## LIST OF REFERENCES

- Atiyah, L.A. Impact of service quality on customer satisfaction. University of Craiova: Australian Journal of Basic and Applied Sciences.
- Boone, L.E & Kurtz, D.L. *Contemporary Marketing: 2015 Update*. Stamford, USA: Cengage Learning.
- Harms, H. 2014. Review of Family Business Definitions: Cluster Approach and Implications of Heterogeneous Application for Family Business Research. International Journal of Financial Studies. Germany: Hamburg Institute of International Economics (HWWI).
- Hernon, et al. 2015. Assessing Service Quality: Satisfying the Expectations of Library Customers. 3th Edition. Washington DC: American Library Association.
- Hochsmann, F.2014. Service Quality From the Guest's View. Ottawa: Books on Demand Publisher.
- Hoover, E.A & Hoover, C.L. 2013. *Getting Along in Family Business: The Relationship Intelligence Handbook*. New York: Routledge.
- Mitra, A. 2016. *Fundamentals of Quality Control and Improvement*. Fourth Edition. New Jersey: John Wiley & Sons, Inc.
- Kazmi, S.H.H & Panda, T.K. 2015. *Marketing Management*. New Delhi: NMIMS Global Access-School for Continuing Education.
- Kotler, P.T & Amstrong, G. 2016. *Principles of Marketing (17th Edition)*. London: Pearson Education.
- Kenyon, G.N & Sen, K.C. 2015. *The Perception of Quality: Mapping Product and Service Quality to Customer Perceptions*. Texas: Springer Publisher.
- Kossmann, M. 2017. Delivering Excellent Service Quality in Aviation: A Practical Guide for Internal and External Service Providers. New York: Routledge.
- Lovelock, C. & Patterson, P.G. 2015. Services Marketing: An Asia-Pacific and Australian Perspective. Australia: Pearson.
- Nuridin, S. M. (2018). Effect of service quality and quality of products to customer loyalty with customer satisfaction as intervening variable in PT. nano coating Indonesia. International Journal of Business and Applied Social Science, 4(1), 19-31.
- Ratten, et al. 2018. Women Entrepreneurship in Family Business. New York: Routledge.

- Sharma, S. 2016. *Entrepreneurship Development*. New Delhi: PHI Learning Private Limited.
- Singh, S.K & Gupta, S. 2016. *Entrepreneurship with Practical*. India: SBPD Publications.
- Sugiyono. 2014. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Penerbit Alfabeta.
- Suryadharma, I.W.W & Nurcahya, I.K. 2015. Pengaruh Kualitas Pelayanan Pada Kepuasan Pelanggan Hotel Bintang Pesona di Denpasar Timur. Bali: Universitas Udayana.
- Vallabhaneni, S.R. 2015. Wiley CIAexcel Exam Review 2015: Part 3, Internal Audit Knowledge Elements. New Jersey: John Wiley & Sons, Inc.
- Venkataraman, R.R & Pinto, J.K. 2017. *Operations Management: Managing Global Supply Chains*. US: Sage Publications, Inc.
- Westhead, P & Wright, M. 2013. Entrepreneurship: A Very Short Introduction. UK: Oxford University Press.
- Wolfson, A. et al. 2015. Sustainability Through Service: Perspective, Concept and Examples. New York: Springer.
- Zellweger, T. 2017. *Managing the Family Business: Theory and Practice*. Massachusetts: Edward Elgar Publishing, Inc.