

PREFACE

By the grace and blessing of the Almighty God, the writer has completed the final paper entitled: **“INVESTIGATING E-SERVICECSAPE, TRUST, E-WOM AND CUSTOMER LOYALTY: STUDY IN TRAVELOKA”**.

This final paper is written as a partial fulfillment of the academic requirements to obtain the degree of *Magister Manajemen* at Management Study Program, Faculty of Economics and Business, Universitas Pelita Harapan Surabaya Campus.

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The Writer,



Jimmy

02619210017



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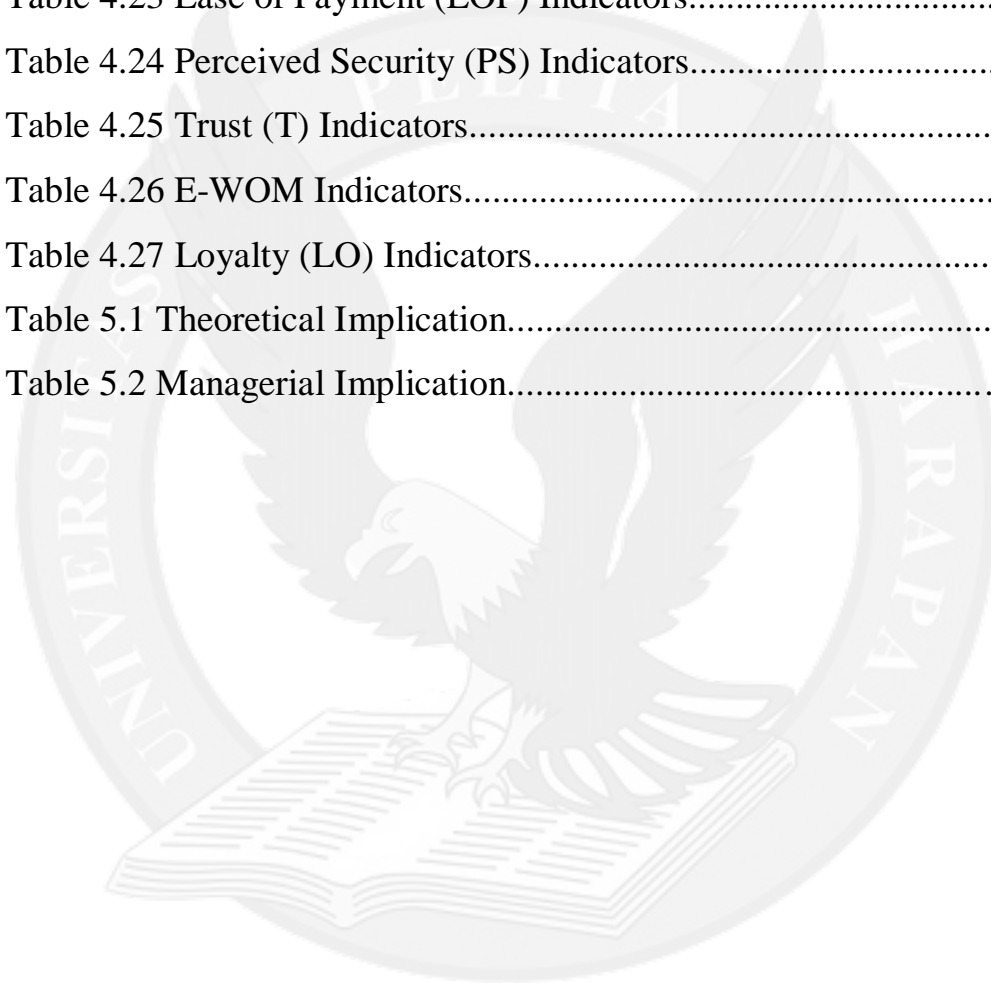
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