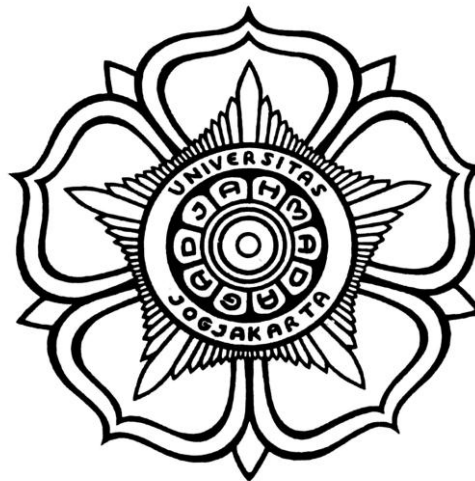


**SERVQUAL ANALYSIS TOWARDS FLASH LOUNGE:  
A YOUTH-SEGMENTED CSR PROGRAM OF TELKOMSEL  
YOGYAKARTA**



**DINDA PUSPA APRILIANI**

**12/328420/SV/00589**

**A Graduating Paper**

**Submitted to the Board of Examiners in Partial Fulfillment of**

**The Requirements for the Diploma III Degree**

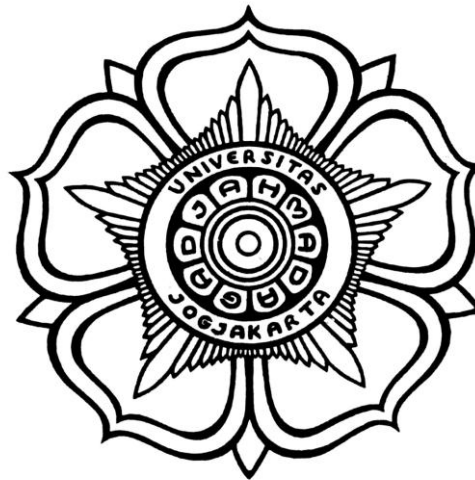
**In the English Department, Vocational College**

**Universitas Gadjah Mada**

**Yogyakarta**

**2015**

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PROGRAM TANGGUNG JAWAB SOSIAL TELKOMSEL  
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UNTUK SEGMENTASI MUDA**



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**Tugas Akhir**

**Diajukan Sebagai Pemenuhan Persyaratan**

**Guna Memperoleh Gelar Diploma III**

**Program Studi Bahasa Inggris, Sekolah Vokasi**

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