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**The Mediating Effect of Customer Satisfaction Towards The Relationship
Between Online and Offline Service Quality to Customer Loyalty at Uniqlo
Indonesia**

Undergraduate Thesis

Filed to fulfill the regulation of completing S-1 program
International Business Management Program
Petra Christian University

By:

Gareth Eugene

NRP: D11190069

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NRP: D11190239

**INTERNATIONAL BUSINESS MANAGEMENT PROGRAM
MANAGEMENT DEPARTMENT**



**SCHOOL OF BUSINESS AND MANAGEMENT
PETRA CHRISTIAN UNIVERSITY
SURABAYA
2023**

APPROVAL PAGE

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THE RELATIONSHIP BETWEEN ONLINE AND OFFLINE SERVICE
QUALITY TO CUSTOMER LOYALTY AT UNIQLO INDONESIA**

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A handwritten signature in black ink, appearing to read 'Jenny' with a stylized flourish at the end.

(Jennifer Tjitra Wiryawati)