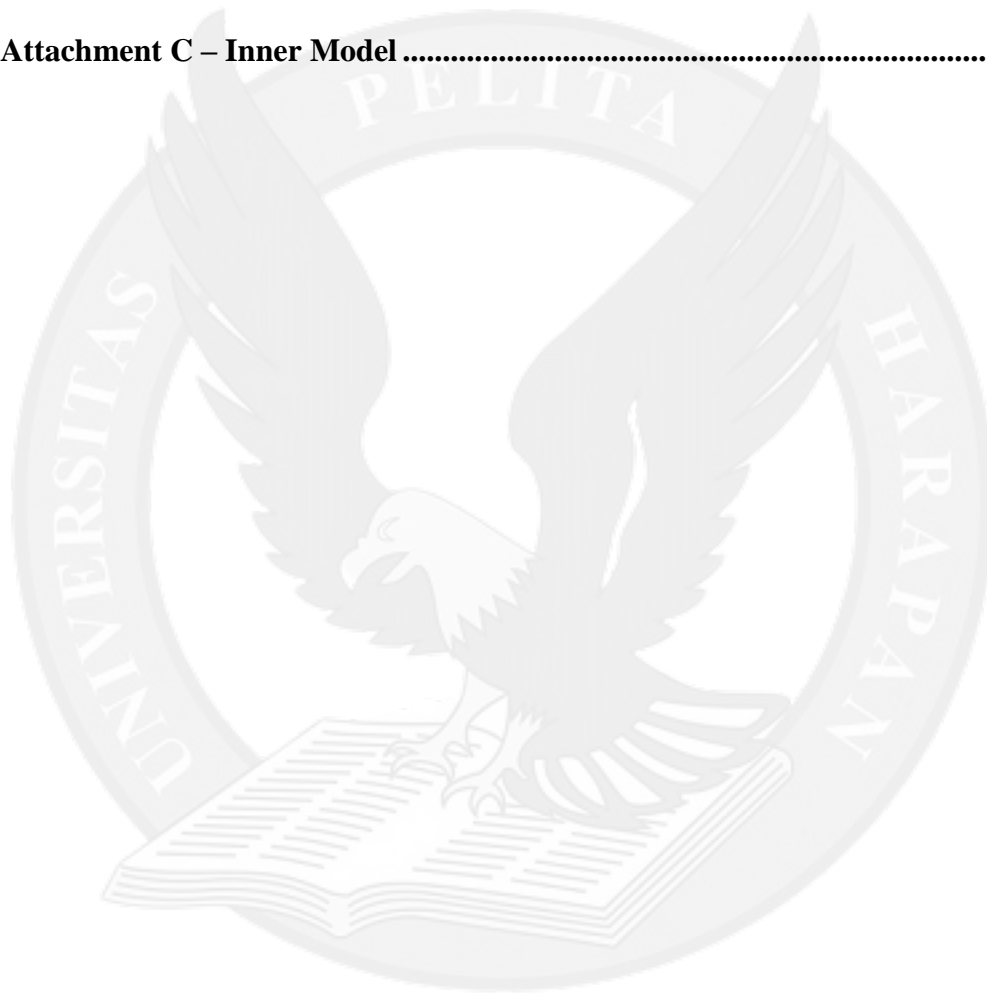
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