

PREFACE

Praise to the almighty God for all His grace so that the author can complete this mini-thesis proposal which entitled "The role of E-Service Quality towards E-Satisfaction and Its Impact to E-Loyalty on the Traveloka Mobile Application", proposed as one of the requirements of bachelor's degree in International ICT Business Management Study Program in Telkom University. In the process of finishing this thesis proposal, the author got supported and guidance from all people around. Therefore, the author would like to say thanks to:

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