

**THE INFLUENCE OF *OVERALL E-SERVICE QUALITY* DIMENSIONS
TOWARDS CUSTOMER SATISFACTION IN PANDEMIC SITUATION
(CASE STUDY: SHOPEE APPLICATION)**

MINI THESIS

Proposed as one of the requirements to complete Bachelor Degree in International
ICT Business

Compiled by:

DEVINA SYAFIRA PUTRIE RAMADHANY

1401183507



**S1 INTERNATIONAL ICT BUSINESS
FACULTY OF ECONOMICS AND BUSINESS
TELKOM UNIVERSITY BANDUNG**

2022