## **PREFACE**

First of all, I would like to take this opportunity to thank Allah SWT who have given me the chance to write and finish this thesis titled "Determinant Factors Affecting Customer Satisfaction among Students at Telkom University in Shopee Online Shopping After COVID-19 Pandemic".

In this research, the researcher received a lot of guidance, and criticism, that helped the researcher to be focused and motivated to do the research. Therefore, the researcher would like to thank:

- 1. Ms. Tri Widarmanti, S.MB., MM, she serves as the mini-thesis advisor, and as guardian lecturer for giving the researcher limitless time and assistance while it is being written.
- 2. Febriyanto, Indah Sari Dewi, as the researcher's family, for they have keep the researcher motivated through these tough times with their unlimited support.
- 3. Kevin Nabillah, Adam Fadhlurrahman, Muhammad Dzaky Zidane, Andhika Nafis, Raihan Ramadhan, Luthfi Putra, Daffa Haidar, Hanaya Tsabita as the researcher's friend who keep giving supports and prayer to the researcher.
- 4. All parties who have helped the author directly or indirectly in completing this research report.