

**SKRIPSI**

**THE INFLUENCE OF SERVICE QUALITY TOWARDS**

**CUSTOMER LOYALTY AT PT BANK MESTIKA**

**DHARMA, TBK. CAPEM GATOT SUBROTO,**

**MEDAN**

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

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**MANAGEMENT STUDY PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS PELITA HARAPAN  
MEDAN  
2022**