

**PENGARUH PENANGANAN KOMPLAIN MELALUI
Keadilan Prosedural, Keadilan Interaksional,
dan Keadilan Distributif Terhadap Kepuasan
Konsumen**

**(Survei Pelanggan Pada PT. Master Wovenindo Label
Jakarta Utara)**

**HUBERTINO ASTO PRABOWO
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**Skripsi ini Disusun Sebagai Salah Satu Persyaratan Untuk Memperoleh
Gelar Sarjana Ekonomi**

**PROGRAM STUDI S1 MANAJEMEN
JURUSAN MANAJEMEN
FAKULTAS EKONOMI
UNIVERSITAS NEGERI JAKARTA
2013**

***INFLUENCE OF COMPLAINT HANDLING THROUGH
PROCEDURAL FAIRNESS, INTERACTIONAL FAIRNESS, AND
DISTRIBUTIVE FAIRNESS TOWARDS CUSTOMER
SATISFACTION***

***(Survey on PT. Master Wovenindo Label Customer At
North Jakarta)***

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Skripsi is Written as Part of Bachelor Degree in Economic Accomplishment

***STUDY PROGRAM OF SI MANAGEMENT
DEPARTMENT OF MANAGEMENT
ECONOMIC FACULTY
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