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Dr. Rina Juwita, S.P., MHRIR  
NIP.198104172005012001

PERSEPSI MASYARAKAT TERHADAP  
KUALITAS PELAYANAN KTP ELEKTRONIK (KTP-EL)  
SECARA ONLINE DI DINAS KEPENDUDUKAN DAN  
PENCATATAN SIPIL KOTA BALIKPAPAN  
Dosen Pembimbing: Dr. Enos Paselle, MAP

#### SKRIPSI

Diajukan Guna Memenuhi Persyaratan Mendapatkan  
Gelar Sarjana Strata I

Oleh

GERHANA FERINA  
NIM. 1702015142



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