

**THE RELATIONSHIP BETWEEN ONLINE SERVICE QUALITY AND CUSTOMER
SATISFACTION: Study in Bhinneka.com**

Proposed as One Term to Acquire a Bachelor Degree on Business Management of Telecommunication
and Informatics Program

Proposed by:

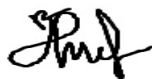
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Program : S-1



Approved By:

A handwritten signature in black ink, appearing to be 'Indrawati'.

Indrawati Ph.d

**FAKULTAS EKONOMI DAN BISNIS
UNIVERSITAS TELKOM
BANDUNG
2014**