

DAFTAR TABEL

- Tabel II.1 Dimesi *E-Service Quality* Berdasarkan Penelitian yang Relevan . **Error! Bookmark not defined.**
- Tabel II.2 Evaluasi Model Kano**Error! Bookmark not defined.**
- Tabel IV.1 Dimensi dan Atribut Kebutuhan Layanan E-commerce Pinkemma**Error! Bookmark not defined.**
- Tabel IV.2 Skala Tingkat Harapan**Error! Bookmark not defined.**
- Tabel IV.3 Skala Tingkat Kenyataan.....**Error! Bookmark not defined.**
- Tabel IV.4 Skala Tingkat Kepentingan.....**Error! Bookmark not defined.**
- Tabel IV.5 Skala Kuesioner Kano**Error! Bookmark not defined.**
- Tabel IV.6 Kode Atribut Kebutuhan.....**Error! Bookmark not defined.**
- Tabel IV.7 Hasil Uji Reliabilitas Kuisisioner E-Service Quality**Error! Bookmark not defined.**
- Tabel IV.8 Hasil Uji Reliabilitas Kuisisioner Kano..**Error! Bookmark not defined.**
- Tabel IV.9 Pengolahan Data Kuisisioner E-Service Quality**Error! Bookmark not defined.**
- Tabel IV.10 Atribut Kuat**Error! Bookmark not defined.**
- Tabel IV.11 Atribut Lemah.....**Error! Bookmark not defined.**
- Tabel IV.12 Tabel Evaluasi Kano**Error! Bookmark not defined.**
- Tabel IV.13 Pengolahan Data Kuisisioner Kano**Error! Bookmark not defined.**
- Tabel IV.14 Integrasi E-Service Quality dengan Model Kano**Error! Bookmark not defined.**
- Tabel IV.15 *True Costumer Needs***Error! Bookmark not defined.**
- Tabel V.1 Urutan Atribut Kuat Berdasarkan NKP .**Error! Bookmark not defined.**
- Tabel V.2 Urutan Atribut Lemah berdasarkan NKPE**Error! Bookmark not defined.**
- Tabel V.3 Atribut Kebutuhan Kategori *One Dimensional***Error! Bookmark not defined.**
- Tabel V.4 Atribut Kebutuhan Kategori *Attractive*..**Error! Bookmark not defined.**
- Tabel V.5 Atribut Kebutuhan yang Ditingkatkan dan Dipertahankan..... **Error! Bookmark not defined.**
- Tabel V.6 Analisis Terhadap *True Customer Needs***Error! Bookmark not defined.**

