



IR - PERPUSTAKAAN UNIVERSITAS AIRLANGGA

DECLARATION

This thesis contains no material which been accepted for the award of any other degree or diploma in any university. And to the best of this candidate's knowledge and belief, it contains no materia; previously published or written by other person except where due references is made in the text of thesis.

Surabaya, 3rd January 2013

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THIS THESIS IS DEDICATED TO

My Family, My great Future, My best Partner and People who love culture

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"Brand value is very much like an onion. It has layer and a core. The core is the user who will stick with you until the very end"

(Edwin Artzt)

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