

## DAFTAR PUSTAKA

- Edvardsoon, Bo, Bertil Thomasson, and John Ovretveit, 1994, *Quality of Service*, London: McGraw-Hill, Inc.
- Kotler, Philip, 1994, *Marketing Management: Analysis, Planning, Implementation, and Control*, 8th ed. Englewood Cliff, N.J.: Prentice-Hall International, Inc.
- Lupiyoadi, Rambat & A. Hamdani, 2009, *Manajemen Pemasaran Jasa*, Jakarta: Salemba Empat.
- Oliver, Richard L., 1980, *A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions*, *Journal of Marketing Research*, 2 (Juni).
- Parasuraman, A., 1991, *Marketing Research*, edisi 2, New York: Addison Wesley Publishing Company.
- Parasuraman, Valeria A. Zeithaml, Leonard Berry, 1998, *SERVQUAL: A Multiple Item Scala for Measuring Customer Perception of Service Quality*, *Journal of Retailing*, Vol.64.
- PT Fantasi Erestama Cemerlang 2015, *Profil Perusahaan*, diakses 18 Mei 2015, <<http://www.amazon.co.id/content/index2.php?hal=profil>>.
- Sugiyono, 2004, *Metode Penelitian Bisnis*, Bandung: Alfabeta.
- Supranto, 2011, *Pengukuran Tingkat Kepuasan Pelanggan*, Jakarta: Rineka Cipta.
- Tjiptono, Fandy, 1996, *Manajemen Jasa*, Yogyakarta: ANDI.
- Tse, D.K and P.C. Wilton, 1998, “*Models of Consumer Satisfaction Formation: An Extension*”, *Journal of Marketing Research*., pp. 204-212.
- Wahyu, M.S., 1989, *Bimbingan Penulisan Skripsi*, Bandung: Tarsito.