<table>
<thead>
<tr>
<th>Gambar</th>
<th>Judul</th>
<th>Halaman</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Jumlah Pelanggan hotel Shangri-La Jakarta</td>
<td>4</td>
</tr>
<tr>
<td>1.2</td>
<td>Presentase Komplain dan Kepuasan Pelanggan</td>
<td>5</td>
</tr>
<tr>
<td>1.3</td>
<td>Jumlah Pelanggan Baru hotel Shangri-La Jakarta</td>
<td>6</td>
</tr>
<tr>
<td>1.4</td>
<td>Tingkat Hunian Kamar dibanding Kompetitor</td>
<td>6</td>
</tr>
<tr>
<td>2.1</td>
<td>Keputusan Pembelian</td>
<td>18</td>
</tr>
<tr>
<td>2.2</td>
<td>Perilaku Pembelian</td>
<td>21</td>
</tr>
<tr>
<td>2.3</td>
<td>Kerangka Pemikiran</td>
<td>29</td>
</tr>
<tr>
<td>3.1</td>
<td>Jumlah Pelanggan</td>
<td>38</td>
</tr>
<tr>
<td>4.1</td>
<td>Hasil Uji Heteroskedastisitas</td>
<td>71</td>
</tr>
</tbody>
</table>