

PREFACE

Praise to Allah Subhanahu Wa Ta'ala for all the blessings so that this Final Assignment can be completed. This thesis entitled **“THE INFLUENCE OF E-SERVQUAL AND TRUST ON CUSTOMER SATISFACTION AND ITS IMPACT ON CUSTOMER LOYALTY (AN EMPIRICAL STUDY ON ONLINE SYARIAH BANKING IN INDONESIA)”** is intended to fulfill one of the academic requirements to obtain International Master of Management at Universitas Pelita Harapan. This study believes that without guidance, assistance, and prayers from various parties, this thesis will not be completed on time. Therefore, this study would like to express deepest gratitude to all parties who have helped in the process of writing this thesis, namely to:

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Author

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