

**THE RELATIONSHIP BETWEEN ONLINE SERVICE QUALITY AND CUSTOMER  
SATISFACTION: Study in Bhinneka.com**

Proposed as One Term to Acquire a Bachelor Degree on Business Management of Telecommunication  
and Informatics Program

**Proposed by:**

Name : Kenang Kania Natasha

NIM : 1201110367

Program : S-1



**FAKULTAS EKONOMI DAN BISNIS  
UNIVERSITAS TELKOM  
BANDUNG  
2014**