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:

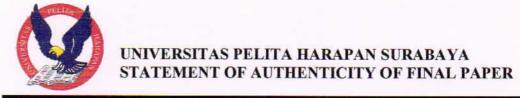
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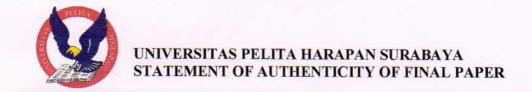
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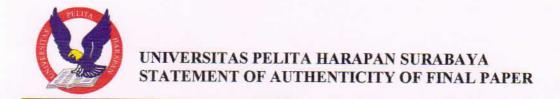
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PREFACE

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Although the thesis is still far from being perfect, the author does believe that this thesis will be useful for further usage. As the thesis is completed, with the effort and love from all the people involved in the preparation stage as mentioned before, and to them, the author dedicates this final paper.

Surabaya, 16 August 2017

A.A.Gede Kerisna Mahadewa M.M.

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