

PREFACE

All praise and gratitude we extend to the presence of the Almighty God for His bounties and grace, so that the author have can complete of mini thesis proposal with the title “**The Influence E-Service Quality (Efficiency, Reliabilty, Responsiveness, Privacy) on Costsumer Loyalty of PT Bank Jago Tbk**” The objective of this mini-thesis proposal is to: is to fulfill one of the graduation requirements for the bachelor's degree in the International ICT Business, Faculty of Economics and Business, Telkom University, Bandung.

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