

# **SKRIPSI**

## **THE INFLUENCE OF SERVICE QUALITY, BRAND IMAGE, AND APPLICATION DESIGN ON CUSTOMER SATISFACTION AT JNE IN 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  
2024**