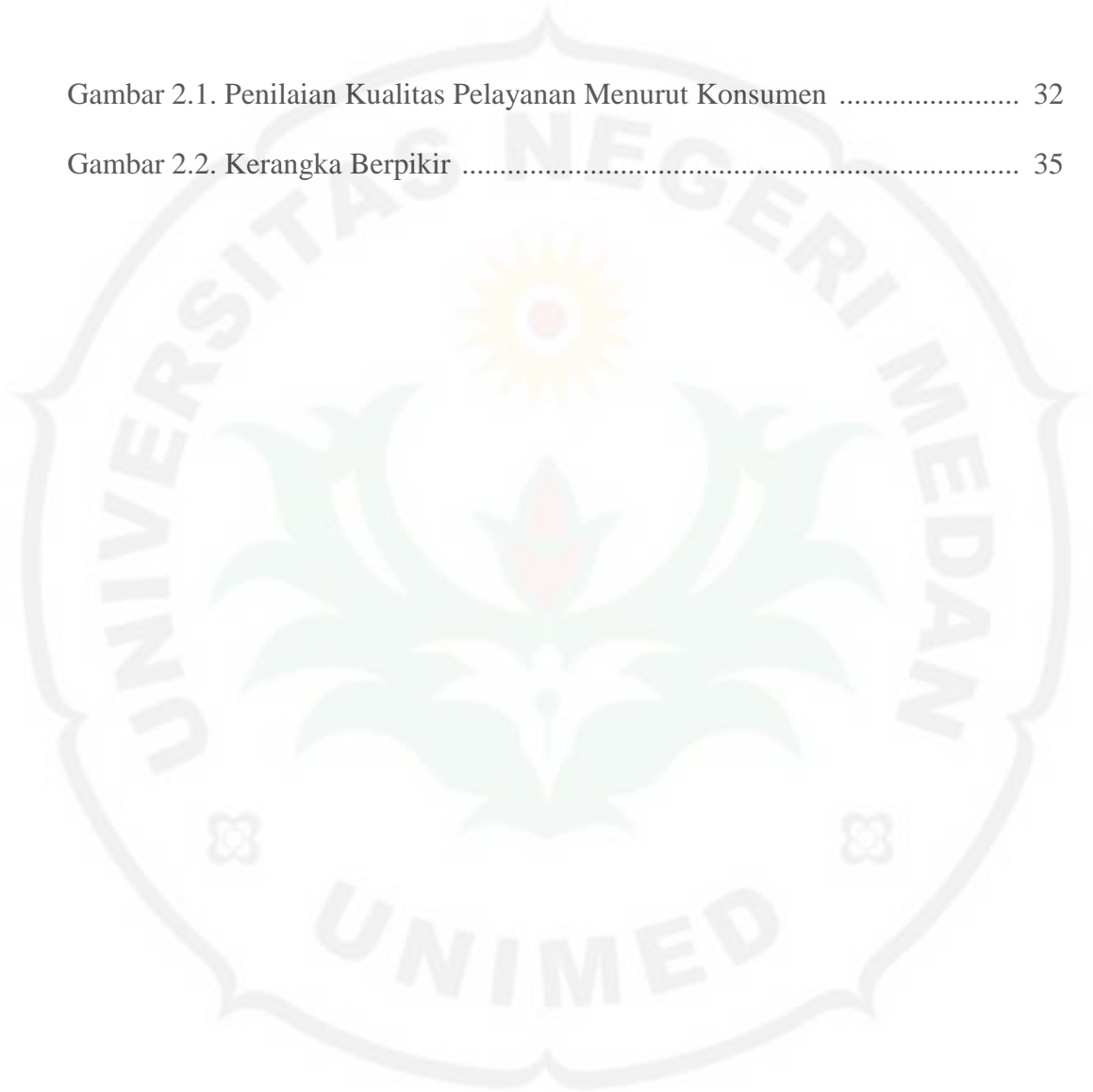


DAFTAR GAMBAR

Gambar 2.1. Penilaian Kualitas Pelayanan Menurut Konsumen	32
Gambar 2.2. Kerangka Berpikir	35



THE
Character Building
UNIVERSITY