

International Journal of Business and Management Invention

e-ISSN: 2319 – 8028 *p-ISSN:* 2319 – 801X

CERTIFICATE

It is certify that the paper entitled by "The Effect Of Service Quality And Hospital Image, Patient Trust And Patient Values On Patient Satisfaction And Loyalty In Sakura / Teratai Pavilion Of A.W. Sjahranie Hospital" has been published in International Journal of Business and Management Invention (IJBMI).

Your article has been published with following details:

Author's Name:	Muksin K Karsilan , Sukisno S Riadi , Sri Mintarti , Sugeng Hariyadi
Journal Name:	International Journal of Business and Management Invention (IJBMI)
Journal Web:	www.ijbmi.org
Journal Type:	Online & Offline
Review Type:	Peer Review Refereed
Publication Year:	2018
Publication Month:	November
Vol No.:	07
Issue No.:	11



Editor-In-Chief International Journal of Business and Management Invention (IJBMI) E-mail ID: ijbmi@invmails.com Web: www.ijbmi.org

UGC Approval Serial Number: 4485 & UGC Journal Number: 46889