## 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