

**THE EFFECT OF USER EXPERIENCE AND E-SERVICE QUALITY ON
USER SATISFACTION ON THE SHOPEE IN INDONESIA**

MINI THESIS

Proposed as part of requirements to complete the bachelor's degree from International
ICT Business Study

By:

V Marvel Joshua Batti

1401213225



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

2025