

APPROVAL PAGE

**THE EFFECT OF ELECTRONIC SERVICE QUALITY TOWARDS CUSTOMER
SATISFACTION**

(Study: Rakuten Belanja Online)

Proposed as One of the Requirement to
Complete the Undergraduate Bachelor Business
Management in Telecommunication and Informatics Program

Proposed By:

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Program : S-1



Advisor

A handwritten signature in blue ink, appearing to read 'Indrawati', is written over the name 'Indrawati, Ph.D.'.

Indrawati, Ph.D.

**SCHOOL OF ECONOMICS AND BUSINESS
TELKOM UNIVERSITY
BANDUNG
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