

DAFTAR PUSTAKA

- Abastante, Francisca, dan Isabella M.Lami. 2012. Quality Function Deployment (QFD) and Analytic Network Process (ANP): an application to analyze a cohousing intervention. *Journal of Applied Operational*
- Alimul, A.Aziz. 2003. *Reset Keperawatan dan Teknik Penulisan Ilmiah*. Jakarta: Salemba Medika.
- Anwar, Sanusi. 2011. *Metode Penelitian Bisnis*. Jakarta: Salemba Empat.
- Arikunto, Suharsimi. 2002. *Metodologi Penelitian*. Jakarta: PT. Rineka Cipta.
- Azwar, Asrul dan Joedo Prihartono. 2003. *Metodologi Penelitian Kedokteran dan Kesehatan Masyarakat*. Jakarta: Binurupa Aksara.
- Azwar, Asrul. 1996. *Menjaga Mutu Pelayanan Kesehatan*. Jakarta: Sinar Harapan.
- Azwar, Saefudin. 2009. *Metode Penelitian*. Jogjakarta: Pustaka Pelajar.
- Babakus, E dan Boller. 1992. *An Empirical Assesment of The SERVQUAL Scale*, Journal of Business Research, Vol. 67, Jurnal Manajemen Indonesia
- Bayazit, O, 2006. *Use of Analytic Network Process in Vendor Selection Decision Benchmarking: An International Journal*, 13(5): 566-579.
- Berry, L., Zeithaml, V., Parasuraman, A. 1990. *The Service Quality Puzzle*. Business Horizons
- Besterfield, Dale H. 1994. *Quality Control*. Edisi Keempat. London: prentice Hall International.
- Bovee, Courtland L. 1995. *Advertising Excellence Control Processes in the Delivery of Service Quality*”, Journal of Marketing, American Marketing Association.
- Chen, R., Schulz, R. & Stephan, S. 2003. *'Multiplicative SARIMA Models'*. in In: *Computer-Aided Introduction to Econometrics* (ed. Rodrigues-Poo,J. M.), Springer-Verlag, Berlin. In: *Computer-Aided Introduction to Econometrics* (ed. Rodrigues-Poo,J. M.), Springer-Verlag, Berlin, pp. 225-254.
- Daetz, D.B. Barnard, R. Norman, 1995, *Customer Integration : The Quality function Deployment (QFD) Laders Guide for Decision Making*, New York: John Wiley & Sons,Inc.

- Danim, Sudarwan. 1997. *Metode Penelitian untuk Ilmu-ilmu Prilaku Acuan Dasar Bagi Mahasiswa Program Sarjana dan Peneliti Pemula*. Jakarta: Bumi Aksara.
- Depkes RI. 2002. Keputusan Menkes RI No. 228/MENKES/SK/III/2002 tentang. Pedomannya Penyusunan Standar Pelayanan Minimal Rumah Sakit. Jakarta.
- Depkes RI. 2009. Sistem Kesehatan Nasional. Jakarta.
- Donabedian, A. 2003. *An Introduction to Quality Assurance in Health Care*. New York: Oxford University Press.
- Ermer, D. S. 1995. "Using QFD Become an Educational Experience for Students and Faculty", *Quality Progress*
- Ferdinand, A. 2002. *Structural Equation Modelling dalam Penelitian Manajemen*. Semarang: FE Undip.
- Gaspersz, V. 1997. *Manajemen Kualitas Dalam Industri Jasa*. Jakarta: Gramedia Pustaka Utama
- Gronroos, C. 1990. "A Service Quality Model and Its Marketing Implication", *European Journal of Marketing*, Vol. 18, No. 4, pp 36-45
- Hobbs, N., Perrin, J. M., 1985, *Chronically ill children and their families*, San Fransisco: Jossey-Bass.
- J. M Carman. 1990. Consumer Perceptions of Service Quality: An Assesment of the SERVQUAL Dimensions. *Journal of Retailing*. Vol. 66 spring
- Kotler, Philip. 1994. *Principals of Marketing*. New Jersey: Prentice Hall International, Inc.
- Kotler, Philip. 1997. *Marketing Management "Analysis, Planning, Implementation and Control"* (9th ed.). New Jersey: Prentice Hall International, Inc.
- Kotler, Philip. 1998. Generic Concept of Marketing. *Marketing Manajement*, 48-54.
- Lami, Isabella M dan Elena L. Vitti. 2011. *A Combination of Quality Function Deployment and Analytic Network Process to Evaluate Urban Redevelopment Projects: An application to the Belle de Mai-La Friche of Marseille, France*. *Journal of Applied Operation Research* (2011) 3(1), 2-22 ISSN 1735-8523.

- Lehtinen, Uolevi dan Jarmo R. Lehtinen. 1982. *Service Quality: A Study of Quality Dimensions*. Helsinki: Service Management Institute.
- Levey, Samuel, N. Paul Loomba. 1973. *Health Care Administration : "A Managerial Perspective"*. New York : Lippincott
- Lewis, R. C., & Booms, B. 1983. The marketing aspects of service quality. AMA Proceeding, *American Marketing Association Chicago*, 99-104.
- Lovelock, C.H. dan Wright L. 1999. *Principals of Service Marketing and Management*. New Jersey: Prentice Hall International, Inc.
- Muhadjir, Noeng. 2000. *Metode Penelitian Kualitatif*. Yogyakarta: Rakesarasin.
- Muluk, Khairul. 2008. *Knowledge Management*. Malang: Bayumedia Publishing.
- Neis and McEwen 2001. *Community Health Nursing. Promoting the Health of Populations*. USA: WB Saunders.
- Oakland, J.S. and Beardmore, D. 1995 *Best Practice Customer Service. Total Quality Management*, 6, 135-148
- Pang, Z.P., Yang N., Vierbuchen T., et al. Induction of human neuronal cells by defined transcription factors. *Nature* 2011; 467:220-223.
- Parasuraman, A., Berry, L.L., Zeithaml, V.A. and. 1985. "Quality counts in services too", *Business Horizons*
- Parasuraman, A., Zeithalm, V., and Leonard L. Barry, 1988. Servqual: A Multiple-Item Scale for Measuring Customer Perception of Service Quality. *Journal of Retailing*, Vol. 64. Pp 12-40.
- Rangkuti, Fredi. 2002. *Measuring Customer Satisfaction Teknik Mengukur dan Meningkatkan Kepuasan Pelanggan dan Analisis Kasus PLN-JP*. Jakarta: PT. Gramedia Pustaka Utama.
- ReVelle, J. B., N. L., Frigon, Sr. and H. K. Jackson, Jr. 1995. *From Concept to Customer: The Practical Guide to Integrated Product and Process Development, and Business Process Reengineering*, New York: Van Nostrand Reinhold
- Saaty, T. L. 1993. *Pengambilan Keputusan Bagi Para Pemimpin, Proses Hierarki Analitik untuk Pengambilan Keputusan dalam Situasi yang Komplek*. Jakarta: PT.Pustaka Binaman Presindo.
- Saaty, T. L. 1996, *Decision Making with Dependence and Feedback The Analytic Network Process*, Pittsburg : RWS Publications

- Saaty, T. L. 2001, *Decision Making for Leaders The Analytical Hierarchy Process*
- Saaty, Thomas L., dan Luis G. Vargas. 2006. *Decision Making with the Analytic Network Process, Economic, Political, Social and Technology Applications with Benefits, Opportunities, Cost and Risk*. University of Pittsburgh, USA: Springer Science
- Santoso, Singgih. 2001. *Buku Latihan SPSS: Statistika Multivariat*. Jakarta: Elexmedia Computindo.
- Sekaran, Uma. 2003. *Research Methods for Business: a Skill Building Approach*. New York: John Wiley and Sons, Inc.
- Sheu-Hua Chen, Hong-Tau Lee, Yi-Fen Wu. 2008. Applying ANP Approach to Partner Selection for Strategic Alliance. *Management Decision*. Vol.46 ISS:3,pp.449-465.
- Soota, Tarun. 2011. Fostering Product Development Using Combination of QFD and ANP. *Journal of Industrial Engineer International Vol, 14 pp 29-40*.
- Sugiyono. 2000. *Metode Penelitian Bisnis*. Bandung: CV. Alfabeta
- Sugiyono. 2005. *Memahami Penelitian Kualitatif*. Bandung: CV. Alfabeta
- Tjiptono, Fandy. 1996. *Manajemen Jasa*. Yogyakarta: ANDI
- Tjiptono, Fandy. 2000. *Manajemen Jasa*. Yogyakarta: ANDI
- Tjiptono, Fandy. 2002. *Perspektif Manajemen dan Pemasaran Kontemporer*. Yogyakarta: ANDI
- Tjiptono, Fandy. 2005. *Pemasaran Jasa Edisi I*. Malang: Bayu Media Publishing
- Vanany, Iwan, 2003. Aplikasi Analytic Network Process (ANP) pada Perancangan Sistem Pengukuran Kinerja, (Study Kasus Pada PT,X). *Jurnal Teknik Industry ITS Vol. 5, No. 1, Juni 2003: 50-62*
- Yazid. 2001. *Pemasaran Jasa : Konsep dan Implementasi. Edisi kedua*. Yogyakarta: Ekonisia
- Yin, Robert K. 2004. *Studi Kasus, Desain dan Metode*. Jakarta: Raja Grafindo.
- Yurdakul, Mustafa. 2002. Measuring a Manufacturing System Performance Using Saaty's System with Feedback Approach. *Integrated Manufacturing System Vol 13 ISS:1 pp 25-34*.