

**APPROVAL PAGE**

**Content Analysis of Indonesia's E-commerce on Facebook Page Using Social  
Network Analysis for Social Customer Relationship Management Effort  
(Case Studies: Shopee, Tokopedia, and Bukalapak)**

By:

AFFRILIA UTAMI

1401144500



**Telkom  
University**

Supervisor:

A handwritten signature in blue ink, appearing to read 'Andry Alamsyah'.

Dr. Andry Alamsyah, S.Si., M.Sc.

**INTERNATIONAL ICT BUSINESS MANAGEMENT  
FACULTY OF ECONOMIC AND BUSINESS  
TELKOM UNIVERSITY  
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