

SKRIPSI

**THE INFLUENCE OF CUSTOMER LOYALTY THROUGH
PROCEDURAL JUSTICE, INTERACTIONAL JUSTICE,
DISTRIBUTIVE JUSTICE, CUSTOMER EFFORT, AND
QUALITY OF SERVICE SOLUTION BY MEDIATING
CUSTOMER SATISFACTION AT PT. DUTARAYA SEJATI**

MEDAN

Written as a partial fulfillment of the academic requirements
to obtain the degree of *Sarjana Manajemen*

By:

NAME : WINDY AMANDA SISWANTO
ID NUMBER : 03011180137



**MANAGEMENT STUDY PROGRAM
FACULTY OF ECONOMIC AND BUSINESS
UNIVERSITAS PELITA HARAPAN
MEDAN
2023**