

DAFTAR PUSTAKA

- Amin, Muslim, Zaidi Isa. (2008). "An Examination of The Relationship Between Service Quality Perception and Customer Satisfaction: A SEM Approach Towards Malaysian Islamic Banking. *International Journal of Islamic and Middle Eastern Finance and Management*. Vol 1 No. 3.
- Ananth, A., Ramesh, R. and Prabaharan, B., (2011), "Service Quality GAP Analysis in Private Sector Banks A Customer Perspective", *Internationally Indexed Journal*.
- Alawni, Mohammed Saad, Ebrahim Mohammed Al-Matari, Nabil Ahmed M. Senan. (2021). "The Impact of Antecedent of Service Quality on Customers Satisfaction in Saudi Arabia".
- Awan, H., Bukhari, K., & Iqbal, A. (2011). Service quality and customer satisfaction in the banking sector. *Journal of Islamic Marketing*, 2, 203-224.
- Azzam, Al. Abdel Fattah Mahmoud. (2015). "The Impact of Service Quality Dimensions on Customer Satisfaction: A Field Study of Arab Bank in Irbid City, Jordan. *European Journal of Business and Management*.
- Chidambaram, V, & Ramachandran, A, (2012), A review of customer satisfaction towards service quality of banking sector. *Social and Management Sciences*.
- Caruana, Albert, (2000). Service Loyalty, The Effects of Service Quality and The Mediating Role of Customer Satisfaction. *European Journal of Marketing*.
- Eshghi, A., Roy, S., and Ganguli, S., 2008, "Service quality and customer satisfaction: An empirical investigation in Indian mobile Telecommunications services", *Marketing Management Journal*, Vol. 18.
- Fitzsimmons, James A., Mona J. Fitzsimmons. (2011). "Service Managgement: Operations, Strategy, Information Technology. 7th Edition. McGraw-Hill, New York.
- Hue Dang, Thi, Thi Dieu Thu Nguyen, Thi Thu Huyen Vu, Nguyen Manh Dang, Manh Dung Tran, Duc Tuyen Luu. (2019). Research on Management Accounting of Fixed Assets at Vincomin, Vietnam. *Journal of Resources Development and Mangement*, Vol. 61.
- Ibaam. (2007). "How to Evaluate a Company Before Investing. Stock Exchange News Sat.
- Kumar, Archana, Hyun-Joo Lee, Youn-Kyung Kim. (2008). Indian Consumers' Purchase Intention Toward a United States Versus Local

- Brand". *Journal of Business Research* 62.
- Mengi, P. (2009). Customer satisfaction with service quality: An empirical study of public and private sector banks. *Journal of Management Research*.
- Munusamy, Jayaraman, Sanmugam Annamalah, Shankar Chelliah. (2013). "Service Quality Transformation and Its Impact on Customer Satisfaction and Loyalty in Malaysian Retail Banking Sector". *World Applied Sciences Journal*.
- Nathan, D, & Elsaghier, N, (2012), Service Quality Dimensions and Customers' Satisfactions of Banks in Egypt. *Proceedings of 20th International Business Research Conference 4 - 5 April 2013*, Dubai, UAE.
- Oliver, R., 1980, "A cognitive model of the antecedents and consequences of satisfaction decisions" *Journal of Marketing Research*.
- Olatunji, Toyin E, & Tajudeen A Adegbite. (2014). "Investment in Fixed Assets and Firm Profitability: Empirical Evidence from the Nigerian Banking Sector". *Asian Journal of Social Sciences and Management Studies*, Vol. 1
- Johnston, Wesley. J. E-Novation Customer Relationship Management 162-182.
- Parasuraman, A, Zeithaml, A, & Berry (1988), service quality: a multiple item scale for measuring consumer perceptions of service quality.
- Parasuraman, A., Berry, L. and Zeithaml, V. (1994), "Reassessment of expectations as a comparison standard in measuring SQ: implications for future research", *Journal of Marketing*.
- Saghier, N, & Nathan, D (2013), service quality dimensions and customer's satisfactions of banks in Egypt. "Demographic discriminators of service quality in the banking industry," *The Journal of Services Marketing*.
- Sanjit Kumar Roy, Walfried M. Lassar, Vaibhav Shekhar. (2016). Convenience and satisfaction: mediation of fairness and quality. *The Service Industries Journal*
- Shreenivasan, K. A., S. Thiyagarajan, A. R. Kasthuri, J. V. Abinaya. (2018) "Customer Perception of Service Quality in The Insurance Sectors. *International Journal of Pure and Applied Mathematics*.
- Siddiqi, Kazi Omar. (2011). "The Drivers of Customer Loyalty to Retail Banks: An Empirical Study in Bangladesh. *Industrial Engineering Letters*.
- Toelle, S, (2006). "The linkages among service quality attributes customer

value, customer satisfaction, and customer loyalty in Indonesia retail banking settings". Nova Southeastern University.

Tsoukatos, E and. Rand,G. (2006). "Path analysis of perceived service quality, satisfaction and loyalty in greek insurance", *Managing Service Quality*, Vol. 16.

Zaim, H., Bayyurt, N. & Zaim, S. (2010). Service quality and determinants of customer satisfaction in hospitals: Turkish experience. *The International Business & Economics Research Journal*.

Zeithaml, V. A., Parasuraman, A., and Berry, L., (1990). Delivering quality service: Balancing customer perceptions and expectations.