

DAFTAR GAMBAR

Gambar I. 1 Total Tunggakan & Batas Menunggak PT. PLN (Persero) WRKR 2017	2
Gambar I. 2 Penambahan Pelanggan Pascabayar dan Prabayar WRKR.....	3
Gambar II. 1 Model Kano.....	16
Gambar II. 2 <i>Blauth's formula</i>	18
Gambar III. 1 Model Konseptual.....	23
Gambar III. 2 Sistematika Pemecahan Masalah	23
Gambar IV. 1 <i>Customer Satisfaction Coefficient</i>	50
Gambar V. 1 <i>Customer Satisfaction Coefficient</i> Atribut <i>Attractive</i>	56
Gambar V. 2 <i>Customer Satisfaction Coefficient</i> Atribut <i>One-Dimensional</i>	57
Gambar V. 3 <i>Customer Satisfaction Coefficient</i> Atribut <i>Must-Be</i>	59
Gambar V. 4 <i>Customer Satisfaction Coefficient</i> Atribut <i>Indifferent</i>	60