

- Sudjana, 1992, *Metoda Statistika*, Tarsito Bandung
- Tjiptono, Fandy., 2004. *Manajemen Jasa*, Penerbit ANDI, Yogyakarta
- Tjiptono and Tjandra, 2005. *Service, Quality & Satisfaction*. Penerbit Andi, Yogyakarta
- Zeithmal, Valerie.A, Parasuraman, I. Berry, 1990. “*DELIVERING QUALITY SERVICE: Balancing Customer Perception and Expectations*”
- Zulian, Y, Drs. 2001. *Manajemen Kualitas Produk dan Jasa*, Penerbit Ekonosia, Yogyakarta.

