

## DAFTAR PUSTAKA

- Bafadhhal, A. S. (2018). *Perencanaan Bisnis Pariwisata: Pendekatan Lean Planning*. UB Press, Malang.
- Badan Pusat Statistik Kota Surabaya. (2019). Keadaan Ketenagakerjaan Kota Surabaya, Agustus 2019. Tersedia di <https://surabayakota.bps.go.id/pressrelease/2019/12/26/133/keadaan-ketenagakerjaan--kota-surabaya--agustus-2019-.html> diakses pada 25 Agustus 2021
- Badan Pusat Statistik Kota Surabaya. (2020). Statistik Daerah Kota Surabaya. Tersedia di <https://surabayakota.bps.go.id/publication/2020/09/30/07bc67fb98e1dc6a7da51731/statistik-daerah-kota-surabaya-2020.html> diakses pada 28 Agustus 2021
- Bernard, H.R. (2002). *Research Methods in Anthropology: Qualitative and Quantitative Methods 3rd edition*. AltaMira Press, Walnut Creek, California.
- Bitner, M. J., Brown, S. W., & Meuter, M. L. (2000). Technology Infusion in Service Encounters. *Journal of the Academy of Marketing Science* 28(1), 138-149.
- Blank, S. (2012) Part I: Validate Your Business Model Start With a Business Model, Not a Business Plan. *Wall Street Journal*, 26. Tersedia di: <http://blogs.wsj.com/accelerators/2012/11/26/start-with-a-business-model-not-a-business-plan/> diakses pada 10 September 2021
- Bornstein D. & Davis, S. (2010) *Social Entrepreneurship: What Everyone Needs to Know*. New York: Oxford University Press.
- Brigham, E. F., & Ehrhardt, M. C. (2005). In *Financial Management* (11th, International Student ed., p. 347). South-Western Cengage Learning.
- Bryman, A. (2016). *Social research methods*. Oxford, New York: Oxford University Press
- Budiari, I. (2015). Cleaning Service Companies Attempt to Supplant Maids dalam *The Jakarta Post*. Tersedia di <https://www.thejakartapost.com/news/2015/10/06/cleaning-service-companies-attempt-supplant-maids.html> diakses pada 30 September 2021

- Buttle, F. (2019). *Customer Relationship Management: Concepts and Technologies*. 4th Edition. Routledge.
- Capon, N. & Hulbert, J.M. (2007). *Managing Marketing in the 21st Century: Developing and Implementing the Market Strategy*. Bronxville, N.Y.: Wessex Inc.
- Chen, M, Vanek, J & Heintz, J (2006), Informality, Gender and Poverty: A Global Picture. *Economic and Political Weekly*, 41 (21): 2131-39.
- Chesbrough, H., & Rosenbloom, R. S. (2002). The Role of the Business Model in Capturing Value From Innovation: Evidence From Xerox Corporation's Technology Spin-off Companies. *Industrial and corporate change*, 11(3), 529-555.
- Chesbrough, H. (2006). *Open business models: How to thrive in the new innovation landscape*. Boston, MA: Harvard Business School Press.
- Chesbrough, H. (2010) Business model innovation: Opportunities and barriers, *Long Range Planning*, 43, 2-3, 354- 363.
- Chisnall, P. M. (1985). *Marketing: A Behavioural Analysis*. 2d ed. London: McGraw-Hill.
- Cooper, D. R., dan Schindler, P. S. (2014). *Business Research Methods*. The McGraw Hill Company. New York.
- Coyle, J. C., Bardi, E. J., & Langley, C. J. (2003): The Management of Business Logistics : A Supply Chain Perspective, *South-Western, Thomson Learning*
- Dees, J. G. (1998) The Meaning of Social Entrepreneurship. Tersedia di [http://www.caseatduke.org/documents/dees\\_sedef.pdf](http://www.caseatduke.org/documents/dees_sedef.pdf) diakses pada 20 Oktober 2021
- Feibel, B. J. (2003). *Investment performance measurement* (Vol. 116). John Wiley & Sons.
- Fifield, P. (2007). *Marketing Strategy Masterclass: Making Marketing Strategy Happen*. Butterworth- Heinemann.
- Gitman, L. J., Juchau, R., & Flanagan, J. (2015). *Principles of managerial finance*. Pearson Higher Education AU.
- GoGreen Portland (n.d.) The Social Enterprise Business Model Canvas. Tersedia di [http://portland.gogreenconference.net/downloads/GGPDX\\_Guided\\_Learning\\_Entrepreneurship\(FRONT\).pdf](http://portland.gogreenconference.net/downloads/GGPDX_Guided_Learning_Entrepreneurship(FRONT).pdf) diakses pada 15 Oktober 2021

- Graves, T. (2011) Using Business Model Canvas for non-profits. Tersedia di <http://weblog.tetradian.com/2011/07/16/bmcanvas-for-nonprofits/> diakses pada 16 Oktober 2021
- Griffen, Venessa. (ed) (1989). *Women, development and empowerment: A pacific feminist Perspectives*. Kuala Lumpur; Asia and Pacific Development Center.
- Hannula, M., Järvelin, A-M., Kujala, J., Ruohonen, M., & Tiainen, T. (Eds.). (2004). *Frontiers of e-Business Research*. Tampere: Tampere University of Technology and University of Tampere, 78-89.
- Hardjana, T. (2014). Business Opportunities in Indonesia: The Cleaning Service Industry dalam *Indonesia Investment* Tersedia di <https://www.prnewswire.com/news-releases/indonesia-facility-management-market-outlook-report-2019-2023-300950762.html> diakses pada 9 Oktober 2021
- Hartmann, P.M., Zaki, M., Feldmann, N. and Neely, A. (2016). Capturing Value From Big Data – A Taxonomy of Data-Driven Business Models Used By Start-Up Firms. *International Journal of Operations & Production Management*, Vol. 36 No. 10, pp. 1382-1406.
- Heinonen, K. (2004). *Time and Location as Customer Perceived Value Drivers*. Helsinki: Swedish School of Economics and Business Administration.
- Helaludin dan Wijaya, Hengki. (2019). *Analisis Data Kualitatif: Sebuah Tinjauan Teori dan Praktik*. Sekolah Tinggi Theologia Jaffray, Jakarta.
- Hill, A. V. (2010). *The Encyclopedia of Operations Management – 2010 Edition : A field manual and encyclopedic glossary of operations management terms and concepts*. Clamshell Beach Press.
- Hisrich, R. D., Peteers, M., dan Shepherd, D. A. (2017). *Entrepreneurship*. McGraw-Hill Education. New York
- Hong, Y. C. & Fauvel, C. (2013). Criticisms, variation and experiences with business model canvas. *International Journal of Small Business and Entrepreneurship Research*, 1(4), 18-29. Tersedia di <http://www.eajournals.org/journals/international-journal-of-small-business-and-entrepreneurship-research/ber/vol-1-issue-4-december-2013/criticisms-variations-experiences-business-model-canvas-3/> diakses pada 8 Oktober 2021
- Ibrahim, Y. (1998). Studi Kelayakan Bisnis. Edisi Pertama: *Rineka Cipta*. Jakarta
- Imegi, J. C., & Nwokoye, G. A. (2015). The Effectiveness of capital budgeting techniques in evaluating projects' profitability. *African Research Review*, 9(2), 166-188.

- International Labour Conference. (2010). Decent Work for Domestic Workers. Tersedia di [https://www.ilo.org/wcmsp5/groups/public/@ed\\_norm/@relconf/documents/meetingdocument/wcms\\_104700.pdf](https://www.ilo.org/wcmsp5/groups/public/@ed_norm/@relconf/documents/meetingdocument/wcms_104700.pdf) diakses pada 25 September 2021
- Järvinen, R., & Lehtinen, U. (2004). Services, E-Services and E-Service Innovations Combination of Theoretical and Practical Knowledge. *Frontiers of e-business research*, 78-89.
- Johnson, M., Christensen, C., and Kagermann, H. (2008) Reinventing your business model, *Harvard Business Review*, 51-59.
- Karl, M. (1995). Women and Empowerment: Participation and Decision Making Zed Books Ltd. *London & New Jersey*.
- Kementrian Pemberdayaan Perempuan dan Perlindungan Anak. (2019). Profil Perempuan Indonesia 2019. Tersedia di [https://www.kempppa.go.id/lib/uploads/list/b4bdc-profil-perempuan-indonesial-\\_2019.pdf](https://www.kempppa.go.id/lib/uploads/list/b4bdc-profil-perempuan-indonesial-_2019.pdf) diakses pada 5 Agustus 2021.
- Klimas, P. (2017). Current Revenue Models of Video Game Developers. *Journal of Management and Financial Sciences* 28, p. 119-136.
- Kotler, P. (2000). *Marketing management: The millennium edition* (Vol. 199). Upper Saddle River, NJ: Prentice Hall.
- Kotler, P., Lee, N., Farris, P. W., Bendle, N., Pfeifer, P., Reibstein, D., ... & Reece, M. (2010). *Marketing Strategy from the Masters (Collection)*. FT Press.
- Kotler, P., Keller, K. L., Manceau, D., & Dubois, B. (2016). *Marketing Management*, 15e édition. New Jersey: Pearson Education.
- Kouprie, M., & Visser, F. S. (2009). A Framework for Empathy in Design: Stepping Into and Out of the User's Life. *Journal of Engineering Design*, 20(5), 437-448.
- Lehtinen, U. (1984). On defining service. In *the XIIIth Annual conference of the European Marketing Academy*.
- Liljander, V., & Strandvik, T. (1995). The Nature of Customer Relationships in Services. In Swartz, T., Bowen, D. E., & Brown, S. W. (Eds.), *Advances in Services Marketing and Management*. Greenwich: JAI Press, 141-167.
- Lin, Grier C. I. and Nagalingam, Sev V., (2000). CIM justification and optimization. *London: Taylor & Francis*. p. 36

- Lovelock, C. H. (2001). *Services Marketing: People, Technology and Strategy*. Upper Saddle River, NJ: Prentice Hall.
- Marcinkowski, B.; Gawin, B. (2020). Data-Driven Business Model Development—Insights from The Facility management industry. *Journal of Facilities Management*.
- Moeller, Sabine. (2010). Characteristics of Services – A New Approach Uncovers their Value. *Journal of Services Marketing* **24**(5) 359-368
- Monavarian, Abbas. Amiri, Same. (2005). Evaluation of the Insurance Services Quality from Consumer's Perspective. *Journal of San'at Bimeh*. Twentieth Years. No. 2. Pages 5-44
- Morris, M., Schindehutte, M., & Allen, J. (2005). The Entrepreneur's Business Model: Toward A Unified Perspective. *Journal of Business Research*, 58(6), 726-735.
- Neetha, N. (2009). Contours of Domestic Service: Characteristics, Work Relations, and Regulations. *Journal of Labour Economics* Vol. 52 No. 3
- Ojasalo, J. (2010). E-Service Quality: A Conceptual Model. *International Journal of Arts and Sciences*, 3(7), 127-143.
- Olajide, S., Bello, K. & Alabi, O. T. (2016) *Elements of Estate Management and Property Valuation*. ABISAMPrintz, Lagos, Nigeria. 5th Edition pp. 71-79
- Osterwalder, A; Pigneur, Y. (2010). *Business Model Generation*. New Jersey: John Wiley & Sons Inc.,
- Parvatiyar ,A. & Sheth, T.N. (2002). Customer Relationship Management: Emerging practice, process, and discipline. *Journal of Economic and Social Research*, Vol.3, No.2.
- Plattner, H. (2010). Bootcamp Bootleg. Stanford: Institute of Design. Tersedia di <http://longevity3.stanford.edu/designchallenge2015/files/2013/09/Bootleg.pdf> diakses pada 16 Agustus 2021
- Qastharin, A. R. (2015). Business Model Canvas For Social Enterprise. *The 7th Indonesia International Conference on Innovation, Entrepreneurship, and Small Business (IICIES 2015)*.
- Raharjo, T. W. (2018). *Pengembangan Ekonomi Masyarakat Melalui Penguatan Kemitraan Usaha UMKM, Koperasi dan Korporasi*. Jakad Publishing, Surabaya.
- Ramasesha , B., & et.al. (2006). Issues and Perspective in Global Customer Relationship Management, *Journal of Service Research*, Vol. 9, No.2.
- Research and Markets. (2019). Indonesia Facility Management Market Outlook Report 2019-2023. Tersedia di <https://www.prnewswire.com/news-releases/indonesia-facility-management-market-outlook-report-2019-2023-300950762.html> diakses pada 10 Oktober 2021

- Rosenbloom, B. (2004): *Marketing Channels: A Management View*. Seventh Edition, South-Western, Cengage Learning
- Rowlands, J. (1998). A Word of Times, but What Does it Mean? Empowerment in the Discourse and Practice of Development. *Journal of Women and empowerment*. New York : St. Martin Pren.
- Royan, F. (2014). *Bisnis Model Kanvas Distributor Memetakan Kimerja Optimal Distributor dan 30 Kesalahan yang Dilakukan*. Gramedia Pustaka Utama, Jakarta.
- Sandelowski, M., & Barroso, J. (2002). Reading qualitative studies. *International Journal of Qualitative Methods*, 1(1), Article 5. Tersedia di <http://www.ualberta.ca/~ijqm/english/engframeset.html> diakses pada 28 Agustus 2021
- Saufi, N. N. C., Murtadza, A. M., & Dahlan, A. R. A. (2018). HERO digital platform for domestic help services: A conceptual and enhanced business model. *International Conference on Information and Communication Technology for the Muslim World (ICT4M)*. IEEE.
- Sehat, Ehsan et al. (2012). The Role of Ethics in Reduce Cheating of the Insurance Companies from Customers' View. *Journal of Akhlagh dar Oloum Raftari*. Seventh Years. No 1 : 1-9
- Setijaningrum, Erna. (2017). Program Terpadu Penanggulangan Kemiskinan di Kota Surabaya. *Jurnal Masyarakat, Kebudayaan, dan Politik* Vo. 30. No 1. Tersedia di <https://e-journal.unair.ac.id/MKP/article/view/3253> diakses pada 29 September 2021
- Slavik Stefan, Bednar Richard. (2014). Analysis of Business Models. *Journal of Competitiveness* University of Economics in Bratislava
- Smith, G. (2012) The Nonprofit Business Model Canvas Innovative Nonprofit. Tersedia di <http://www.innovativenonprofit.com/2012/08/the-nonprofit-business-model-canvas-2/#.Uzz5ivmSwoy> diakses pada 8 September 2021.
- Social Innovation Lab. (2013). Social Business Model Canvas. Tersedia di <http://www.socialbusinessmodelcanvas.com/> diakses pada 10 Oktober 2021.
- Sumarwan, U., Achmad, F., Adman, N., Arisetyanto, N., dan Erry, R. N. (2011). *Pemasaran Strategik Perspektif Value Based Marketing dan Pengukuran Kinerja*. Penerbit IPB Press, Bogor

- Techsi Research. (2019). ASEAN Cleaning Services Market By Service Type. Tersedia di <https://www.techsciresearch.com/report/asean-cleaning-services-market/7382.html> diakses pada 8 Oktober 2021
- Timmers, P. (1998). Business Models for Electronic Markets, *Electronic Markets*, 8, 2, 3 - 8.
- Van den Brink, D., Odekerken-Schröder, G., & Pauwels, P. (2006). The Effect of Strategic and Tactical Cause-Related Marketing on Consumers' Brand Loyalty. *Journal of Consumer Marketing*.
- William G. Sullivan, E. M. (2006). *Engineering Economy Thirteen Edition*. New Jersey: Pearson International Edition
- Williamson, GR. (2005). Illustrating Triangulation in Mixed-Methods nursing Research. *Nurse Res* 2005;12:7–18.
- Young, Kate. (1993). *Planning Development with Women: Making a World of Difference*. St. Martin's Press.