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File name: Skripsi\_Firli\_Amelia\_Administrasi\_Pub

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Page count: 159

Word count: 26,134 Character count: 171,240

Submission date: 31-Mar-2022 08:33AM (UTC

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**12**%

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## ANALISIS INOVASI PELAYANAN KUNJUNGAN VIRTUAL BAGI WARGA BINAAN PEMASYARAKATAN (WBP)

(Studi Kasus di Rumah Tahanan Negara Kelas IIB Balikpapan)

## SKRIPSI

Diajukan Guna Memenuhi Persyaratan Memperoleh Gelas Sarjana Strata I

## oleh

FIRLI AMELIA NIM. 1702015051



PROGRAM STUDI ADMINISTRASI PUBLIK FAKULTAS ILMU SOSIAL DAN ILMU POLITIK UNIVERSITAS MULAWARMAN SAMARINDA 2022