

FOREWORD

In the name of God, all glory be to God for the author was able to complete the mini thesis with the topic "**The Influence of Mobile Service Quality on Customer Loyalty of Gojek with Customer Satisfaction as a Mediated Variable**" because of his elegance and direction. The goal of this mini thesis is to fulfil one of the prerequisites for graduation from the bachelor's degree International ICT Business Study Program at Telkom University. In addition, the paper also aims to add insight into the work life for readers as well as for writers. I want to like to say thanks to:

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I hope this research can benefit other students in Telkom University. I realized, this paper that is written is far from perfect. Therefore, constructive criticism and suggestions will look forward to for this paper.