

**THE INFLUENCE OF E-SERVICE QUALITY ON CUSTOMER
SATISFACTION**

(Study on Lazada Indonesia)

Mini Thesis

Proposed as one of the requirements to achieve the Bachelor of Business
Management degree from International ICT Business

Written by:

Titian Fryda Allyansie

1401174485



**Universitas
Telkom**

**INTERNATIONAL ICT BUSINESS
FACULTY OF ECONOMY AND BUSINESS
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