

DAFTAR PUSTAKA

- Anwaruddin, Awang. (2004). "Meningkatkan Kualitas Pelayanan Publik Melalui Reformasi Birokrasi," *Jurnal Ilmu Administrasi*, Vol 1, No. 1.
- Bettencourt, Lance A. & Gwinner, Kevin. (1996). "Customization of the service experience: the role of the frontline employee," *International Journal of Service Industry Management*, vol. 7 (2), p. 3-20
- Cronin, J.J. & Taylor, S.A. 1992. "Measuring Service Quality: A Reexamination and Extention," *Journal of Marketing*, vol. 56, p. 55-68
- Direktorat Jenderal Pajak. (2012). *Penerimaan Negara Detil 2009-2012*.
<http://www.pajak.go.id/content/penerimaan-negara-detil-2009-2012>.
- Diakses pada 8 September 2018 pukul 14.20 WIB.
- Heizer, Jay & Render, Barry. (2010). *Operation Management*. USA: Pearson Education.
- Kementrian Keuangan Republik Indonesia (2017). *Perekonomian Indonesia dan APBN 2017*. <https://www.kemenkeu.go.id/apbn2017>. Diakses pada 14 September 2018 pukul 20.20 WIB.
- Keputusan MENPAN Nomor 63 Tahun 2003. (2003). *Pedoman Umum Penyelenggaraan Pelayanan Publik*.
<http://www.menpan.go.id/jdih/permen-kepmen/kepmenpan-rb/file/216-kepmenpan-2003-no-63>. Diakses pada 22 September 2018 pukul 14.50 WIB.
- Mouw, Erland. (2013). "Kualitas Pelayanan Publik di Daerah," *Jurnal UNIERA*, Vol. 2, No. 2, ISSN 2086-0404.

- Parasuraman, A., Zeithaml, Valerie, A. & Berry Leonard L. (1998). "SERVQUAL: a multiple-item scale for measuring consumer perceptions of service quality," *Journal of Retailing*, vol. 64(1), p. 12-40
- Prayitno, Duwi. (2010). *Teknik Mudah Dan Cepat Melakukan Analisis Data Penelitian Dengan SPSS*. Yogyakarta: Gava Media.
- Ramseook-Munhurrun, P., Lukea-Bhiwajee, S.D., & Naidoo, P. (2010). "Service Quality in the Public Service," *International Journal of Management and Marketing Research*, Vol. 3.
- Sekaran, U. & Bougie, R. (2009). *Research Method for Business*. United Kingdom: John Wiley & Sons Ltd.
- Setyaningsih, Ira. (2013). "Analisis Kualitas Pelayanan Rumah Sakit Terhadap Pasien Menggunakan Pendekatan Lean ServPerf (*Lean Service* dan *Service Performance*)," *Jurnal Spektrum Industri*, Vol. 11, No. 2, p. 117– 242, ISSN: 1963-6590
- Shepherd, C. David. (1999). "Service Quality and the Sales Force: A Tool for Competitive Advantage," *The Journal of Personal Selling and Sales Management*, Vol. 19, p. 73-82.
- Sugiyono. (2009). *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta.
- Sutalaksana, Iftikar Z. (2012), *Teknik Perancangan Sistem Kerja*. Edisi 2, Bandung: Penerbit ITB.

Thariq, Alfian Nur At. (2013). “Kualitas Pelayanan Publik di Dinas Kependudukan dan Catatan Sipil Kabupaten Malinau,” *eJournal Pemerintahan Integratif*, Vol. 1, No. 3, p. 331-345, ISSN: 2337-8607

Tjiptono, Fandy & Diana, Anastasia. 2001. *Total Quality Management*. Yogyakarta: Andi Offset.

Tjiptono, Fandy. 2004. *Prinsip-Prinsip Total Quality Service*. Yogyakarta: Andi Offset.

Wignjosuebrototo, Sritomo. (2008). *Ergonomi - Studi Gerak dan Waktu*. Surabaya: Guna Widya.