

REFERENCES

- Advani, A. & Borins, S., 2001. Managing airports: a test of the New Public Management. *International Public Management Journal*, 4, pp.97-107.
- Akao, Y. & Mazur, G.H., 2003. The leading edge in QFD: past, present and future. *International Journal of Quality & Reliability Management*, 20(1), pp.20-35.
- Antara, 2013. *Antara Kepri*. [Online] Available at: <http://kepri.antaranews.com/berita/23757/hang-nadim-peroleh-potential-airport-award-2012> [Accessed 11 May 2015].
- Atalik, O., 2009. Voice of Turkish Customer: Importance of Expectations and Level of Satisfaction at Airport Facilities. *Review of European Studies*, 1(1).
- Bergman, B. & Klefsjö, B., 2010. *Quality: from Customer Needs to Customer Satisfaction*. 3rd ed. Malmo: Studenlitteratur.
- Bezerra, G.C.L. & Gomes, C.F., 2015. The effects of service quality dimensions and passenger characteristics. *Journal of Air Transport Management*, 44-45, pp.77-81.
- BIFZA, 2015. *About BIFZA*. [Online] Available at: http://www.bpbatam.go.id/eng/aboutBida/bida_history.jsp [Accessed 26 April 2015].
- Bitner, M.J., 1990. Servicescapes: the impact of physical surroundings on customers and employees. *Journal of Marketing*, 56(2), pp.57-71.
- Bogicevic, V., Yang, W., Bilgihan, A. & Bujisic, M., 2013. Airport service quality drivers of passenger satisfaction. *Tourism Review*, 68(4), pp.3 - 18.
- BPS, 2015. *BPS Kepulauan Riau*. [Online] Available at: <http://kepri.bps.go.id/linkTableDinamis/view/id/7>.
- Chang, J.-C., 2008. Taiwanese tourists' perceptions of service quality on outbound guided package tours: A qualitative examination of the SERVQUAL dimensions. *Journal of Vacation Marketing*, 15(1), pp.165-78.
- Chan, L.-K. & Wu, M.-L., 2005. A Systematic Approach to Quality Function Deployment with a Full Illustrative Example. *Omega*, 33, pp.119-39.

- Chao, C.-C., Lin, H.-C. & Chen, C.-Y., 2013. Enhancing Airport Service Quality : A case study of Kaohsiung International Airport. In *Proceeding of the Eastern Asia Society of Transportation Studies.*, 2013.
- Ching, M., 2014. Passengers' Perception on Airport Service and Quality Satisfaction. In *10th International Academic Conference*. Vienna, 2014. IISES.
- Crouch , M. & McKenzie, H., 2006. The logic of small samples in interview-based qualitative research. *Social Science Information*, 45(4), pp.483-99. Scopus®, EBSCOhost, viewed 12 April 2015.
- Dunteman, G.H., 1989. *Principal Component Analysis*. Newbury Park, CA: SAGE Publications Inc.
- Field, A., 2009. *Discovering statistics using SPSS : (and sex and drugs and rock 'n' roll)*. London: SAGE.
- Fodness, D. & Murray, B., 2007. Passengers' Expectations of Airport Service Quality. *Journal of Services Marketing* , 21(7), pp.492 - 506.
- Govers, C.P.M., 1996. What and how about quality function deployment (QFD). *International Journal of Production Economics*, 46-47, pp.575-85.
- Griffin, A. & Hauser, J.R., 1993. The Voice of Customer. *Marketing Science*, 12(1), pp.1-27.
- Grönroos, C., 2000. *Service Management and Marketing: a Customer Relationship Management Approach*. 2nd ed. England: John Wiley & Sons, Ltd.
- Haluankepri, 2012. *Haluan Kepri*. [Online] Available at: <http://www.haluankepri.com/batam/31787-dprd-kepri-sidak-bandara-hang-nadim.html> [Accessed 23 February 2015].
- Huang, S.T., 2013. *Customer Satisfaction Evaluation of Liner Shipping and Logistics Service by using Quality Function Logistics Service by using Quality Function*. PhD Thesis. Kobe: Kobe University.
- Iacobucci, D., Ostrom, A. & Grayson, K., 1995. Distinguishing Service Quality and Customer Satisfaction : The Voice of the Customer. *Journal of Consumer Psychology*, 4(3), pp.277-303.
- Indonesian Republic, 2009. *Undang Undang Republik Indonesia Nomor 1 Tahun 2009 Tentang Penerbangan*. Undang Undang. Republik Indonesia.

- Kramer, Lois S.; Bothner, Aaron;., 2013. *How Airports Measure Customer Service Performance: Syntesis of airport practice*. 48th ed. Washington D.C: Transportation Research Board of The National Academies.
- Lackely, N.R., Sullivan, J.J. & Pett, M.A., 2003. An overview of factor analysis. In *An overview of factor analysis*. Sage Publication, Inc.
- Matzler, K., Hinterhuber, H.H., Bailon, F. & Sauerwein, E., 1996. How to delight your customers. *Journal of Product & Brand Management*, 5(2), pp.6-18.
- Metrotvnews, 2015. *Metrotvnews*. [Online] Available at: <http://news.metrotvnews.com/read/2015/02/20/360802/8206-400-calon-penumpang-lion-air-menunggu-kepastian-di-batam> [Accessed 2 February 2015].
- Ministry of Transportation, 2015. *Peraturan Menteri Perhubungan Nomor PM 38 Tahun 2015 Tentang Standar Pelayanan Penumpang dalm Negeri*. Peraturan Menteri. Kementerian Perhubungan.
- Oliver, R.L., 1980. A cognitive model of antecedents and consequences of satisfaction decisions. *Journal of marketing research*, 27, pp.460-69.
- Oliver, R.L., 1997. *Satisfaction: A behavioral perspective on the consumer*. New York: The McGraw-Hill Companies, Inc.
- Parasuraman, A., Zeithaml, V.A. & Berry, L.L., 1985. A conceptual model of service quality and its implications for future research. *Journal of Marketing*, 64(1), pp.41-50.
- Parasuraman, A., Zeithaml, V.A. & Berry, L.L., 1988. SERVQUAL: a multiple item scale for measuring customer perception of service quality. *Jurnal of Retailing* , 64, pp.12-40.
- Park, J.W. & Jung, S.Y., 2011. Transfer Passengers' Perception of Airport Service Quality : A case study of Incheon International airport. *International Business Research*, 4(3), pp.75-82.
- Pett, M.A., Lackely, N.R. & Sullivan, J.J., 2003. Making Sense of Factor Analysis. In M.A. Pett, N.R. Lackely & J.J. Sullivan , eds. *An Overview of Factor Analysis*. Thousand Oaks: SAGE Publications, Inc. pp.2-29.
- President of Indonesia, 2015. *PP Nomor 11 Tahun 2015 Tentang Jenis dan Tarif atas Jenis Penerimaan Negara Bukan Pajak yang berlaku pada Kementerian*

Perhubungan. Peraturan Pemerintah Republik Indonesia. Indonesian Government.

Rha, J.-Y., 2012. Customer satisfaction and qualities in public service: an intermediary customer perspective. *The Service Industries Journal*, 32(12), pp.1883-900.

Sakti, R.D., 2010. *Service Science Perspective on Customer Satisfaction for Improving Airport Performance (Case Study: Adisucipto Airport and Goteborg Landvetter Airport)*. Master Thesis. Karlstad: Karlstad University.

Suzuki, Y., 2007. Modeling and testing the "two-step" decision process of travelers in airport and airline choice. *Transportation Research*, 43, pp.1-20.

Tsai, W.-H., Hsu, W. & Chou, W.-C., 2011. A gap analysis model for improving service quality. *Total Quality Management*, 22(10), pp.1025-40.

Wang, R.-T., 2007. Improving service quality using quality function deployment: The air cargo sector of China airlines. *Journal of Air Transport Management*, 13, pp.221-28.

Weber, F.D., Mancuso, A.C.B., Senna, L.A.S. & Echeveste, M.E.S., 2013. Quality Function Deployment in Airport Terminals: The Airport of Porto Alegre Case. *Journal of Traffic and Logistics Engineering*, 1, pp.222-27.

Wikipedia, 2015. *Daftar bandar udara tersibuk di Indonesia*. [Online] Available at: http://id.wikipedia.org/wiki/Daftar_bandar_udara_tersibuk_di_Indonesia [Accessed 27 April 2015].

Williams, B., Onsman, A. & Brown, T., 2010. Exploratory factor analysis: A five-step guide for novices. *Journal of Emergency Primary Health Care (JEPHC)*, 8(3).

Wu, C.H.-J. & Liang, R.-D., 2009. Effect of experiential value on customer satisfaction with service encounters in luxury-hotel restaurants. *International Journal of Hospitality Management*, 28, pp.586-93.

Yeh, C.-H. & Kuo, Y.-L., 2003. Evaluating passenger services of Asia-Pacific international airports. *Transportation Research*, Part E(39), pp.35-48.

Yin, R.K., 2003. *Case Study Research, Design, and Methods*. 3rd ed. California: Sage Publication Inc.