

## DAFTAR SINGKATAN

Puskesmas	: Pusat Kesehatan Masyarakat
RS	: Rumah Sakit
WHO	: <i>World Health Organization</i>
ASEAN	: <i>Association of Southeast Asian Nations.</i>
Servqual	: <i>Service Quality</i>
PFI	: <i>Plastic Filling Instrument</i>