



**ONLINE SHOPPING ATTRIBUTES AND CUSTOMER  
SATISFACTION ON BUTIK FACHYRA**

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# DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION**

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## **“DECLARATION OF ORIGINAL WORK”**

**I, AFFRIZA BINTI MOHAMAD AFFANDI,**

**840516135152**

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted
- This project paper is the result of my independent work and investment except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

## LETTER OF SUBMISSION

JANUARY, 2014

The Head of Program

Bachelor of Business Administration (Hons) Marketing

Faculty of Business Management

Universiti Teknologi Mara

94300 Kota Samarahan

Dear Madam,

### **SUBMISSION OF REPORT**

Attached is the project paper on “**ONLINE SHOPPING ATTRIBUTES AND CUSTOMER SATISFACTION ON *BUTIK FACHYRA***” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours Sincerely,

---

Affriza binti Mohamad Affandi

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