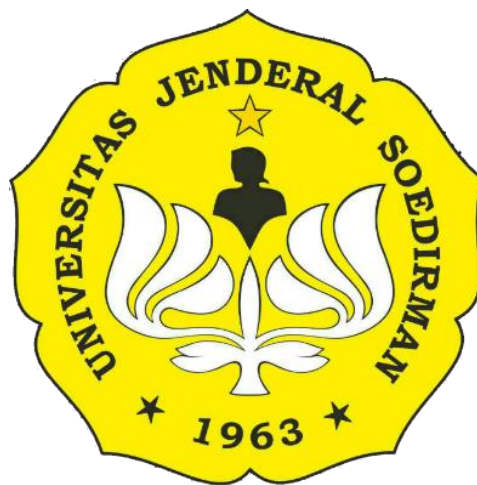


THESIS

**“THE INFLUENCE OF SERVICESCAPE AND SERVICE ENCOUNTER
ON CONSUMER EMOTION, PERCEIVED SERVICE QUALITY, AND
CONSUMER SATISFACTION (STUDY ON WARUNK UPNORMAL
PURWOKERTO CONSUMER)”.**



Arranged By :

FADLY FERDHIAN SUSANTO

C1K014029

MINISTRY OF RESEARCH, TECHNOLOGY AND HIGHER

EDUCATION

UNIVERSITY OF JENDERAL SOEDIRMAN

FACULTY OF ECONOMICS AND BUSINESS

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**In order to fulfill some of the requirements needed to get a Bachelor Degree
From the Faculty of Economics and Business, University of Jenderal
Soedirman**

By:

FADLY FERDHIAN SUSANTO

C1K01402

**MINISTRY OF RESEARCH, TECHNOLOGY AND HIGHER EDUCATION
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