

## PREFACE

Very Grateful to Allah S.W.T who has given me the opportunity and strength to complete the final project titled **"THE EFFECT OF SERVICE QUALITY TOWARD SATISFACTION ON RETIRED CUSTOMERS AT BANK TABUNGAN Pensiunan Nasional (BTPN) IN BANJARMASIN CITY"**

This Final Project is a mandatory requirement to get a Bachelor of Bachelor International ICT Business, Telkom University.

In completing this thesis, the author thanks all who have helped in this work, without them the author is unable to complete this thesis, thank you very much for:

1. My parents and family by giving endless encouragement and prayer.
2. Indira Rachmawati, S.T., M.S.M., Ph.D. as my supervisor is working on this thesis, by always providing knowledge, experience, and spirit to complete this thesis.
3. Friends of all in the International ICT Business who have helped provide the drive and motivation to work on this thesis.
4. Everyone in my college life that I can't mention here one by one.

The author apologizes if there are still many mistakes, but the author has tried to give his best. Criticism and advice will be accepted and hopefully this thesis can be useful for anyone who reads it.

BANJARMASIN, 11 January  
2022



MUHAMMAD ARYA ERSADY  
(140110544)