

**THE EFFECT OF SERVICE QUALITY TOWARD  
SATISFACTION ON RETIRED CUSTOMERS AT  
BANK TABUNGAN PENSIUNAN NASIONAL (BTPN)  
IN BANJARMASIN CITY**

Proposed as One of the Requirements to Achieve a Bachelor of Management  
degree International ICT Business Study Program

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**INTERNATIONAL ICT BUSINESS  
SCHOOL OF ECONOMICS AND BUSINESS  
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