AUTHENTICITY STATEMENT

For the sake of Allah SWT, I confess this work is on my own work except for the experts and the summaries that each of their sources has already been cited and mentioned. If in the future my confession is proved to be wrong and dishonest resulting the violence of the legal regulation of the papers and the intellectual property rights, then i would have the will to return my degree to be drawn back to Universitas Islam Indonesia.

Yogyakarta, August 2019

(Yunita Aultia)
THESIS APPROVAL OF SUPERVISOR

AN ANALYSIS OF CUSTOMER ENGAGEMENT VALUE BY USING HYBRID STRUCTURAL EQUATION MODELING – SYSTEM DYNAMICS APPROACH

THESIS

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Yogyakarta, August 2019

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THESIS APPROVAL OF EXAMINATION COMMITTEE

AN ANALYSIS OF CUSTOMER ENGAGEMENT VALUE BY USING DUAL STRUCTURAL EQUATION MODELING – SYSTEM DYNAMICS APPROACHES

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Had been defended in front of Examination Committee in Partial Fulfillment of the requirements for the degree of Sarjana Teknik Industri Industrial Engineering

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DEDICATION PAGE

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Thank you for your patiences to sharing the knowledge

All of my friends, IP IE UII batch of 2015

And International Program Industrial Engineering Universitas Islam Indonesia
“For indeed, with hardship will be ease, indeed with hardship will be ease”

(QS. Ash-Sharh: 5-6)
PREFACE

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Wassalamu'alaikum Warahmatullahi Wabarakatuh

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