

DAFTAR PUSTAKA

- Allen, D. 2006. *Link Satisfaction To Market Share And Profitability*. ProQuest Science Journals, Quality Progress, Vol. 39 No. 2, hal. 50-58.
- Armstrong, M. 1994. *Manajemen Sumber Daya Manusia*. Jakarta: Media Kompetindo.
- Agustinus, Sri Wahyudi. 1996, *Manajemen Strategik*. Jakarta: Binarupa Aksara.
- A., Pizam, dan T., Ellis. 1999. *Customer Satisfaction and Its Measurement in Hospitality Enterprises. International Journal of Contemporary Hospitality Manage*. Vol 11(7): 326-339.
- Alma, Buchari. 2007. *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung:PT ALFABETA.
- Arikunto, Suharsimi. 2005. *Manajemen Penelitian*. Edisi Revisi. Jakarta: Rineka Cipta.
- A. Setyawan, Anton, dan Susila, Ihwan. 2004. Pengaruh *Service Quality Perception* terhadap *Purchase Intention*. *Majalah Usahawan* No. 07 Th. XXXIII Juli 2004.
- Aaker, A. David. 1991. *Managing Brand Equity*. New York: Free Press / Lexington Books, Lexington, MA.
- Bandy, N.M. 2003. *Setting Service Standards : A Structured Approach to Delivering Outstanding Customer Service for The Facility Manager. Journal of Facilities Management*. Vol.1 No. 4. hal. 380-397.
- Barkelay, B., dan Saylor, H. 1994), *Customer Driven Project Management, A New Paradigm In Total Quality Management*. Singapura: McGraw-Hill Inc.
- Basu Swastha DH, dan Hani Handoko. 2000. *Manajemen Pemasaran dan Analisa Perilaku Konsumen*. Yogyakarta: Liberty.
- Budihardjo, E. 1997. *Arsitektur dan Kota di Indonesia*. Bandung: Alumni.
- Campbell, L., dan Finch, E. 2004. *Customer Satisfaction and Organisational Justice. ProQuest Science Journals Facilities*. Vol. 22 No.7/8. hal. 178-189.
- Chumpitaz, Ruben dan Paparoidamis, Nicholas. 2005. "Service quality, relationship satisfaction, trust, commitment and business-to business loyalty". *Journal of Commerce*.
- Cravens, David. 1996. *Pemasaran Strategi Jilid 2*. Edisi keempat. Jakarta: Salemba Empat.
- Cronin, Joseph, Jr. and Steven, A. Taylor. 1992. *Measuring Service Quality: A Reexamination and Extention. Journal of Marketing*. Vol. 56 (july): 55-56.
- David, F. R. 1995. *Strategic Management*, 9th Edition. New Jersey: Prentice Hall.

- Drs. M. N. Nasution, M.Sc., 2001. *Manajemen Mutu Terpadu (Total Quality Management)*. Jakarta : Ghalia Indonesia.
- Gremler, D. D., and Brown, S. W., 1996, "Service Loyalty : It's Nature, Importance, and Implications", in Edvardsson, B., Brown, S.W., Johnston, R., Scheuing, E. (Eds), *QUIS V: Advancing Service Quality: A Global Perspective*, ISQA, New York, NY, pp. 171-81.
- Gaspersz, V. 1997. *Manajemen Kualitas: Penerapan Konsep-Konsep Kualitas Dalam Manajemen Bisnis Total*. Jakarta: PT. Gramedia Pustaka Utama.
- Handoko, T. H. 2001. *Manajemen Personalia dan Sumber Daya Manusia*. Yogyakarta: BPFE.
- Haryono. 2007. *Statistika Bisnis dan Industri, Handout Mata Kuliah Statistika Bisnis dan Industri, Magister manajemen Teknologi, ITS-Surabaya*.
- Hasibuan, M. 2001. *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.
- Hasibuan, M. 2003. *Organisasi dan Motivasi: Dasar Peningkatan Produktivitas*. Jakarta: Bumi Aksara.
- Hayes, Tomas dan Bloom, Paul N. 1997. *Marketing Profesional Service*. Prentice-Hall Press.
- Hawkins, E. L, I. 2004. *Consumer Behavior 9th edition*. New York: McGraw-Hill.
- Heskett, Jones, Loveman, Sasser dan Schlesinger. 1994. *Putting the Service Profit Chain to Work*. Harvard Business Review.
- Howard, J. A. and Sheth, J. N. 1969. *The Theory of Buyer Behavior*. New York: John Wiley & Sons.
- Husein, Umar. 2001. *Strategic Management in Action*. Jakarta: PT. Gramedia Pustaka Utama.
- Jones, T. dan Sasser. Jr. 1994. *Marketing (2nd Edition)*. United States of America: McGraw – Hill, Inc.
- Kartika, S. 2007. *Analisa Faktor-Faktor Yang Mempengaruhi Kepuasan Karyawan Dalam Bekerja dan Kepuasan Tamu (Studi Kasus di Hotel Bintang Tiga XYZ. Tesis Program Studi Manajemen Industri, Magister Manajemen Teknologi, ITS, Surabaya*.
- Keegan, Warren J. 1995. *Global Marketing Management*. Prentice-Hall.
- Kotler, P. 1991. *Marketing Management: Analysis, Planning, Implementation and Control, 7th Edition*. New Jersey: Prentice-Hall Inc.

- Kotler, Philip. 1997. *MANAJEMEN PEMASARAN* (Edisi Bahasa Indonesia, Jilid 1). Jakarta : PT. Prenhallindo.
- Kotler, Philip. 2000. *Marketing Management: Millennium Edition* (10th edition). Englewood Cliffs, New Jersey: Prentice-Hall.
- Kotler, Philip dan Amstrong, Gary. 2004. *Dasar-dasar Pemasaran*. Erlangga: Jakarta.
- Kottler, Philip dan Keller, Kevin L. 2006. *Management 12th edition* (page 382). New Jersey: Marketing Man Prentice-Hall.
- Kotler, Philip and Keller, Kevin Lane. 2009. *Marketing Management 13th Edition* (page 386). New Jersey: Prentice-Hall.
- Kurtz, L. David, and Kenneth, E. Clow. 1998. *Service Marketing*. New York: John Wiley & Sons.
- L. Spiro, Rosann, Stanton, William J., Rich, Gregory A. 2003. *Management of a Sales Force* (11th edition). Boston: McGraw-Hill/Irwin.
- Lupiyoadi, Rambat. 2001. *Manajemen Pemasaran Jasa*. Jakarta: Salemba Empat.
- Loudon, DL and Della, Bitta AJ. 2002. *Consumer Behavior Concepts and Applications* (4thed.). New York: McGraw-Hill.
- Lovelock, Christopher and Wright, Lauren. 2002. *Principles of Service Marketing and Management*. 2nd edition. Prentice-Hall, Pearson Education International, Inc.
- Miles, M. E., et al. 2000. *Real Estate Development : Principles And Process*, Third Edition. Washington DC: Urban Land Institut.
- Oliver, R.L. 1997. *Satisfaction : A Behavioral Perspective of The Consumer*. New York: McGraw-Hill.
- Peter, Paul J., and Olson, C. Jerry. 1999. *Perilaku Konsumen dan Strategi Pemasaran*. Cetakan Keempat. Jilid-1. Jakarta: Erlangga
- Rangkuti, F. 2002. *Creating Effective Marketing Plan*. Jakarta: PT. Gramedia Pustaka Utama.
- Rangkuti, Freddy. 2003. *Measuring Customer Satisfaction*. Jakarta: PT. Gramedia Pustaka Utama.
- Rangkuti, Freddy. 2005. *Analisa SWOT Teknik Membedah Kasus Bisnis*. Jakarta: PT.Gramedia Pustaka.
- Reicheld, Frederick F. 2001. *Loyalty Rules*. Harvard Business School.
- Samuelson, B.M. and Sandvik, K. (1997), "The Concept of Customer Loyalty", in Arnott, D., Bridgewater, S., Dibb, S., Doyle, P., Freeman, J., Melewar, T.,

- Shaw, V., Simkin, L., Stern, P., Wensley, R. and Wong, V. (Eds), *Marketing: Progress, Prospects, perspectives*, Vol. 3, EMAC Proceedings, Warwick Business School, Warwick, pp. 1122-40.
- Sugandi, M. 2000. *Studi Kepuasan Pelanggan Produk Real Estate Sebagai Fokus Implementasi Manajemen Kualitas Pada Proyek Pembangunan Real Estate di PT. ARAYA BUMI MEGAH – Malang*, Tesis, Program Pascasarjana Teknik Sipil, ITS, Surabaya.
- Sule, E. 2002. *Keterkaitan antara Kepuasan Kerja Karyawan dan Kepuasan Pelanggan dengan Kinerja Perusahaan*. *Jurnal Akuntansi dan Manajemen*. Vol.2, No.2, STIE YKPN, Jogjakarta.
- Spreng, Richard A., Hui Shi Linda, J. Thomas. 2009. *Service quality and satisfaction in business-to-business services*. *Journal of Business & Industrial Marketing*. Vol. 8 (24): 537-548.
- Takeuchi dan Quelch. 1993. *Quality is More Than Making A Good Product*. *Business review* : July-August, hal.139-145.
- Tjiptono, Fandy. 1996. *Manajemen Jasa*. Yogyakarta: Andi.
- Tjiptono, Fandy. 2002. *Strategi Pemasaran Edisi II*. Yogyakarta: Andi.
- Undang - Undang Republik Indonesia Nomor 4 Tahun1992 Tentang Perumahan dan Permukiman, Pasal 1.
- Woo, Ka-shing and Ennew, Christine T. 2004. "Business-to-business relationship quality: an IMP interaction-based conceptualization and measurement". *European Journal of Marketing* , 38 (9/10), 1252.
- Zeithaml, Valerie A., Bitner, Mary Jo. 2006. *Service Marketing : Integrating Customer Focus Across the Firm*. International Edition. New York: McGraw-Hill.
- Zuckerman, Howard A., Blevins, George D. 1991. *Real Estate Development Workbook and Manual 1st Edition*. Prentice Hall Trade.
- <http://lipsus.kompas.com/munasreixiii/sejarah>.
- http://www.penataanruang.net/taru/hukum/PP/PP_No80-1999.pdf
- www.hukumonline.com/pusatdata/download/.../343