

DAFTAR PUSTAKA

- Ahimsa-Putra. 2005. Paradigma, Teori, dan Metode. Makalah dalam “Workshop Penelitian kualitatif” diselenggarakan oleh Jurusan Sosiologi, FISIP, Universitas Mulawarman. Samarinda 14-17 September.
- Alex, C Fang., dkk. 2011. “In Search of Poetic Discourse of Classical Chinese Poetry: An Imagery Based Stylistic Analysis of Liu Yang and Su Shi”. *Journal of Linguistics and Language Behavior*. Vol. 2, No. 2, 2011, <http://benjamin.cpm/catalog/cid>. Diunduh pada 10 April 2016.
- Alex, D., & Thomas, S. (2011). Impact of product quality, service quality and contextual experience on consumer perceive value and future buying intention. *European Journal of Business and Management*.
- Ali, Mohammad. dan Mohammad Asrori. 2012. Psikologi Remaja Perkembangan Peserta Didik. Jakarta: PT. Bumi Aksara
- Amstrong, Gary. & Philip Kotler. 1996. Dasar-dasar Pemasaran. Jilid 1. Alih Bahasa Alexander Sindoro dan Benyamin Molan. Prenhalindo. Jakarta.
- Anwar. Soleha., & Amir Gulzar. (2011). Impact perceived value on word of mouth endorsement and customer satisfaction: mediating role of repurchase intentions. *International Journal of Economics and Management Sciences*, Vol 1, No 5, pp 46-54.
- Arikunto, S (2002). *Prosedur Penelitian, Suatu Pendekatan Praktek*. Jakarta: PT Rineka Cipta.
- Armstrong, Michael. 1994. *Manajemen Sumber Daya Manusia: A Handbook Of Human Resource Management*. PT Elex Mediakomputindo. Jakarta.
- Band, W.A. 1991. *Creating Value For Customers, Designing And Implementing A Total Corporate Strategy*. Jihn wiley and sons inc. New York.
- Band, William A, 1991. *Crafeting Value for Customer*, Jhon wiley and Sons Inc, New York
- Bilson Simamora. 2002. *Panduan riset perilaku konsumen*. Jakarta: PT. Gramedia Pustaka Utama.
- Bowen, J.T. and Chen, S.L. (2001), “The relationship between customer loyalty and customer satisfaction”, *International Journal of Contemporary Hospitality Management*, Vol. 13 No. 5, pp. 213-7.

- C. Mowen, John. Michael Minor. 2002. *Perilaku Konsumen*. Jakarta. Erlangga
- Calabuig, J.M., Delgado, O., and Perez, S. E.A., 2008, Generalized perfect spaces, *Indag.Mathern.*, N.S., 19(3), 359-378.
- Chang, E., Daly, J., dan Elliott, D., 2010, *Patofisiologi Aplikasi Pada Praktik Keperawatan*, 112-113, Jakarta, EGC.
- Cho, N.and Park, S.” Development of electronic commerce user-commerce satisfaction index (ecusi) for internet shopping”, 2001.
- Cronin, J.J dan Taylor, S.A. (1992). “Measuring Service Quality: A Reexaminataion and Extension”, *Journal of Marketing*, Juny (56): 55-68.
- Cronin, JR, J. Joseph; Michael K. Brady, G; and Thomas M. Hult (2000), “Assessing the Effects of Quality, Value, and Customer Satisfaction on Consumer Behavioral Intentions in Service Environments”. *Journal of Retailing*, Vol. 76, No. 20, pp. 193-218.
- Fandy Tjiptono. 2008. *Strategi Pemasaran*. Edisi 3. Yogyakarta: Andi Offset
- Ferdinand, Augusty. 2002. *Structural Equation Modelling dalam Penelitian Manajemen*. Semarang:FE UNDIP.
- Fornell, C. (1992) A National Customer Satisfaction Barometer: The Swedish Experience. *Journal of Marketing*, Vol. 56.
- Grace, Lindsay. 2005. *Game Types and Genre*.
- Hallowell, Roger (1996),”The Relationship of Customer Satisfaction, Customer Loyalty and Profitability: An Empirical Study”, *International Journal of Service Industry Management* Vol 7 No 4
- Hansen dan Mowen. 2007. *Akutansi Manajemen*, edisi 7 buku 2. Jakarta; salemba empat.
- Hartono, Jogiyanto. (2011). *Metodologi Penelitian Bisnis: Salah Kaprah dan Pengalaman-pengalaman*. BPFE. Yogyakarta.
- Hellier, P.K, G.M. Gus, R.A. Car, dan J.A. Richard. 2003. “Customer Repurchase Intention: A General Structural Equation Model”. *European Journal of Marketing*. Vol.37, No.11, pp 1762-1800.
- Kivela, Jaksa Jack. (1997). *Restaurant Marketing: Selection and Segmentation in Hong Kong*. *International Journal of Contemporary Hospitality*. No.9/3 P.116-123.

- Kotler dan Keller, 2012. *Marketing Management*. Edisi 14, Global Edition. Pearson Prentice Hall
- Kotler dan Keller. 2009. *Manajemen pemasaran*. Jilid I. Edisi ke 13 Jakarta: Erlangga
- Kuswadi. 2004. *Cara Mengukur Kepuasan Karyawan*. Jakarta : PT Elex Media Komputindo.
- Margono, S., *Metode Penelitian Pendidikan*, Jakarta: Rineka Cipta, 2010.
- Parasuraman, A., V.A., Zeithml dan L.L., Berry., 1998, SERVQUAL : A Multiple Item Scale for Measuring Consumer Perception of Service Quality, hal 64, *Jurnal of Retailing*.
- Peter, J. Paul dan Jerry C Olson. 2002. *Perilaku konsumen dan strategi pemasaran*. Terjemahan. Jakarta: Erlangga
- Peterson, C., & Seligman, M. E. P. (2004). *Character strengths and virtues: A handbook and classification*. Washington, DC: American Psychological Association.
- Robbins, S.P. (2002). *Prinsip-Prinsip Perilaku Organisasi*. Edisi Kelima (Terjemahan). Jakarta: Penerbit Erlangga.
- Sekaran, Uma, 2006. *Metodologi Penelitian Untuk Bisnis*, Jakarta: Salemba Empat.
- Sugiyono. 2010. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D*. Bandung: Alfabeta
- Sukmadinata, N.S. 2011. *Metode Penelitian Pendidikan*. Bandung: Remaja Rosadakarya
- Syamrilaode, 2011, *Pengaruh Kualitas Pelaporan Keuangan Terhadap Asimetrik Informasi*, Symposium National Akuntansi X 111, Purwokerto.
- Theodorakis, P. N., Mantzavinis, G. D., Rumbullaku, L., Lionis, C., & Trelle, E. (2006). Measuring health inequalities in Albania: a focus on the distribution of general practitioners. *Human Resources for Health*, 4, 5. doi:10.1186/1478-4491-4-5