

PREFACE

Praise and terms to God, Allah Subhanahu Wa Ta'ala, who blessed me to do this final project and finished it until now the final project is finished already and ready to be submitted. This final project entitled “The Influence of Service Quality in Islamic Banking toward Customer Satisfaction (Study of Bank Muamalat Indonesia – Bandung region, 2015)” is submitted as a requirement of Bachelor degree major of International Business Management of Telecommunication and Informatics. The research took place in Bandung with 400 respondents who are customers of Bank Muamalat Indonesia.

BANDUNG, MAY 2015

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