

## DAFTAR TABEL

|                                                                             |    |
|-----------------------------------------------------------------------------|----|
| Tabel 1.1 Daftar Harga Paket Termurah Provider Internet.....                | 6  |
| Tabel 1.2 Daftar Perbandingan Harga Paket Internet Kecepatan 100 Mbps ..... | 6  |
| Tabel 1.3 Jawaban Pra-Penelitian Kualitas Produk .....                      | 12 |
| Tabel 1.4 Jawaban Pra-Penelitian Kualitas Pelayanan .....                   | 14 |
| Tabel 1.5 Jawaban Pra-Penelitian Kepuasan Pelanggan.....                    | 16 |
| Tabel 1.6 Hasil Pra-Penelitian Penanganan Keluhan Pelanggan .....           | 18 |
| Tabel 2. 1 Skripsi Terdahulu.....                                           | 28 |
| Tabel 2. 2 Jurnal Nasional.....                                             | 32 |
| Tabel 2. 3 Jurnal Internasional .....                                       | 35 |
| Tabel 3.1 Operasional Variabel.....                                         | 44 |
| Tabel 3.2 Pengukuran Skala Likert.....                                      | 51 |
| Tabel 4.3 Hasil Validitas Diskriminan Cross Loading .....                   | 54 |
| Tabel 3.4 Hasil Uji Reliabilitas.....                                       | 56 |
| Tabel 3.5 Kriteria Interpretasi Skor .....                                  | 59 |