



**UNIVERSITAS PELITA HARAPAN
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AGREEMENT OF MENTORING GUIDANCE FOR FINAL PAPER

**THE EFFECT OF PERCEIVED USEFULNESS, PERCEIVED EASE OF
USE, SERVICE QUALITY AND APPLICATION QUALITY ON
CUSTOMER SATISFACTION TOWARDS CUSTOMER LOYALTY OF
GRAB CAR USERS IN SURABAYA**

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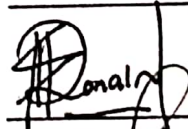

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Surabaya, 24 January 2020

Mohit Amardas Lakhwani

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