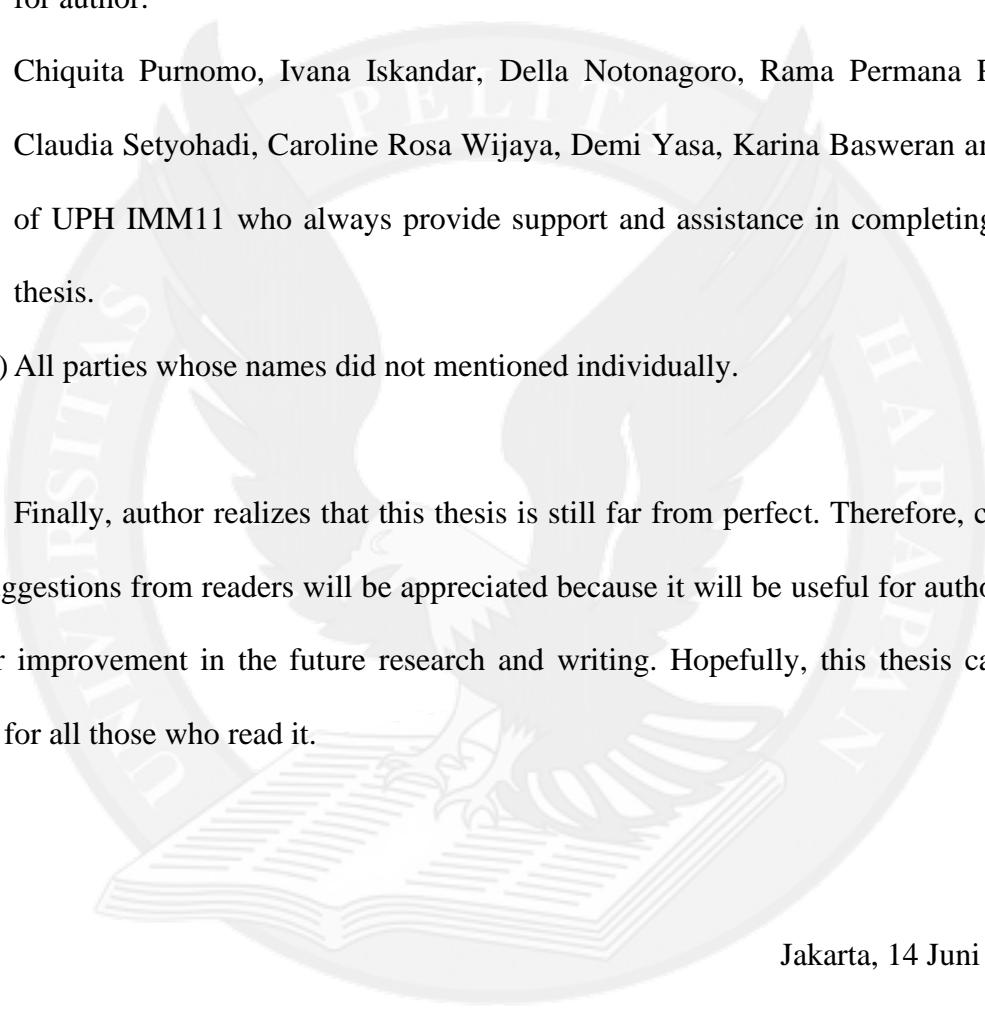


PREFACE

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:

- 1) Allah Subhanahu Wa Ta'ala, without Allah's grace the author cannot complete this thesis properly and on time.
- 2) Mrs. Dra. Gracia Shinta S. Ugut, M.B.A., Ph.D., as the Dean of Faculty of Economics and Business Universitas Pelita Harapan.
- 3) Mr. Dr. Innocentius Bernarto, S.T., M.Si., M.M., M.Si., as the Head of Master Management Program Universitas Pelita Harapan.
- 4) Mr. Dr. dr. Ferdi Antonio, M.M., M.A.R.S., as thesis supervisor who has given his time to provide guidance and a lot of inputs for author.
- 5) Mrs. Ir. Dewi Surya Wuisan, M.M., as thesis supervisor who has given her time to provide guidance and a lot of inputs for author.

- 
- 6) All lecturers who have taught the author during the studying time at Universitas Pelita Harapan.
 - 7) All staff of Faculty of Economics who have helped the author while at Universitas Pelita Harapan.
 - 8) Father, mother, brother, and families who always provide support and prayers for author.
 - 9) Chiquita Purnomo, Ivana Iskandar, Della Notonagoro, Rama Permana Putra, Claudia Setyohadi, Caroline Rosa Wijaya, Demi Yasa, Karina Basweran and all of UPH IMM11 who always provide support and assistance in completing this thesis.
 - 10) All parties whose names did not mentioned individually.

Finally, author realizes that this thesis is still far from perfect. Therefore, critics and suggestions from readers will be appreciated because it will be useful for author for further improvement in the future research and writing. Hopefully, this thesis can be useful for all those who read it.

Jakarta, 14 Juni 2021

Author

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