

Surabaya, 15 April, 2021

Dear Mr/Ms Erna Andajani, Erna Andajani

Congratulations! Your paper entitled **“THE INFLUENCE PRICE, SERVICE QUALITY, CUSTOMER SATISFACTION AND IMAGE ON CUSTOMER LOYALTY ON THE LION AIR INDONESIA AIRLINE”** has been accepted for presentation in our International Annual Symposium Management (INSYMA) UBAYA on April 15 2021.

All submitted papers for this conference have been reviewed by several experts in the field. If there is anything we can do to assist you in your preparations for this conference, please do not hesitate to contact us.

We look forward to seeing you at the conference.

Sincerely,
Bertha Silvia Sutejo, S.E., M.Si., CSA.
Chairman of the 18th INSYMA