

DAFTAR ISI

KATA PENGANTAR.....	Error! Bookmark not defined.
ABSTRAK.....	Error! Bookmark not defined.
<i>ABSTRACT</i>	Error! Bookmark not defined.
DAFTAR ISI.....	98
DAFTAR TABEL	Error! Bookmark not defined.
DAFTAR GAMBAR	Error! Bookmark not defined.
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1. Latar Belakang	Error! Bookmark not defined.
1.2. Rumusan Masalah.....	Error! Bookmark not defined.
1.3. Batasan Masalah	Error! Bookmark not defined.
1.4. Tujuan Penelitian	Error! Bookmark not defined.
1.5. Manfaat Penelitian	Error! Bookmark not defined.
1.6. Sistematika Penulisan	Error! Bookmark not defined.
BAB II KAJIAN PUSTAKA	Error! Bookmark not defined.
2.1. Hasil Penelitian Terdahulu	Error! Bookmark not defined.
2.1.1. Analisis Kebutuhan Fungsional Sistem Informasi di Universitas Komputer Indonesia menggunakan Metode Kano	Error! Bookmark not defined.
2.1.2. Pengukuran Kepuasan Pelanggan Menggunakan Metode Kano dan	

Root Cause Analysis (Studi Kasus Pln Tangerang)	Error! Bookmark not defined.
2.1.3. Analisis Dan Pemenuhan Kebutuhan Perangkat Lunak dengan Metode Kano Melalui Pengembangan Berbasis Komponen.....	Error! Bookmark not defined.
2.1.4. Aplikasi Metode Kano Dalam Analisis Indikator Kualitas Pelayanan Di Rumah Sakit Arifin Ahmad Pekanbaru ..	Error! Bookmark not defined.
2.2. Sistem Informasi	Error! Bookmark not defined.
2.3. Requirement Engineering	Error! Bookmark not defined.
2.3.1. Tahapan-tahapan dalam melakukan requirement engineering	Error! Bookmark not defined.
2.4. Metode Analisis Data	Error! Bookmark not defined.
2.4.1. Uji Validitas dan Reliabilitas	Error! Bookmark not defined.
2.4.2. Metode KANO	Error! Bookmark not defined.
BAB III METODOLOGI PENELITIAN	Error! Bookmark not defined.
3.1. Desain Penelitian	Error! Bookmark not defined.
3.2. Alat dan Bahan Penelitian.....	Error! Bookmark not defined.
3.3. Metode Penelitian	Error! Bookmark not defined.
3.3.1. Proses Pengumpulan Data	Error! Bookmark not defined.
3.3.2 Proses Pembangunan Perangkat Lunak	Error! Bookmark not defined.

BAB IV HASIL PENELITIAN DAN PEMBAHASAN**Error! Bookmark not defined.**

4.1. Hasil Penelitian**Error! Bookmark not defined.**

4.2.1. Pengumpulan Data.....**Error! Bookmark not defined.**

4.2.2 Uji Validitas dan Reliabilitas**Error! Bookmark not defined.**

4.2.3. Hasil Pengembangan Perangkat Lunak yang Mengimplementasikan Metode Kano**Error! Bookmark not defined.**

4.2.4. Perhitungan Metode Kano**Error! Bookmark not defined.**

4.2. Pembahasan Hasil Penelitian**Error! Bookmark not defined.**

BAB V KESIMPULAN DAN SARAN.....**Error! Bookmark not defined.**

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

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

DAFTAR PUSTAKA.....**Error! Bookmark not defined.**

LAMPIRAN

