

SKRIPSI

**THE INFLUENCE OF CUSTOMER SERVICE, INTEREST
RATE, AND LOCATION ON THE CUSTOMER
SATISFACTION AT PT BANK MESTIKA DHARMA SUTOMO
SERDANG BRANCH, MEDAN**

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

By:

NAME : FILBERT

ID NUMBER : 03011200093



**BUSINESS MANAGEMENT
FACULTY OF ECONOMICS AND BUSINESS
UNIVERSITAS PELITA HARAPAN
MEDAN
2023**

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