## SKRIPSI

## THE INFLUENCE OF PERCEIVED TRUST, E-SERVICE QUALITY, ONLINE RATING, AND REVIEW ON CUSTOMERS' PURCHASE DECISION AT TIKET.COM INDONESIA

## (CASE STUDY ON CUSTOMERS IN NORTH SUMATERA)

Written as a partial fulfillment of the academic requirements to obtain the degree of *Sarjana Manajemen* 

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MANAGEMENT STUDY PROGRAM FACULTY OF ECONOMICS AND BUSINESS UNIVERSITAS PELITA HARAPAN MEDAN 2022