

## REFERENCES

Ahmed V, Opoku A, Zeeshan (2016) *Research Methodology in the Built Environment: A Selection of Case Studies*

Al-Dhaafri, H. S., Al - Swidi, A. K., & Al - Ansi, A. A. (2016).

Organizational Excellence as the Driver for Organizational Performance:  
A Study on Dubai Police. *International Journal of Business and Management*, 11(2), 47. Retrieved February 23, 2020

Alauddin, M. L. (2017). *The Central European Journal of Paediatrics*, 13(1), 42–45. Retrieved February 16, 2020

<http://cejpaediatrics.com/index.php/pt/article/view/282/pdf>.

Apuke, O. D. (2017). Quantitative Research Methods : A Synopsis Approach.

*Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), 40–47. doi: 10.12816/0040336

Arifin J (2017) *SPSS 24 untuk Penelitian dan Skripsi*

Bhagat, P. M. (2016). Effect of Service Quality & Customer Satisfaction on Customer Loyalty of Cellular Service Providers in Ahmedabad. *Paripe - Indian Journal Of Research*, 3(8), 191–194. Retrieved February 16, 2020

Boslaugh, S. (2017). Other Sources of Data. *Secondary Data Sources for Public Health*, 100–114. doi: 10.1017/cbo9780511618802.008

Clegg, J. (2019). From the editor: International business policy: What it is, and what it is not. *Journal of International Business Policy*, 2(2), 111-118. Retrieved February 16, 2020

Cva, K. (2017). <https://www.medwinpublishers.com/JOBD/JOBD16000139.pdf>. *Journal of Orthopedics & Bone Disorders*, 1(7).Retrieved February 23, 2020

Desai, S. B. (2018). Service Quality Servqual. *Journal of Advances and Scholarly Researches in Allied Education*, 15(6), 169–173. Retrieved : March 16, 2020

Duli N (2019) *Metodologi penelitian kuantitatif: Beberapa Konsep Dasar untuk penulisan skripsi dan analisis data dengan spss*

Etikan, I. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1)Retrieved February 16, 2020

Grozdanovska, V., Jankulovski, N., & Bojkovska, K. (2017, January 1). (PDF)

International Business and Trade. Retrieved March 2020, from [https://www.researchgate.net/publication/329487447\\_International\\_Business\\_and\\_Trade](https://www.researchgate.net/publication/329487447_International_Business_and_Trade)

Gunawan C (2018) *Mahir Menguasai SPSS : (Mudah mengolah Data dengan IBM SPSS Statistic 25)*

Herlina V (2019) *Panduan Praktis Mengolah Data Kuesioner Menggunakan SPSS*

Hermawan I ( 2019) *Metodologi Penelitian Pendidikan ( Kualitatif, Kuantitatif dan Mixed Method )*

Indonesia's Leading Bearing Distributor. (n.d.). Retrieved January 5, 2020

from <https://www.asianbearindo.com/lang/en>

Ismail F (2018) *Statistika Untuk Penelitian Pendidikan dan Ilmu - Ilmu Sosial*

Jenatabadi, H. S. (2015). An Overview of Organizational Performance Index: Definitions and Measurements. *SSRN Electronic Journal*. doi: 10.2139/ssrn.2599439 Retrieved February 16, 2020

Karadag, E ( 2015) *Leadership and Organizational Outcomes : Meta - Analysis of Empirical Studies*

Kadlecova, B. (2015, November 16). Service Management. Retrieved March 25, 2020 from <https://managementmania.com/en/service-management>.

Kerubo, N. (2015). Figure 2f from: Poorani J (2015) Two new species of Scymnini (Coleoptera: Coccinellidae) from Karnataka, India. Biodiversity Data Journal 3: e5296. Retrieved February 16, 2020

Muhidin, Abdurrahman (2017) *ANALISIS KORELASI, REGRESI, DAN JALUR DALAM PENELITIAN*

- Mourougan, S. (2017). *Hypothesis Development and Testing IOSR Journal of Business and Management PP 34-40* Retrieved February 16, 2020.  
[www.iosrjournals.org](http://www.iosrjournals.org)
- Nair, G. K., & Choudhary, N. (2016). The Impact of Service Quality on Business Performance in Qatar-Based Hotels: An Empirical Study. Retrieved January 16, 2020 *The Journal of Hospitality Financial Management*
- Nassaji, H. (2015). Qualitative and descriptive research: Data type versus data analysis. *Language Teaching Research*, 19(2), 129–132. Retrieved November 16, 2019
- Sarmanu (2017) *Dasar Metodologi Penelitian Kuantitatif Kualitatif dan Statistika*
- Siregar S (2015) *Statistic Terapan Untuk Perguruan Tinggi*
- Sunthornjittanon, S. (2018). Linear Regression Analysis on Net Income of an Agrochemical Company in Thailand. Retrieved March 25, 2020
- Sumaryono, Sriwidodo, U. (2017). *Analisi Faktor - Faktor Berpengaruh Terhadap Perencanaan Investasi*.

Tariq, M, U (2015) Operationalizing Variables in Theoretical Frameworks:

A Comparative Analysis Retrieved February 16, 2020

[https://www.researchgate.net/publication/275337768\\_Operationalizing\\_Variables\\_in\\_Theoretical\\_Frameworks\\_A\\_Comparative\\_Analysis](https://www.researchgate.net/publication/275337768_Operationalizing_Variables_in_Theoretical_Frameworks_A_Comparative_Analysis)

Wairimu, Karanja Esther. (2016). *Service Quality and Organisational*

*Performance in the Health Sector : a Case of Mama Lucy Hospital,*

*Nairobi* .Retrieved February 16, 2020

Wang, G. L., Lee, Y. J., & Cheng, S. F. (2016). The Impact of Organizational

Climate, Service Quality and customer Satisfaction on Organizational Per

formance: a Case of International Tourist Hotel Industry in Taipei City.

Retrieved March 2, 2020, from

[https://www.ijbmi.org/papers/Vol\(5\)6/Version-2/J050602057063.pdf](https://www.ijbmi.org/papers/Vol(5)6/Version-2/J050602057063.pdf)

Yurtoğlu, N. (2018). *History Studies International Journal of History*, 10(7), 241–

264. Retrieved February 16, 2020

<http://www.historystudies.net/dergi//birinci-dunya-savasinda-bir-asayis-sorunu-sebinkarahisar-ermen-i-syani20181092a4a8f.pdf>.