

## WORK CITED

### Print sources:

- Pusat Bahasa Depdiknas. *Kamus Besar Bahasa Indonesia 3rd ed.* Jakarta: Balai Pustaka. 2002. Print.
- Barata, Atep A. *Dasar-dasar Pelayanan Prima.* Jakarta: PT Elex Media Komputindo, 2004. Print.
- Rahmayanty, Nina. *Manajemen Pelayanan Prima.* Yogyakarta: Graha Ilmu, 2013. Print.
- Setyobudi, Ismanto, and Daryanto. *Konsumen dan Pelayanan Prima.* Yogyakarta: Gava Media, 2014. Print.
- Suryanto, Adi, and Sutopo. *Pelayanan Prima.* Jakarta: Lembaga Administrasi Negara, 2003. Print.

### Personal interview

- Dyah, Leli. Personal interview. 31 Jan. 2018.
- Mujiono. Personal interview. 3 Feb. 2018.
- Saryanti. Personal interview. 3 Feb. 2018.

### Electronic sources:

- Badan Pusat Statistik. "Population of Indonesia in 2017." [www.bps.go.id](http://www.bps.go.id). 16 Jan 2018. Web.
- BPJS Ketenagakerjaan. "Pelayanan Prima BPJS Ketenagakerjaan." [www.bpjsketenagakerjaan.go.id](http://www.bpjsketenagakerjaan.go.id). 2016. 18 June 2017. PDF File.
- \_\_\_\_\_. [www.bpjsketenagakerjaan.go.id](http://www.bpjsketenagakerjaan.go.id). 2017. Web. 20 Mei 2017.
- Hadi, Bambang S. "BPJS Ketenagakerjaan Yogyakarta Beri Kejutan Pelanggan." *Antara Yogy* 5 Sept 2017. Web. 2 Aug. 2017.
- <https://en.oxforddictionaries.com/definition/excellent>. Retrieved on, Feb 13th 2018 08.30 AM. Web.
- <https://en.oxforddictionaries.com/definition/service>. Retrieved on, Jan 18th 2018 10.46 PM. Web.
- [www.executive-solutions.weebly.com/vision---mission](http://www.executive-solutions.weebly.com/vision---mission). Retrieved on, Feb 23rd 2018 09.36 AM. Web.
- [www.investopedia.com/terms/o/organizational-structure.asp](http://www.investopedia.com/terms/o/organizational-structure.asp). Retrieved on, April 25th 2018 11.35 PM. Web.
- [www.merriam-webster.com/dictionary/product](http://www.merriam-webster.com/dictionary/product). Retrieved on, March 25th 2018 11.50 PM. Web.
- [www.thefreedictionary.com/motto](http://www.thefreedictionary.com/motto). Retrieved on, Feb 2nd 2018 09.56 AM. Web.