

DAFTAR SINGKATAN

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<i>Servqual</i>	<i>Service Quality</i>	13
RECSA	<i>Reliability, Extent Of Service, Comfort, Safety dan Affordability</i>	15
NKP	Nilai Kepuasan Pelanggan	15
CSI	<i>Customer Satisfaction Index</i>	17
IPA	<i>Importance Performance Analysis</i>	17
VoC	<i>Voice of Customer</i>	36