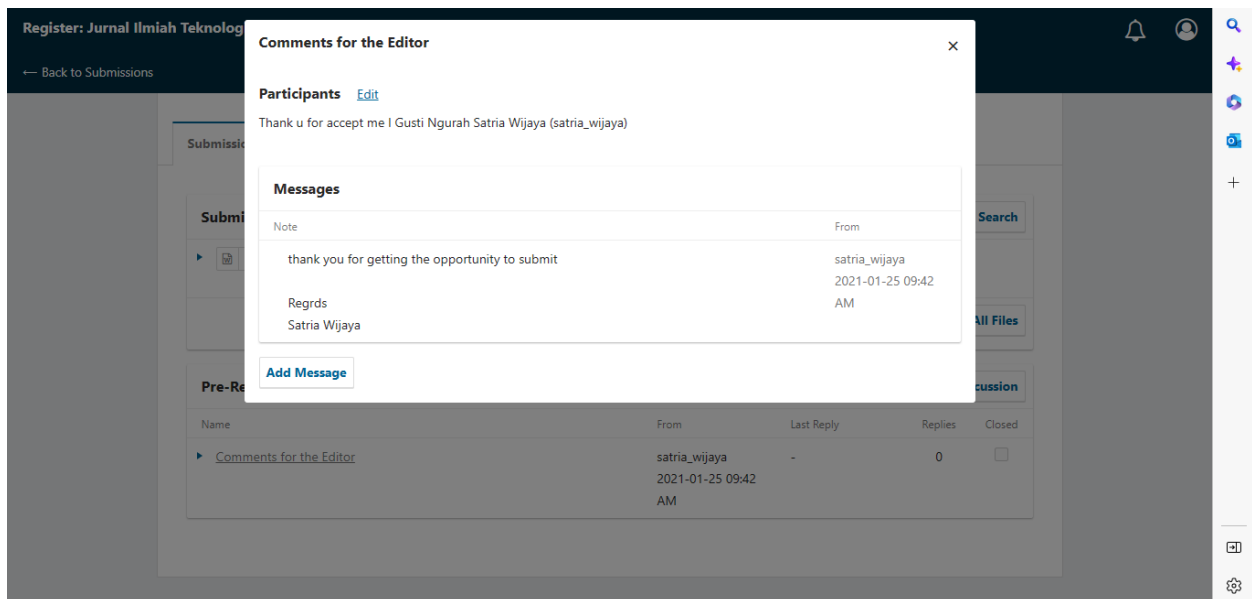
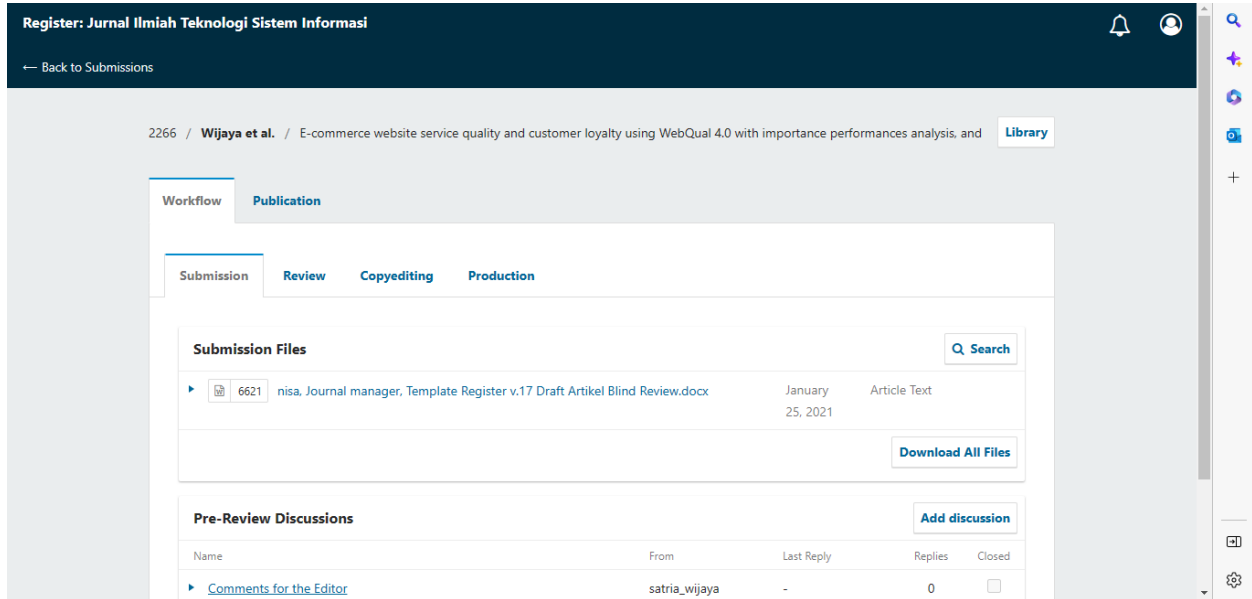


# E-commerce website service quality and customer loyalty using WebQual 4.0 with importance performances analysis, and structural equation model: An empirical study in shopee

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**Participants**

- Mrs. Siti Mutfarin (mutfarin)
- Putra Pandu Adikara (putra)

Thank u for accept me I Gusti Ngurah Satria Wijaya (satria\_wijaya)

### Messages

Note	From
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- Siti Mutrofin: "[Register] Journal Registration" (1/20/2021)
- Nisa Ayunda: "[Register] Password Reset" (1:36 PM)

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**[Register] Journal Registration**

**SM** Siti Mutrofin <sitimutrofin@ft.unipdu.ac.id>  
To: "I GUSTI NGURAH SATRIA WIJAYA,S.T.,M.M"  
Wed 1/20/2021 10:25 AM

The following message is being delivered on behalf of **Register**

Thank u for accept me I Gusti Ngurah Satria Wijaya

You have now been **registered** as a user with **Register**: Jurnal Ilmiah Teknologi Sistem Informasi. We have included your username and password in this email, which are needed for all work with this **journal** through its website. At any point, you can ask to be removed from the **journal's** list of users by contacting me.

Username: satria\_wijaya  
Password: tabanan081600

Thank you,  
Siti Mutrofin

Siti Mutrofin  
Editor-in-Chief  
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To: I GUSTI NGURAH SATRIA WIJAYA, S.T., M.M.: Dr. EVI TRIANDINI, S.P., M.Eng +2 others  
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Paper ID	: 2196
Paper Title	: E-commerce website service quality and customer loyalty using Webqual 4.0 with Importance performances analysis, and structural equation model: An empirical study in Shopee
Author(s)	: I Gusti Ngurah Satria Wijaya, Evi Triandini, Ezra Tifanie Gabriela Kabnani, and Syamsul Arifin
Email	: <a href="mailto:ngurah_satria@stikom-bali.ac.id">ngurah_satria@stikom-bali.ac.id</a>
Date submitted	: 25 January 2021
Date accepted	: 13 April 2021

Microsoft Outlook interface showing an email titled "[Register] Notification of Acceptation for Register-Paper 2266".

**Header:** [Register] Notification of Acceptation for Register-Paper 2266

**Sender:** I GUSTI NGURAH SATRIA WIJAYA, S.T., M.M.

**To:** Register Register <register@ft.unipdu.ac.id>; Dr. EVI TRIANDINI S.P., M.Eng +2 others

**Date:** Fri 4/16/2021 12:12 PM

**Attachments:** Publication Ethic\_20210416\_...

**Body Text:**

Dear Editor in Chief,

Based on the previous email, here we send proof of payment publication and publication ethic. For the receipt of our article in the **register journal**, we say thank you.

Best Regards  
Satria Wijaya

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