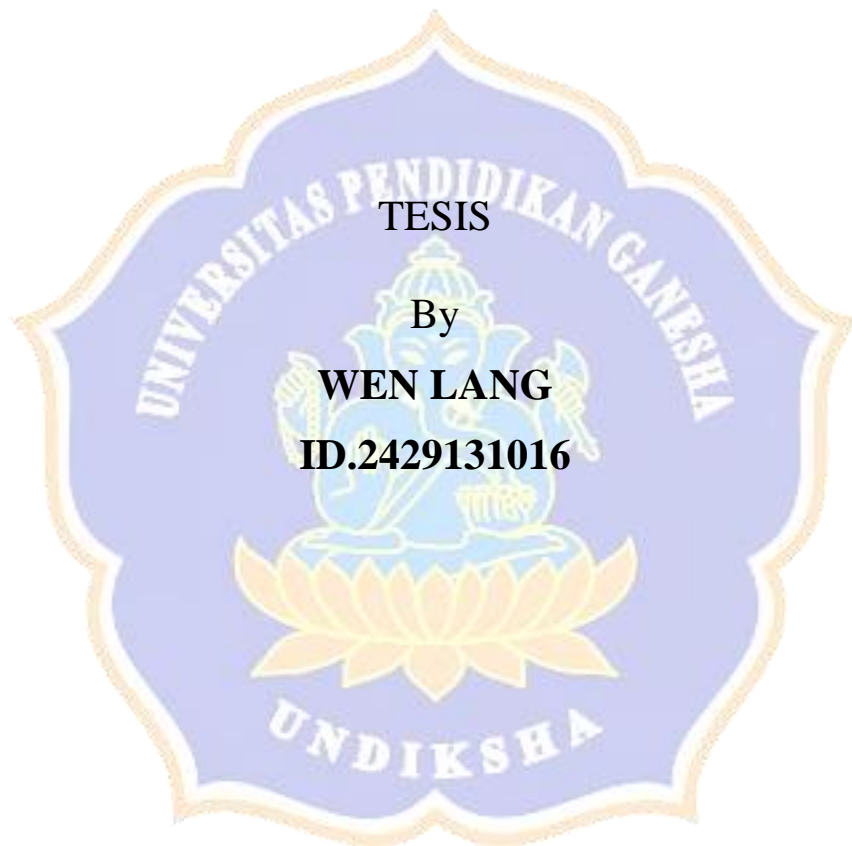


**THE INFLUENCES OF CUSTOMER EXPECTATION, PERCEIVED  
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A CASE STUDY FOR HUAWEI COMPANY IN KUALA LUMPUR,  
MALAYSIA**



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**THESIS**

Submitted to  
Universitas Pendidikan Ganesha  
to Fulfill Partial Requirements  
Obtain a Master's Degree in Management  
Management Science Study Program



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



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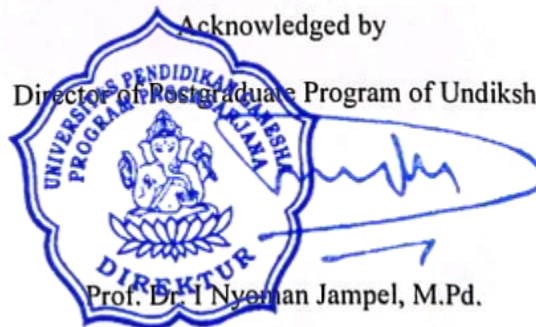
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I declare truly that the thesis I prepared as a requirement for obtaining a Master of Management Science degree from the Ganesha University of Education Postgraduate Program is entirely my own work. Certain parts in my thesis writing that I quoted from other people's work have been written clearly and in accordance with academic norms, rules and ethics.

If in the future it is discovered that all or part of this thesis is not my own work or that there is plagiarism in certain parts, I am willing to accept the sanction of revocation of the academic title I hold and other sanctions in accordance with the laws and regulations in force in the territory of the Unitary State of the Republic of Indonesia.

Author



WEN LANG

## PREFACE

The author prays praise and gratitude to God Almighty for His grace, so that the thesis entitled: "The Influences of Customer Expectation, Perceived Quality, And Perceived Value On Customer Satisfaction A Case Study For HuaWei Company In Kuala Lumpur, Malaysia ", can be completed as planned. This thesis was written to fulfil one of the requirements for obtaining a Master of Management degree at Ganesha Education University in the Management Science Study Program.

The completion of this thesis has received a lot of helping hands from various parties. For this reason, allow the author to express his thanks and appreciation to the following parties.

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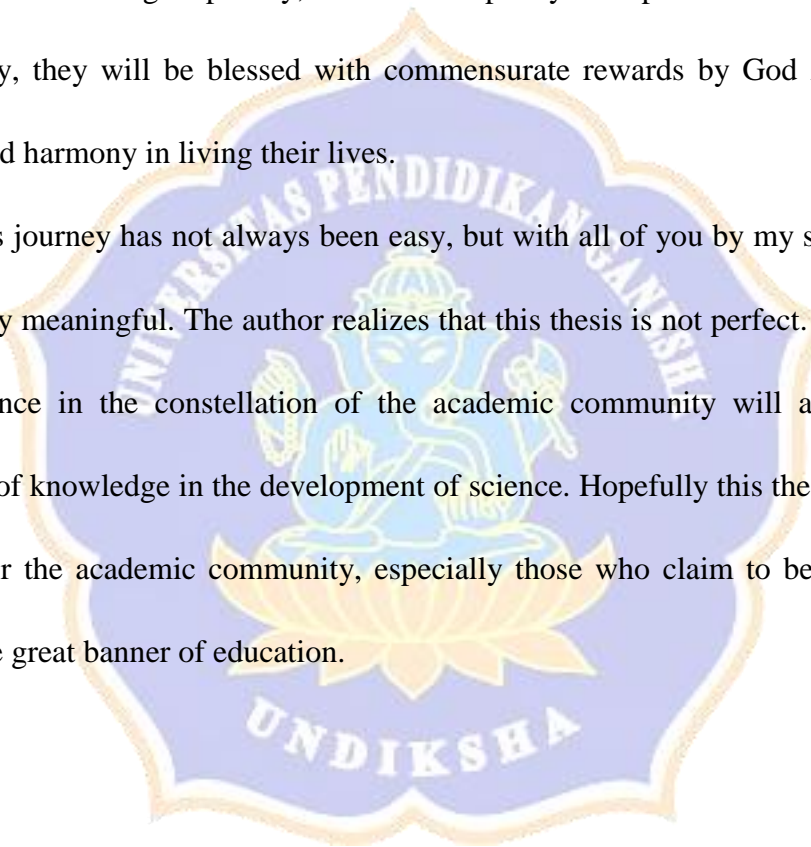
9. To my peers and close friends—thank you for being my sounding board, my motivation, and my emotional anchor when things got overwhelming.

10. Lastly, I am forever grateful to my family. Thank you for loving me unconditionally, for believing in me even when I doubted myself, and for standing by me in every season of life.

11. A special thanks to all participants, contributors, and data contributors who helped me gather valuable insights into this research. If it were not for the contribution of each one of them, then this thesis would not have come into being

If it were not for the contribution of each one of them, then this thesis would not have come into being. Hopefully, for all the help they have provided in completing this study, they will be blessed with commensurate rewards by God Almighty, health and harmony in living their lives.

This journey has not always been easy, but with all of you by my side, it has been truly meaningful. The author realizes that this thesis is not perfect. However, its presence in the constellation of the academic community will add to the treasury of knowledge in the development of science. Hopefully this thesis will be useful for the academic community, especially those who claim to be sheltered under the great banner of education.





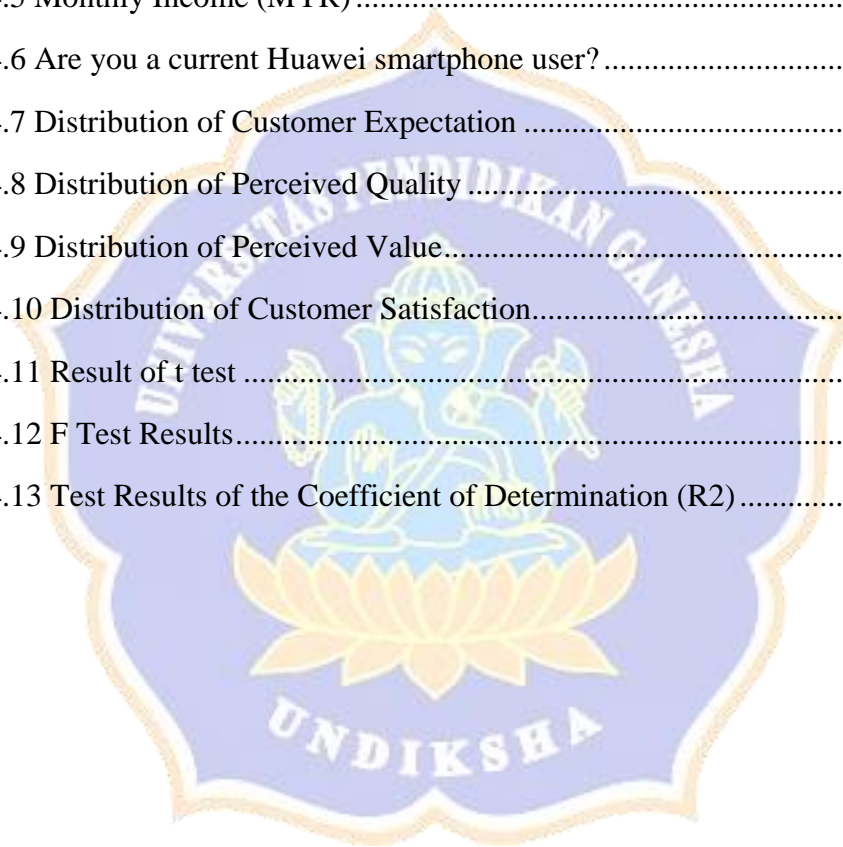
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