THESIS

THE EFFECTS OF SERVICE QUALITY AND ADDITIONAL FACTORS TO ELECTRONIC WORD OF MOUTH AND REVISIT INTENTION AT DENTAL CLINICS MEDIATED BY PATIENT SATISFACTION

Written to fulfill part of the academic requirements to obtain a Master's degree in Hospital Administration

Written by:NAME: PUTRI KARTIKA DUSAKSTUDENT NUMBER: 01616230031



HOSPITAL ADMINISTRATION STUDY PROGRAM MASTER'S PROGRAM FACULTY OF MEDICINE PELITA HARAPAN UNIVERSITY JAKARTA 2024