

AN ANALYSIS OF HOTELS' RESPONSES TO ONLINE GUEST COMPLAINTS ON AN ONLINE PLATFORM

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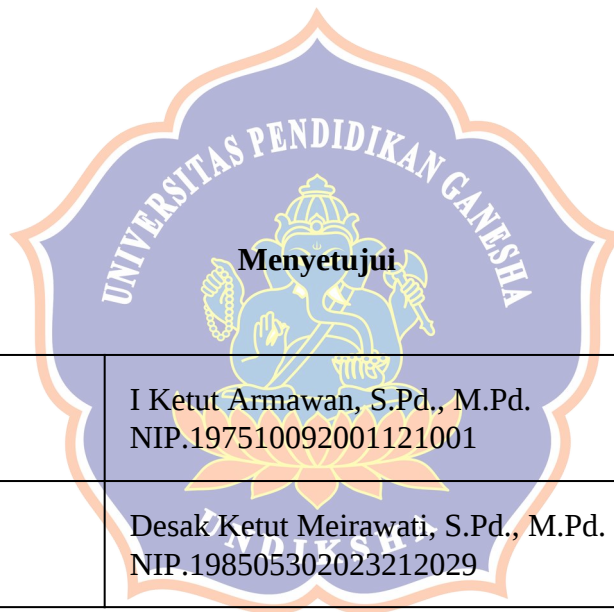
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Tugas Akhir oleh Ayu Rizky Ananda Putri ini
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Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
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LEMBAR PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “An Analysis of Hotels’ Responses to Online Guest Complaints on an online Platform” beserta seluruh isinya adalah benar-benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung risiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya saya ini.



Singaraja, June 29th, 2026



Ayu Rizky Ananda Putri

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Singaraja, June 29th 2026

Author

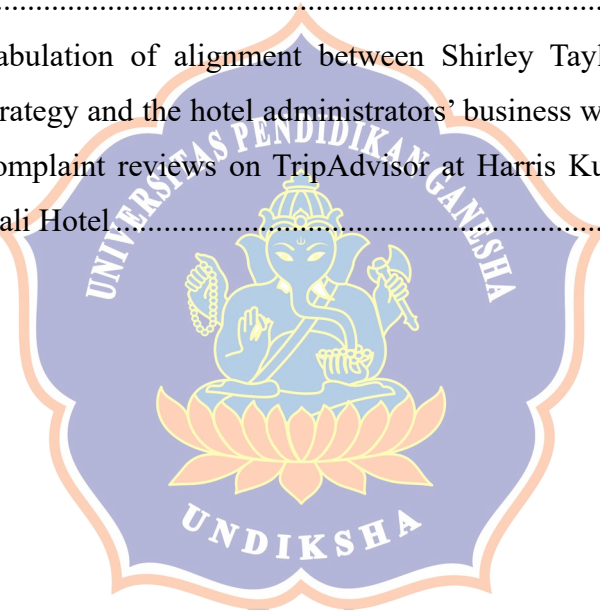
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