

**CONCLUSION**

**FINAL EXAM PRESENTATION OF THESIS**

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We the undersigned confirmed that on this day, Monday,December 19, 2022 we have conducted the final exam presentation of Thesis:

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| 22121017 | Liany Suwanda |
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Thesis Title: ***A Model of Customer Loyalty for National Health Insurance in Indonesia (JKN) : Extending the SERVQUAL Model***

After reviewing during the Final Presentation in front of Examiner, we conclude that this Thesis Final Presentation is: **\*) ( V ) PASS.**

 **( ) NOT PASS.**

*Note:* ***\*) please tick (V).***

Jakarta, Monday,December 19, 2022



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| Dr. Amelia Naim Indrajaya, MBAChairperson of Board Examiner | Ir. Yulita Fairina Susanti, M.Sc, Ph.DMentor | Sidrotun Naim, M.P.A., Ph.DExaminer |