

**THE EFFECT OF E-SERVICE QUALITY ON E-  
CUSTOMER SATISFACTION OF DANA APPLICATION**

**UNDERGRADUATED THESIS**

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

Compiled by:

Zacky Muhammad Ghifari

1501172303



**BUSINESS ADMINISTRATION STUDY PROGRAM  
FACULTY OF COMMUNICATION AND BUSINESS  
TELKOM UNIVERSITY  
BANDUNG**

**2021**