

DAFTAR PUSTAKA

- Amin Muslim ,Isa Zaidi, 2011," An Examination of the relationship between Service Quality Perception and Customer satisfaction, A SEM approach towards ,Malaysian Islamic banking" , *International Journal of Islamic and Middle Eastern Finance and Management* Vol. 1 No. 3, 2008 p. 191-209
- Djarwanto PS. 2001, *Statistik sosial Ekonomi* ,Edisi 3,Yogyakarta,BPFE.
- Ghozali Imam, 2011, *Aplikasi Analisis Multivariate program IBM SPSS 19*. Edisi 5, Semarang, Universitas Diponegoro
- J. Supranto 2009, *Statistik teori dan Aplikasi*,Jakarta ,Erlangga.
- Kheng Long liang ,Osman Mahamad, T Ramayah ,2010 "The Impact of Service Quality on Customer Loyalty" : A Study of Banks in Penang", *International Journal Of market Studies*, Malaysia, Vol. 2, No. 2 November 2010, p. 57-65
- Kotler Philip, A.B.Susanto, 1999. *Manajemen pemasaran di Indonesia* .jilid 1 .Jakarta : Salemba Empat
- Kotler Philip, Swee Hoon Ang, Slew Meng Leon dan Ching Tiong Tan, November 2009,wikimedya.blogspot.com/karakteristik-jasa.html, diakses jam 13.45 tgl 19 Mei 2014.
- Lupiyoadi, Rambat. 2006. *Manajemen Pemasaran Jasa.Edisi 2* . Jakarta , Salemba Empat
- Osman Ismah et.al, 2009,"Customers Satisfaction in Malaysian Islamic Banking" *International Journal of Economics and Finance* , vol.1 , No1 Febuary 2009
- Othman , Owen , 2011, dalam <http://asdistiarprayoga.wordpress.com/2012/11/29/Kualitas-Jasa-berdasar-prespektif-Islam,penjabaran-prinsip-catler>. Diakses tanggal 23 Mei 2014 Jam 23.00 WIB
- Ramdhani Muhammad Ali, 2011, "The Influence Of Service Quality Toward Customer Satisfaction Of Islamic" *.Journal of Basic and Applied Sciences*", Australian , Vol 5,No 9, 2011 ,p. 1099-1104.

- Suki Norazah Mohd,et.al ,2012, "Service quality dimension effect on customer satisfaction towards E-Banking" , Interdisciplinary,*Journal of Contemporary Research in Business*" , Vol 4, NO 4 August 2012. P. 741 - 751
- Sangadji Etta Mamang,Sopiah 2010 *Metodologi penelitian,pendekatan praktis dalam penelitian* ,Yogyakarta, ANDI
- Sarjono Haryadi . Winda Julianta ,2011. *SPSS vs LISREL Sebuah Pengantar,Aplikasi untuk Riset*.Jakarta, Salemba Empat.
- Sekaran Uma 2006 *Research Methods For Business*. jilid 2 . Edisi 4. Jakarta Salemba Empa
- Siddiqi, Kazi Omar. 2011. "Interrelations betweenService Qualit Attributes,Customer,Satisfaction And Customer Loyalty in the Retail Banking Sector in Bangladesh". *International Journal of Business and Management* ,Vol 6, No 3),p. 12-36.
- Siew-Phaik Loke1, et.al ,2011, " Service Quality and Customer Satisfaction in a Telecommunication Service Provider", *International Conference on Financial Management and EconomicsIPEDR, IACSIT Press, Singapore* vol.11 ,p. 24 -29
- Suki Norazah Mohd,et.al ,2012, "Service quality dimension effect on customer satisfaction towards E-Banking" , Interdisciplinary,*Journal of Contemporary Research in Business*" , Vol 4, NO 4 August 2012. P. 741 - 751
- Riduwan,Adun Rusyana dan Enas, 2013. *Cara mudah belajar SPSS 17 dan Aplikasi Statistik Penelitian*,Bandung, Alfabeta.
- Tjiptono Fandy, 2008 *Strategi Pemasaran*. Edisi III. Yogyakarta : Andi
- Zafar Mohsin , Sana Zafar, Aasia Asif et al (2012),*Service Quality, Customer Satisfaction and Loyalty: An Empirical Analysis of Banking Sector in Pakistan* Information Management and Business Review Vol. 4, No. 3, pp. 159-167, Apr 2012