

## SUMMARY

# PENGARUH BAURAN PEMASARAN JASA TERHADAP LOYALITAS PELANGGAN PADA PT. MITSUI O.S.K LINES INDONESIA

Created by Rudy P Nainggolan

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### Contact Person :

Astrid Chrisafi (mutiaraadinda@yahoo.com)

Thank You,

Astrid ( astrid.chrisafi@esaunggul.ac.id )

Supervisor