

## DAFTAR PUSTAKA

- Abdul Kadir (2002). *Pengenalan Sistem Informasi*. Yogyakarta: Andi Offset.
- Ardana, A. C. (2010). *Perbaikan Proses Bisnis Maintenance Melalui Pemetaan Proses Kritis dan Identifikasi Permasalahan*. Institut Teknologi Sepuluh Nopember Surabaya.
- Band, William A, 1991, *Creating value for customer: Designing and Implementation a Total*.
- Butt, M. M., & de Run, E. C. (2010). Private healthcare quality: applying a SERVQUAL model. *International Journal of Health Care Quality Assurance*, 23(7), 658-673.
- Chinh, V. T. M & Anh, N. V. 2008. Measuring Customer Satisfaction Based on Service Quality Gap at a Local Bank in Vietnam. *Journal of International Business Research*. 7 (3): 27–51.
- Chow, I. H. S., Lau, V. P., Lo, T. W. C., Sha, Z., & Yun, H. (2007). Service quality in restaurant operations in China: Decision and experiential-oriented perspectives. *International Journal of Hospitality Management*, 26(3), 698-710.
- Dresner, M. & Kefeng, X. (1995). Customer Service, Customer Satisfaction, and Corporate Performance. *Journal of Business Logistics*.
- Febrian, J. (2007). *Kamus Komputer, Teknologi Informasi dan Komunikasi*. Bandung: Informatika.
- Galup SD, Dattero R, Quan JJ, Conger S (2009) An overview of IT service management. *Communications of the ACM* 52:124–127.
- Gilbert, G. R., & Veloutsou, C. (2006). A crossindustry comparison of customer satisfaction. *Journal of Services Marketing*, 20(5), 298-308.
- Irawan, H. 2004. *10 Prinsip Kepuasan Pelanggan*. Jakarta: PT. New Ratna Motor Elex Media Komputindo.
- Kadir, A. (2003). *Pengenalan Teknologi Informasi*. Yogyakarta: Andi.
- Karna, S. (2004). Analyzing Customer Satisfaction and Quality in Construction-the case of public and private construction. *Nordic Journal of Surveying and Real Estate Research, Special Series*, 2.

- Kotler, Philip, 1997. *Manajemen Pemasaran: Analisis, Perencanaan, Implementasi dan pengendalian* (Edisi kedelapan, terjemahan Arcella Ariwati Hermawan), Jakarta: Salemba Empat.
- Kotler, Philip, and Gary Armstrong, 1996, *Principles Of Marketing* , Seventh Edition, International Editrion, Prentice Hall, Inc., Englewood Cliffs, New Jersey.
- Krishnamurthy, R., SivaKumar, M. A. K., & Sellamuthu, P. (2010). Influence of service quality on customer satisfaction: Application of SERVQUAL model. *International Journal of Business and Management*, 5(4), 117.
- Liu., Annie, H & Leach, M. P. 2001. Developing Loyal Customer with a Value-Adding Sales Force: Examining Customer Satisfaction and The Perceived Credibility of Consultative Salespeople. *Journal of Personal Selling & Sales Management*. 2: 2.
- Mowen, John C, 1995 , *Consumer behavior*, Prentice Hall, Inc, Englewood Cliffs, New Jersey, International Edition.
- Pham, N. T & Nguyen, H. Ph. 2007. SERVQUAL versus SERVPERF – A Comparative Study in Vietnamese Supermarket. *Science and Technology Development*. 10 (8): 1–30.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *The Journal of Marketing*, 41-50.
- Setiyorini, T., Asmono, R. T., Studi, P., & Informatika, T. (2017). *Penerapan Gini Index Dan K-Nearest Neighbor Untuk*. 13(2), 209–216.
- Shekarchizadeh, A., Rasli, A., & Hon-Tat, H. (2011). SERVQUAL in Malaysian universities: perspectives of international students. *Business Process Management Journal*, 17(1), 67-81.
- Supranto, J. (2006). *Pengukuran Tingkat Kepuasan Pelanggan : Untuk Meningkatkan Pangsa Pasar*. Jakarta: Rineka Cipta.
- Supriyanto, W dan Mushin A. (2008). *Teknologi Informasi Perpustakaan (Strategi Perencanaan Perpustakaan Digital)*. Yogyakarta: Kanisius.
- Sutarno, NS. (2006). *Perpustakaan dan Masyarakat*. Jakarta: Sagung Seto.
- Tjiptono, Fandy dan Gregorius Chandra.2005. *Service Quality dan Satisfaction*. Yogyakarta: Penerbit Andi.

Tjiptono, Fandy, 1997, Strategy Pemasaran , penerbit: Andi offset, Edisi Kedua, Cetakan Pertama, Yogyakarta.

William dan Sawyer. 2007. Using Information Teknologi, terjemahan Indonesia. Andi : Yogyakarta.

Yuliato, A. 2010. Meningkatkan Kualitas Pelayanan Jasa Penerbangan Indonesia Paska Insiden Kecelakaan Pesawat Terbang? Jurnal Dinamika Manajemen. 1(1): 1-8.

Young CM (2004) An introduction to IT service management. Gartner.