

APPROVAL SHEET

CUSTOMER SATISFACTION ON IKEA INDONESIA WEBSITE BASED ON WEBQUAL 4.0 BY USING IMPORTANCE PERFORMANCE ANALYSIS

UNDERGRADUATE THESIS

Submitted as One of Requirement for
Obtain a Bachelor of Business Administration Degree
Business Administration Study Program

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A handwritten signature in black ink, appearing to read 'Trisha Gilang Saraswati'.

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**BUSINESS ADMINISTRATION INTERNATIONAL CLASS
FACULTY OF COMMUNICATION AND BUSINESS
TELKOM UNIVERSITY
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