

DAFTAR ISTILAH DAN SINGKATAN

Singkatan	Deskripsi	Halaman pertama kali digunakan
AHP	<i>Analytical Hierarchy Process</i>	11
CI	<i>Consistency Index</i>	31
CR	<i>Consistency Ratio</i>	31
ER	<i>Engagement Rate</i>	7
FGD	<i>Forum Group Discussion</i>	20
RI	<i>Random Index</i>	31
VoC	<i>Voice of Customer</i>	20