

**THE IMPORTANT FACTORS THAT
DETERMINE CLIENT SATISFACTION AT
EXPAT MANAGEMENT GROUP WHEN IT
COMES TO ESTABLISH STRONGER
BUSINESS RELATIONS WITH ITS CLIENTS**



UNDERGRADUATE THESIS

Submitted as one of the requirements to complete the Bachelor Program (S1) of
the Management Department at the Faculty of Economics and Business
Diponegoro University

Written by:

ANNISA RAHMA QATHRUNNADA

NIM. 12010119190184

**FACULTY OF ECONOMICS AND BUSINESS
DIPONEGORO UNIVERSITY
SEMARANG**

2024