

## DAFTAR SINGKATAN

<b>Istilah</b>	<b>Deskripsi</b>	<b>Halaman</b> <b>Pertama Kali</b>
SNA	: <i>Social Network Analysis</i>	49
TF	: <i>Term Frequency</i>	46
IDF	: <i>Inverse Document Frequency</i>	46
BPI	: <i>Business Process Improvement</i>	111