

**THESIS**

**THE IMPACT OF AIRLINES SERVICE QUALITY TOWARDS  
LOYALTY THROUGH PASSENGER SATISFACTION: A  
CASE FROM SINGAPORE AIRLINES**

Written to fulfill one of the academic requirements  
to achieve a Sarjana Ekonomi degree in Management

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**STUDY PROGRAM OF MANAGEMENT  
FACULTY OF ECONOMICS  
UNIVERSITAS PELITA HARAPAN  
TANGERANG  
2018**