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In the name of Allah, I hereby certify that this research is based on my own work expect for citations and summaries in which of those is explicitly knowledge. If in the future this statement is proved not right and violates the legal regulation of papers and intellectual property rights, I agree Universitas Islam Indonesia to revoke my bachelor certificate.
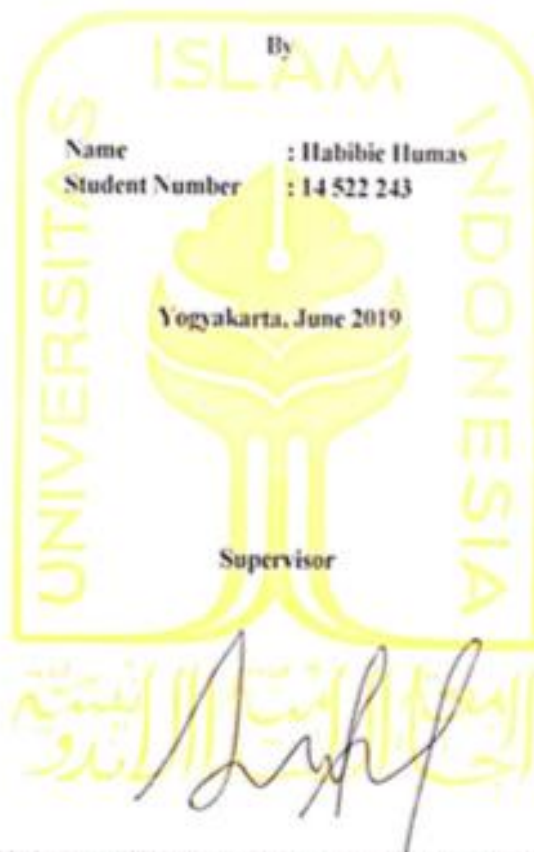
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Habibie Humas

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

(Case Study: Tokopedia)

THESIS

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Yogyakarta, June 2019

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THESIS APPROVAL OF EXAMINATION COMMITTEE

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MOTTO

"The ordeal of every human beings are distinguished, why should you concern on it? It depends on what the human principle would be like" –Habibie Humas 2019

"Love is abstract, ambiguous and real"

PREFACE

Assalamualaikum Warahmatullahi Wabarakatuh

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Author realize that this undergraduate thesis is still not perfect and still have some weaknesses so that Author really expect any criticism and suggestions from readers for the perfection of this report. Hopefully this report and information included will be useful for Author and give benefit to other parties who read this.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Yogyakarta, September 2019

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