

PREFACE

After 3,5 years studying in Telkom University with all sweat and tears that I have been through, I finally arrived in this moment to finish my undergraduate study. All my praise and gratitude to Allah SWT for all the grace and blessing to finish this mini thesis with title **"Factors That Determine Customer Continuance Intention in Using Food Delivery Apps During 2021 COVID-19 Pandemic Period in Bandung: Case Study of GoFood"** aimed at obtaining a Bachelor of Management from the International ICT Business Studies Program. My deepest gratitude for all people who always give me support, I truly appreciate your kindness:

1. To my family that always give me endless support: Riri Amalas Yulita (mother), Wartono Purwanto (father), Syahresya Makryatarta Prasasta (brother), Rakai Syahryan Pinilih (brother), and Rikat Rayhan Arbyati (sister) who always having faith in me and always present in every moment;
2. To my supervisor Mr. Dr. Teguh Widodo, S.E., S.T., M.M., who always provide guidance, advice, and motivation to support me finish this mini thesis;
3. To my academic supervisor Mrs. Tieka Trikartika Gustyana, S.E., M.M. who always provide guidance since the first day I'm in Telkom University;
4. To Muhammad Zakiey Azhar and Aghnia Ajriya Salsabila who always give me endless support and always encourage me in all condition and moment.
5. To my closest friends Febria Nur Zahra, Tsaniya Athaya Tsarashafa, Nadya Rahma, Muhammad Bagja Ramadhan, Allifia Muchnita, Daffa Raihan, Muhammad Akmal Maulana, Muhammad Luqman, Adelina Jessika, and others friend that I cannot mention one by one;
6. To all my friends in Telkom University, thank you for all your kindness and support for 3,5 years and sharing such an unforgettable experience with me.

To all many other people who I cannot mention, thank you for always giving me faith, support, and opportunities so I can reach this stage. I realize that this mini thesis is still far from perfect, I sincerely wish for insightful feedback and recommendations for future enhancements.