

**PERSEPSI WISATAWAN TERHADAP KUALITAS PELAYANAN  
PRAMUWISATA DI BIRO PERJALANAN WISATA TREND *TOUR AND*  
*TRAVEL*  
SKRIPSI**



Oleh :

**SONDA ROBBI FAJRIANSYAH**

**15/383954/SA/18061**

**JURUSAN PARIWISATA**

**FAKULTAS ILMU BUDAYA**

**UNIVERSITAS GADJAH MADA**

**DAERAH ISTIMEWA YOGYAKARTA**

**2020**

**TOURIST PERCEPTION'S TOWARD TOUR GUIDE'S SERVICE**

**QUALITY AT TREND TOUR AND TRAVEL AGENCY**

**UNDERGRADUATE THESIS**



**SONDA ROBBI FAJRIANSYAH**

**15/383954/SA/18061**

**TOURISM DEPARTMENT**

**FACULTY OF CULTURAL SCIENCE**

**UNIVERSITAS GADJAH MADA**

**YOGYAKARTA**

**2020**