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Cluster Analysis of Customer Satisfaction at PT Esta Dana Ventura, Indonesia International Journal of Economics, Business and Management Studies Vol. 6, No. 1, 26-32, 2019 e-ISSN: 2226-4809/p-ISSN: 2304-6945 (✉ Corresponding Author) Syahnaz¹ DhianTyas Untari² ✉ M.Fadhli Nursal³ NengSiti Komariah⁴ ¹Student of Faculty of Economic, Bhayangkara Jakarta Rata University, Indonesia. ^{2,3,4}Lecturer of Faculty of Economic, Bhayangkara Jakarta Rata University, Indonesia. ABSTRACT The purpose of this study is to determine the level of customer satisfaction with service attributes at PT. Esta Dana Ventura (physical evidence, reliability, responsiveness, assurance, and empathy). This study involved 220 respondents, where research involved PT Esta Dana Ventura consumers in the category of landing credit debtors. Data ana

Sources

1 https://mafiadoc.com/isqae-2012-um-expert-university-of-malaya_5982b65b1723dded563a5273.html
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