

## DAFTAR PUSTAKA

(n.d.).

Ipteknesia. (2015, 12 20). *www.ipteknesia.com*. Retrieved 23 12,2010, from Ipteknesia:  
[https://www.ipteknesia.com/ristek/index.php?option=com\\_content&view=article&id=347:mtsi&catid=102&itemid=501](https://www.ipteknesia.com/ristek/index.php?option=com_content&view=article&id=347:mtsi&catid=102&itemid=501) .

Negeri Pesona. (2015, 07 10). *www.negeri pesona.com*. Retrieved 09 ,2014, from Negeri Pesona:  
<http://www.negeripesona.com/2014/09/jumlah-penduduk-indonesia-menurut.html>

Badan Pusat Statistik. (2015, 07 10). *www.bps.go.id*. Retrieved 02 22, 2012, from Badan Pusat Statistik:  
[http://www.bps.go.id/tab\\_sub/view.php?tabel=1&id\\_subyek=17&notab=12](http://www.bps.go.id/tab_sub/view.php?tabel=1&id_subyek=17&notab=12)

Jasa Raharja. (2015, 07 10). *www.jasaraharja.co.id*. Retrived 10 ,2011, from Jasa Raharja:  
<http://www.jasaraharja.co.id/lomba/wp-content/uploads/2011/10/NANANG-SUHARNA-TAB.-MARITIM-OK.pdf>

Anggara Suwahju. (2015, 07 10). *www.yomamen.com*. Retrieved 08 ,2009, from Anggara Suwahju:  
<http://yomamen.com/anggara-suwahju-serius-mengajak-orang-meninggalkan-mobil-pribadi/>

Dispendukcapil. (2015, 07 10). *www.surabaya.go.id*. Retrieved 2012, from Dispendukcapil:  
<http://dispendukcapil.surabaya.go.id/component/content/article/43-perangkat-penduduk/292-jumlah-penduduk-surabaya-tahun-2012>

Suryaonline. (2015, 12 20). *www.surabaya.tribunnews.com*. Retrieved 28 05 2014, from Surya online:  
<http://surabaya.tribunnews.com/2014/05/28/bluebird-investasi-rp-12-miliar-demi-teknologi-taksi>

BlueBirdGroup. (2015, 12 20). *wwwbluebirdgroup.com*. Retrieved - , from BlueBirdGroup:  
<https://www.bluebirdgroup.com/id/>

BlueBirdGroup. (2015, 12 20). *wwwbluebirdgroup.com*. Retrieved - , from BlueBirdGroup:  
<https://www.bluebirdgroup.com/id/news-id/the-launching-of-taxi-mobile-reservation-for-android-and-iphoneneo>

- Oliver, Richard L. 1980. "A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions." *Journal of Marketing Research* 17 (November): 460-469.
- Oliver, Richard L, 1999, "Whence Loyalty," *Journal of Marketing*, (Special Issues 1999), vol 63, p.33-44.
- Griffin. (1995). Handbook of subacute health care. *Harvard Business Review*.
- Kotler, P., & Lee, N. R. (2008). *Social Marketing: Influencing Behavioral for Good*. Los Angeles: Sage Publications.
- Olson, J. C., & Peter, J. P. (1993). *Consumer Behavioral and Marketing Strategy, 2nd edition*. New York: NY : McGraw-Hill Education.
- Neal, A. (1999). Developing a Model Individual Performance for Human Resource Management. *Asia Pasific Journal*.
- Dharmmesta, B. S. (1999). Loyalitas Pelanggan: Sebuah Kajian Konseptual Sebagai Panduan Bagi Peneliti. *Jurnal Ekonomi dan Bisnis Indonesia Vol. 14 No.3*, 73-88.
- Sung jin Yoo, Y. J. (2005). An Exploratory Research on the Store Image. *Seoul Journal of Business*, 1.
- Yongdong Shi, C. P. (2014). Lingking Service Quality, customer satisfaction and loyalty in casinos, does membership mater? *International Journal of Hospitality Management*, 81-91
- Chen, M. -F., & Wang, L. -H. (2009). Themoderating role of switching barriers on customer loyalty in the life insurance industry. *The Service Industries Journal*, 29, 1105–1123.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. G. (2012). *Services marketing: Integrating customer focus across the firm*. Second European edition. Boston, MA: McGraw-Hill, Irwin.
- Araceli Picón, I. C. (2014). The relationship between satisfaction an loyalty: A mediator analysis. *Journal of Business Research*, 746-751.
- Mohammad Muzahd Akbar & Noorjahan Parvez (2009). Impact of Service Quality, trust and customer satisfaction on customer loyalty on the Casino.
- Tan Lucy Taniaji & Ruth Natalia Made Puspitasari (2012). The Impact of Brand Image, Customer Loyalty with Customer Satisfaction on Mc Donald's.