

## **APPROVAL PAGE**

**THE EFFECT OF LOGISTICS MANAGEMENT ON CUSTOMER  
SATISFACTION IN SMES IN FREE TRADE AREAS  
(A CASE STUDY ON THE DECLINE OF BATAM'S ECONOMIC GROWTH  
IN 2020)**

Proposed as one of the requirements to complete Bachelor Degree in  
International ICT Business

Proposed by:

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**2021.09.14**

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FACULTY OF ECONOMICS AND BUSINESS  
TELKOM UNIVERSITY  
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2021**