

**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 |
|  |  |

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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Deskripsi dibuat secara otomatisSebuah gambar berisi panahan, serangga

Deskripsi dibuat secara otomatis![Sebuah gambar berisi teks

Deskripsi dibuat secara otomatis]()

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| Dr. Amelia Naim Indrajaya, MBA  Chairperson of Board Examiner | Ir. Yulita Fairina Susanti, M.Sc, Ph.D  Mentor | Sidrotun Naim, M.P.A., Ph.D  Examiner |