

DAFTAR ISI

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ABSTRAK.....E

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BAB I

PENDAHULUAN.....Error!

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A. Konteks Penelitian.....Error! Bookmark not defined.

B. Fokus PenelitianError! Bookmark not defined.

- C. Tujuan Penelitian.....**Error! Bookmark not defined.**
- D. Kegunaan Penelitian.....**Error! Bookmark not defined.**
- E. Definisi Istilah.....**Error! Bookmark not defined.**
- F. Kajian Penelitian Terdahulu.....**Error! Bookmark not defined.**

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II.....**Error!**

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KAJIAN TEORI**Error! Bookmark not defined.**

- A. Pelayanan**Error! Bookmark not defined.**
- B. Kualitas Pelayanan**Error! Bookmark not defined.**
- C. Kepuasan Pelanggan**Error! Bookmark not defined.**

BAB III METODE PENELITIAN**Error! Bookmark not defined.**

- A. Pendekatan dan Jenis Penelitian.....**Error! Bookmark not defined.**
- B. Kehadiran Peneliti**Error! Bookmark not defined.**
- C. Lokasi Penelitian**Error! Bookmark not defined.**
- D. Sumber Data**Error! Bookmark not defined.**
- E. Prosedur Pengumpulan Data.....**Error! Bookmark not defined.**
 - a. Observasi**Error! Bookmark not defined.**
 - b. Wawancara**Error! Bookmark not defined.**
 - c. Dokumentasi.....**Error! Bookmark not defined.**
- F. Analisis Data**Error! Bookmark not defined.**
 - a. Reduksi Data (Data Reduction)**Error! Bookmark not defined.**
 - b. Penyajian Data (Data Display).....**Error! Bookmark not defined.**
 - c. Kesimpulan (Verification)**Error! Bookmark not defined.**
- G. Pengecekan Keabsahan Data.....**Error! Bookmark not defined.**
- H. Tahap-Tahap Penelitian**Error! Bookmark not defined.**

BAB IV**Error! Bookmark not defined.**

PAPARAN DATA, TEMUAN PENELITIAN DAN PEMBAHASAN ...**Error!**

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- A. Profil Singkat PT. PLN (Persero) Pamekasan**Error! Bookmark not defined.**
- B. Paparan Data**Error! Bookmark not defined.**
- C. Temuan Penelitian**Error! Bookmark not defined.**

BAB V**Error! Bookmark not defined.**

PENUTUP.....Error! Bookmark not defined.

A. Kesimpulan.....**Error! Bookmark not defined.**

B. Saran.....**Error! Bookmark not defined.**

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