

PR5 Tingkat kepuasan pelanggan | *Customer satisfaction rate*

Praktek yang berkaitan dengan kepuasan pelanggan, termasuk hasil survei yang mengukur kepuasan pelanggan.

Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.

PR6 Komunikasi pemasaran | *Marketing communication*

Program yang patuh terhadap hukum, standar, dan kode sukarela yang terkait dengan komunikasi pemasaran, termasuk iklan, promosi, dan sponsorship.

Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.

PR7 Pelanggaran komunikasi pemasaran | *Violation of marketing communication*

Total jumlah insiden yang tidak patuh terhadap peraturan dan kode sukarela mengenai komunikasi pemasaran, termasuk iklan, promosi, dan sponsor berdasarkan jenis hasil.

Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.

PR8 Pengaduan tentang pelanggaran privasi pelanggan | *Reports on violation of customers privatization*