ACKNOWLEDGEMENT

Gratitude and thankfulness is only for Lord Jesus Christ for such a good grace and opportunities in this life. This thesis is written to fulfill the requirements for Master of Management in Information System in University of Bina Nusanatra.

The writer would also like to use this opportunity to express thanks to the following people who have contributed to the completion of this thesis. They are:

1. Dr. Edi Abdurachman as my thesis advisor for his guidelines, support, ideas and feedback for this thesis.
2. Lecturers and academic staff at Graduate Program in University of Bina Nusanatra.
3. My classmate in University of Bina Nusanatra.
4. For all respondents who shared their time filling the questionnaire.
5. My wife, Florance, and my child Kyria Shemaiah Susanto, who always have to sacrifice their time when I was doing my thesis. Thank you.

The writer would like to receive inputs and feedback about this thesis. The writer hope this thesis will add to the knowledge of online shopping in Indonesia.

Jakarta, January 2004

Susanto