



# 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 Social Media Marketing and E-Service Quality on User Satisfaction and Grab Services the Impact on Customer Loyalty in Medan City" has been published in International Journal of Business and Management Invention (IJBMI).*

**Your article has been published with following details:**

*Author's Name: Indawati Lestari*

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