

LIST OF TABLES

Table 1.1 Customer Complaints of Gojek Services Trough Social Media	7
Table 2.1 Previous Research	23
Table 3.1 Research Characteristics	32
Table 3.2 Operational Variable	33
Table 3.3 Likert scale and score.....	38
Table 3.5 Validity Test.....	44
Table 3.6 Reliability Test.....	46
Table 3.7 Goodness-of-Fit	49