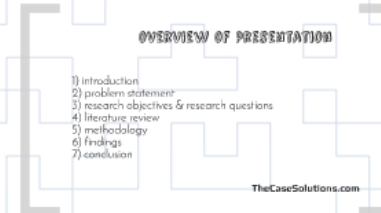


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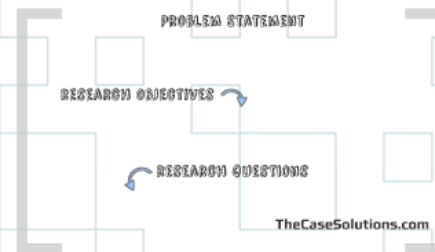
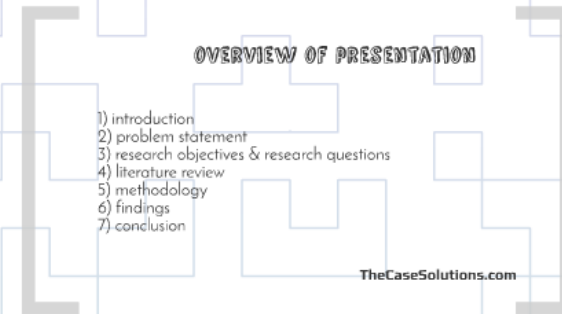
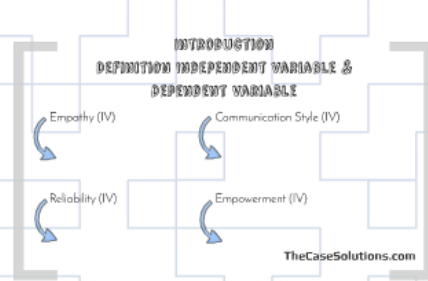
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OVERVIEW OF PRESENTATION

- 1) introduction
- 2) problem statement
- 3) research objectives & research questions
- 4) literature review
- 5) methodology
- 6) findings
- 7) conclusion

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INTRODUCTION

**DEFINITION INDEPENDENT VARIABLE &
DEPENDENT VARIABLE**

Empathy (IV)



Communication Style (IV)



Reliability (IV)



Empowerment (IV)



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INTRODUCTION

DEFINITION INDEPENDENT VARIABLE & DEPENDENT VARIABLE

Customer Satisfaction (DV)



PROBLEM STATEMENT

RESEARCH OBJECTIVES



RESEARCH QUESTIONS



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