PREFACE

In the name of Allah SWT., praise and terms to The Almighty God, I would to say Alhamdulillah, upon his blessings and guidance, this mini thesis is finished entitled "Content Analysis of Indonesia's E-commerce on Facebook Page Using Social Network Analysis for Social Relationship Customer Management Effort" as one of requirements to complete undergraduate degree of International ICT Business at Telkom University. Therefore, I, Affrilia Utami, would like to acknowledge and appreciate upon the favors of:

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The author admits that this research is not perfect and may have faults in writing due to the limitation of author's knowledge and capabilities. However, the guidance, and supports from various parties have helped the author to finish this mini thesis.

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