

## DAFTAR PUSTAKA

- Budhi, I. gede kt. T. P. and Sumiari, N. K. (2017) 'Pengukuran Customer Satisfaction Index Terhadap Pelayanan di Century Gym'. STIKOM Bali. Vol. 7, No. 1
- Cavana, R. Y., Corbett, L. M. and lo, Y. L. G. (2007) 'Developing zones of tolerance for managing passenger rail service quality', *International Journal of Quality & Reliability Management, International Journal of Quality & Reliability Management. Victoria Management School, Victoria University of Wellington, Wellington, New Zealand. IJQRM 24,1*
- Firmansyah, M. A. (2012) 'Pemasaran Jasa', bab 1 pemasaran jasa.
- Hurlimann, M. D. (2000) 'ANALISIS, VALIDITAS, DAN RELIABILITAS DATA'
- Kotler (2009) 'A service is any act or performance that one party can offer to another that is essentially intangible and doesn't result in the ownership of anything. Its production may or may not be tied to physical product.'
- Matondang, Z. (2009) 'Validitas dan Reliabilitas Suatu Instrumen Penelitian', *Jurnal Tabularasa. PPS Unimed, Vol.6 No.1*
- Rambat Lupiyoadi (2008) 'Pemasaran Jasa', *Akademik, EKMA4568/MODUL 1*
- Santoso, B. S. and Anwar, M. F. (2015) 'Analisis Kualitas Website Menggunakan Metode Webqual dan Importance-Performance Analysis (IPA) Pada Situs Kaskus', Fakultas Ekonomi Universitas Gunadarma. *National Conference on Information Technology and Technical Engineering (CITEE)*,
- Yugowati Praharsi, Nofi Erni, dan B. J. S. (2015) 'Analisa Faktor-faktor yang Mempengaruhi Kepuasan Pelanggan terhadap Produk Air Minum', Universitas Tarumanegara. *Jurnal Metris, 16 (2015): 35 – 44*