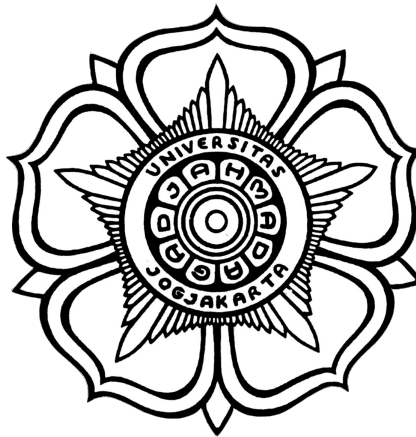


AN ASSESSMENT OF E-SERVICE QUALITY, CUSTOMER SATISFACTION, AND CUSTOMER TRUST ON CUSTOMER BEHAVIOR IN ONLINE SHOPPING

Thesis

As a partial fulfillment to achieve a Master Degree

Study Program in Master of Management



Submitted by

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