

## DAFTAR PUSTAKA

- Abdullah, F. (2005), "HEdPERF versus SERVPERF: The quest for ideal measuring instrument of service quality in higher education sector", *Quality Assurance in Education*, Vol. 13 No. 4, pp. 305-328.
- Afzal, W., Akram, A., Akram, M. S., and Ijaz, A. (2010), "On students' perspective of quality in higher education", paper presented at 3rd *International Conference on Assessing Quality in Higher Education*, 6-8 December 2010, Lahore, Pakistan.
- Alves, H. and Raposo M (2010), "The influence of university image on students' behavior" *International Journal of Educational Management*, Vol. 24 No. 1, pp. 73-85.
- Annamdevula Subrahmanyam, (2017)," Relationship between service quality, satisfaction, motivation and loyalty: a multi- dimensional perspective ", *Quality Assurance in Education*, Vol. 25 Iss 2 pp
- Arif, S., and Ilyas, M., (2013), "Quality of work-life model for teachers of private universities in Pakistan", *Quality Assurance in Education*, Vol. 21 No. 3, pp. 282-298
- Asnawi, N., Fanani, M.A dan Rosyadi, M.I, (2015). Meningkatkan loyalitas nasabah bank umum syariah melalui peran konstruk kualitas jasa menurut pandangan konsumen muslim dan kepuasan konsumen sebagai mediating variable – *generalized structured component analysis*, Direktorat Pendidikan Islam Direktorat Jenderal Pendidikan Islam Kementrian Agama RI Tahun 2015
- Athiyaman, A. (1997), "Linking student satisfaction and service quality perceptions: The case of university education", *European Journal of Marketing*, Vol. 31 No. 7, pp. 528-540
- Barnett, R. (2011), "The marketised university: Defending the indefensible", in Molesworth et al. (Eds.), *The marketisation of higher education and the student as consumer*, Routledge, Oxon. pp.39-52.
- Brochado, (2009), "Comparing alternative instruments to measure service quality in higher education", *Quality Assurance in Education*, Vol. 17 Issue: 2, pp.174-190
- Dalia Abdelrahman Farrag, Mohammed Hassan, (2015), "The influence of religiosity on Egyptian muslim youths, attitude towards fashion", *Journal Islamic Marketing*, Vol. 6 Iss 1 pp. 95-108.
- Elliott, K. M. and Healy, M. A. (2001), "Key factors influencing student satisfaction related to recruitment retention", *Journal of Marketing for Higher Education*, Vol. 10 No. 4, pp. 1-11.

- Elliott, K. M. and Healy, M. A. (2001), "Key factors influencing student satisfaction related to recruitment retention", *Journal of Marketing for Higher Education*, Vol. 10 No. 4, pp. 1-11.
- Faizan Ali, Yuan Zhou, Kashif Hussain, Pradeep Kumar, Nair Neethiahnanthan, Ari Ragavan, (2016), "Does higher education service quality effect student satisfaction, image and loyalty? A study of international students in Malaysian public universities", *Quality Assurance in Education*, Vol. 24 Iss 1 pp.
- Ferdinand, A. (2011), *Metode Penelitian Manajemen*, Edisi Ketiga, Badan Penerbit Universitas Diponegoro
- Firdaus, A. (2006), "The development of HEdPERF: a new measuring instrument of service quality for the higher education sector", *International Journal of Consumer Studies*, Vol. 30 No. 6, pp. 569-81.
- Ghozali, Imam. (2016), *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23* (Edisi 8). Cetakan ke VIII. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2018), *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 25* (Edisi 9). Cetakan ke IX. Semarang: Badan Penerbit Universitas Diponegoro.
- Gujarati, Damodar. (2003), *Ekonomimetrika Dasar*, Erlangga, Jakarta
- Hanaysha, J., Abdullah, H., and Warokka, A. (2011), "Service quality and students' satisfaction at higher learning institutions: The competing dimensions of Malaysian universities' competitiveness", *Journal of Southeast Asian Research*, Vol 1.
- Helgesen, O., and Nettet, E. (2007), "What accounts for students' loyalty? Some field study evidence", *International Journal of Educational Management*, Vol. 21 No. 2, pp.126-143.
- Helgesen, O., and Nettet, E. (2011), "Does LibQUAL+ account for student loyalty to a university college library?", *Quality Assurance in Education*, Vol. 19 No. 4, pp.413-440.
- Hennig-Thurau, T., Langer, M.F. and Hansen, U. (2001), "Modeling and managing student loyalty", *Journal of Services Research*, Vol. 3 No. 4, pp. 331-344.
- Huang, Q. (2009), *The relationship between service quality and student satisfaction in higher education sector: A case study on the undergraduate sector of Xiamen University of China*, Masters Thesis, Assumption University, Thailand.
- Kuh, G.D. and Hu, S. (2001), "The effects of student-faculty interaction in the 1990s", *Review of Higher Education*, Vol. 24 No. 3, pp. 309 -321.
- Oliver, R.L. (1997), *Satisfaction: A Behavioral Perspective on the Consumer*, McGraw-Hill, New York.