PREFACE

Assalamualaikum Wr. Wb.

Thanks to Allah SWT Who has given his grace and guidance that has been given to the author that made this thesis complete. Shalawat and greeting may always be devoted to the Prophet Muhammad SAW who has guidance us from the darkness to clear light.

This thesis is entitled "Perceived Ease of Use Analysis Towards Repeat Purchase Intention with Convenience as an Intervening Variable on Feature Usage of Grab-Food" resolved with purpose to fulfil the requirement of undergraduate degree in Department of Business Administration, Faculty of Communication and Business at Telkom University, Bandung.

The author would like to say thank you profusely for all the help that has been given whether it be either directly or indirectly during the preparation of this thesis to its completion. The author would like to give my highest appreciation to:

- 1. Mrs. Kristina Sisilia, ST., M.A.B. as my supervisor for the contribution, support, guidance, and giving advice to the author during the thesis making process.
- My lovely mother, Marsiah for the endless support, infinity prayer and always be a loving mama.
- My Brother and sisters, Yuliana, Deden Ihwan, Sofyan Hadi and Maeva Wulandari who support, bringing joy and happiness.
- My Special One, Adi Wira Utama for always be the best part of me, for listening every complaint and encouraging me in all circumstances.
- 5. Ms. Nurafni Rubiyanti as a guardian lecturer who has guided and provided advice to the author.
- 6. All of my classmates AB-40-INT who has helped and supported the author from the past 3 years.
- REAL RENTAL Family; Putri Rizka Mahira, Dian Setia Utami, Chanigia K, Ulfi Nur Aisyah, Oktaveana, Salsabilla Buana Tepta, and Latisha Pinkan who always become second family for author.
- 8. All parties that the author can't mention one by one who has supporting author.

Hopefully, may Allah SWT always bless those mentioned above and all their sacrifice becomes their merciful deeds to help them gain a success in their future life. This thesis is far from perfection, both in writing techniques and grammar. Therefore, any constructive criticism and suggestion will be gladly accepted. Finally, it is expected that this report will be beneficial for the readers.

Bandung, 9th of January 2020

the

Delia Anggraini