

APPROVAL SHEET

THE INFLUENCE OF OVERALL E-SERVICE QUALITY TOWARDS CUSTOMER
SATISFACTION AND CUSTOMER TRUST OF TOKOPEDIA USERS IN
INDONESIA

MINI THESIS PROPOSAL

Submitted as part of the requirement to complete the Bachelor's Degree
from the International ICT Business Study Program

Arranged by:

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Supervisor,

A handwritten signature in blue ink, appearing to read 'Osa Omar Sharif'.

(Osa Omar Sharif, S.Si., M.S.M.)

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