MEASURING CUSTOMER PERCEPTION OF E-SERVICE QUALITY IN TOKOPEDIA USING FUZZY LOGIC

THESIS

Submitted to International Program Department of Industrial Engineering in Partial Fulfillment of the Requirement for the Degree of Sarjana Teknik Industri at Universitas Islam Indonesia



Arranged by:

Habibie Humas (14522243)

Supervisor:

Muhammad Ridwan Andi Purnomo, ST., M.Sc., PhD.

INTERNATIONAL PROGRAM INDUSTRIAL ENGINEERING DEPARTMENT FACULTY OF INDUSTRIAL TECHNOLOGY UNIVERSITAS ISLAM INDONESIA YOGYAKARTA 2019