

CERTIFICATE

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AICMaR 2019



Annual International Conference on Management Research - AICMaR 12 SKP

No. 156/ICBESS/STEI/XI/2019

Certificate of Appreciation

This is to certify that

Djoko Hananto

Has Contributed as Presenter for the paper entitled :

"Effect of Service Quality and Satisfaction Level on Consumer Loyalty of MRT trains (Case Study in Ciputat Area)"

6th International Conference on Business, Economics and Social Sciences (ICBESS) 2019

MERCURE Hotel Ancol Jakarta, Indonesia, November 6th – 7th, 2019



Ass. Prof. Drs. Ridwan Maronrong, M. Sc
Chancellor of Indonesia College of Economics (STEI)



6th ICBESS 2019
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