ACKNOWLEDGEMENT

Praise be to Allah Subhanahu Wa Ta'ala because of His beneficence and guidance the author can complete this thesis entitled "Satisfaction Analysis of E-Government Service Quality of Official Indonesia Tourism Website by Using Importance-Performance Analysis" proposed as one of the requirements to obtaining Bachelor's degree in Management International ICT Business Studies Program of Telkom University.

During the research process, several parties have given their guidance, support, and suggestion, and motivation. Therefore, I would like to thank:

- 1. Ms. Damayanti Octavia SE., MM., as my advisor of this thesis, for support, time, guidance to finish this thesis.
- Both of my parents, Singih Widodo and Elvi Yanti, and also my sister, Jihan Salma Ramadhanti Widodo, for endless support of affection, financial, moral, and thought.
- 3. Mr. Muhammad Azhari., SE., MBA., as my faculty trustee who provided direction, encouragement, and motivation-related lectures over the years.
- 4. Reynaldi Ahmad Juliawan for the moral support and the patience to hear my vent.
- Febi Ary Ramadhan, Hakim Aziz Supriyanto, Isradila, Karunia Apriliani Rusyda, Nabila Anbar Putri, Rahmi Husna Sadiyah and Zakiyah Ulfah for all the helps and support.
- 6. All my friends in batch 5 of International ICT Business class that I can't mentioned one by one.

I realize that this thesis is still far from perfection. Therefore, criticism is expected as a material improvement in the foreseeable future.

Bandung, January 2017

Raihan Hafidh Dirgantara Widodo