

FINAL PAPER

**ANALYSIS OF THE EFFECT OF OPERANT & OPERAND SERVICE
QUALITY TOWARD CUSTOMER LOYALTY, THROUGH CUSTOMER
ENGAGEMENT AND CUSTOMER SATISFACTION TO THE VISITORS
OF TIRTA SARI DANCE AND MUSIC PERFORMANCE AT BALERUNG
STAGE IN BALI**

Submitted as a final requirement to obtain the degree of
Sarjana Ekonomi Strata Satu

By:

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FAKULTAS EKONOMI
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2017



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PREFACE

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Surabaya, 16 August 2017

A.A.Gede Kerisna Mahadewa M.M.

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