

FOREWORD

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Praise be to God Almighty, for it is only by His mercy and grace that the author has been able to complete this thesis titled "**THE EFFECT OF USER EXPERIENCE AND E-SERVICE QUALITY ON USER SATISFACTION ON THE SHOPEE APPLICATION IN INDONESIA.**" This thesis is written to fulfill one of the graduation requirements for the bachelor's degree (S1) in the ICT Business Study Program, Faculty of Economics and Business, Telkom University, Bandung.

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