

APPROVAL PAGE

**THE INFLUENCE OF *OVERALL E-SERVICE QUALITY* DIMENSIONS
TOWARDS CUSTOMER SATISFACTION IN PANDEMIC SITUATION
(CASE STUDY: SHOPEE APPLICATION)**

Proposed as one of the requirements to complete Bachelor Degree in International
ICT Business

Compiled by:

DEVINA SYAFIRA PUTRIE RAMADHANY

1401183507



Supervisor,

A handwritten signature in blue ink, appearing to read 'Heppy Millanyani'.

Heppy Millanyani, S.Sos., M.M., Ph.D.

**S1 INTERNATIONAL ICT BUSINESS
FACULTY OF ECONOMICS AND BUSINESS
TELKOM UNIVERSITY BANDUNG**

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