Title : THE FACTORS INFLUENCE QUALITY SERVICE TO

RESPESCT SATISFIED CONSUMERS SPEEDY TO

COMPANY PT. TELKOM LAMPUNG

Name : Erwin Malau

Number : 0803091015

Department: Language and Arts Education

Program : Diploma III in English Profession

Faculty : Teacher Training and Education Faculty

ADMITTED BY:

Head of Advisor,

Language and Arts Department /

D III in Professional English

Drs. Imam Rejana, M.Si. Dra. Editha Gloria Simanjuntak

NIP 19480421 197803 1 004 NIP 19480123 197703 2003