

DAFTAR TABEL

Tabel 2.1 Penelitian Terdahulu 1.....	16
Tabel 2.2 Penelitian Terdahulu 2.....	16
Tabel 2.3 Penelitian Terdahulu 3.....	17
Tabel 2.4 Penelitian Terdahulu 4.....	17
Tabel 2.5 Penelitian Terdahulu 5.....	18
Tabel 2.6 Penelitian Terdahulu 6.....	20
Tabel 2.7 Penelitian Terdahulu 7.....	20
Tabel 2.8 Penelitian Terdahulu 8.....	21
Tabel 3.1 Jenis Penelitian.....	26
Tabel 3.2 Operasional Variabel.....	27
Tabel 3.3 Komponen <i>Customer Journey Map</i>	35
Tabel 3.4 Komponen <i>Service Blueprint</i>	37
Tabel 4.1 Karakteristik Partisipan.....	39
Tabel 4.2 P1 Observation Collection Form.....	40
Tabel 4.3 P2 Observation Collection Form.....	43
Tabel 4.4 P3 Observation Collection Form.....	45
Tabel 4.5 P4 Observation Collection Form.....	49
Tabel 4.6 P5 Observation Collection Form.....	51
Tabel 4.7 Hasil Wawancara Penelitian.....	54
Tabel 4.8 Persona Partisipan.....	40
Tabel 4.9 Daftar Bugs & Flaws.....	40