

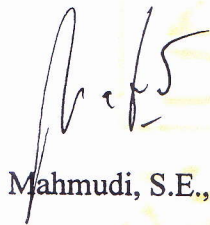
**THE EFFECT OF INFORMATION QUALITY, SYSTEM QUALITY,  
AND SERVICE QUALITY TOWARD CUSTOMER SATISFACTION  
IN ONLINE SHOPPING  
(CASE STUDY OF UNIVERSITY STUDENTS IN BALIKPAPAN)**

By:

**DINI PRIHANDANI**  
Student Number : 08312157

Approved by

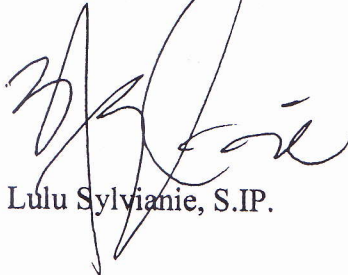
Content Advisor,



Mahmudi, S.E., M.Si.

May 15<sup>th</sup>, 2012

Language Advisor,



Lulu Sylvanie, S.IP.

May 15<sup>th</sup>, 2012

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**A BACHELOR DEGREE THESIS**

By:

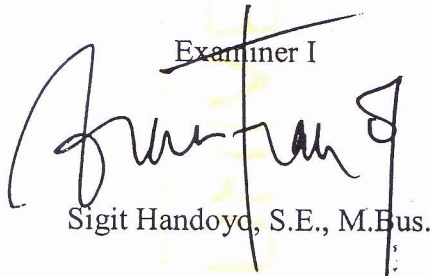
**DINI PRIHANDANI**

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Defended before the Board of Examiners  
on May 25<sup>th</sup>, 2012  
and Declared Acceptable

Board of Examiners

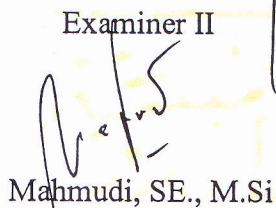
Examiner I



Sigit Handoyo, S.E., M.Bus.

May 25<sup>th</sup>, 2012

Examiner II



Mahmudi, SE., M.Si

May 25<sup>th</sup>, 2012

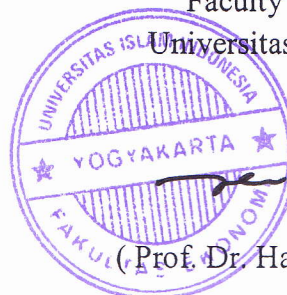
Yogyakarta, May 25<sup>th</sup>, 2012

International Program

Faculty of Economics

Universitas Islam Indonesia

Dean



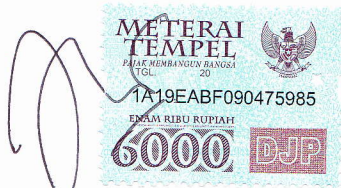
(Prof. Dr. Hadri Kusuma, MBA.)

## DECLARATION OF AUTHENTICITY

Herein I declare the originality of the thesis; I have not presented anyone else's work to obtain my university degree, nor have I presented anyone else's words, ideas or expression without acknowledgment. All quotations are cited and listed in the bibliography of the thesis.

If in the future this statement is proven to be false, I am willing to accept any sanction complying with the determined regulation or its consequence.

Yogyakarta, May 15<sup>th</sup>, 2012



Dini Prihandani