

**DETERMINANT FACTORS AFFECTING CUSTOMER SATISFACTION  
AMONG STUDENTS AT TELKOM UNIVERSITY IN SHOPEE ONLINE  
SHOPPING AFTER COVID-19 PANDEMIC**

**MINI THESIS**

Submitted as One of the Requirements to Achieve a bachelor's degree  
International ICT Business Study Program

**Written by:**

**Name: Dhari Ulhaq Admiral**

**NPM: 1401193517**



**S1 ICT BUSINESS  
SCHOOL OF ECONOMICS AND BUSINESS  
TELKOM UNIVERSITY**

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