

PREFACE

All praise to Allah Swt. for everything and gave the author a power to finish this mini-thesis. This mini-thesis proposal entitled, “The Effect of E-Service Quality toward Customer Satisfaction: PlayStation Store.”, as a requirement to achieve Bachelor of Business Management Degree on International ICT Business major, Telkom University.

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Finally, the author would like to apologize if there are some mistakes and errors in the writing regarding to the content of this mini-thesis.

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