

**A
P
P
E
N
D
I
X**

REFERENCES

- Andrew.(2008). *Introduction To Tourism And Hospitality Industry*. New Delhi: Tata McGraw-Hill Publishing Company Limited..
- Anonymous. (2013). *Airport*. Accessed on October 2013.from (<http://en.wikipedia.org/wiki/Airport>)
- Anonymous.(2010). *Information Service*. Accessed on Nov.17 2013 from (<http://infoserviceonto.wordpress.com/tag/information-service/>).
- Anonymous.(2011). *Information Service*. Accessed on Nov.17.2013 from(http://en.wikipedia.org/wiki/Internet_Information_Services).
- Anonymous. (2013). *Sultan Mahmud Badaruddin II International Airport*. Accessed on16 Nov 2013 from Wikipedia.org. (http://en.wikipedia.org/wiki/Sultan_Mahmud_Badaruddin_II_International_Airport)
- Anonymous. (1992). *UNDANG-UNDANG REPUBLIK INDONESIA TENTANG PENERBANGAN*. Accesed on 17 Nov 2013 from (http://hukum.unsrat.ac.id/uu/uu_15_1992.pdf) page12.html)
- Anonymous. (2008). *UNDANG-UNDANG REPUBLIK INDONESIA TENTANG KETERBUKAAN INFORMASI PUBLIK*. Accessed on 17 Nov 2013. From (<http://www.bpkp.go.id/uu/filedownload/4/57/704.bpkp>)
- Anonymous.(2011). *Ten tips dealing with customer complaint*. Accessed on 19 Nov 2013. from (<http://www.callcentrehelper.com/ten-tips-for-dealing-with-customer-complaints-15982.htm>)
- Anonymous.(2007). *What is Complaint*. Accessed on 17 Nov from (<http://www.BizHelp24.com>)

Houghton, M. (2000). *Airport*. The free dictionary by The American Heritage ® Dictionary of the English Language, Fourth Edition copyright ©2000 Company . Accessed on 17 Nov 2013 from (<http://www.thefreedictionary.com/Airports>)

Houghton, M. (2000). *Complaint*. The free dictionary by The American Heritage ® Dictionary of the English Language, Fourth Edition copyright ©2000 Company . Accessed on 17 Nov 2013 07.30 from (<http://www.thefreedictionary.com/Complaint>)

Laely. (2012). *Definisi Informasi*. Accessed on 17 Nov 2013 from (<http://laely-widjajati.blogspot.com/2012/04/definisi-informasi.html>).

Laudon, K. & Laudon. (2004). *Management Information System, Edoqs: management system Loudon*. Accessed on 17 Nov 2013 from (<http://edoqs.com/management-information-system-laudon-12th-edition>)

Nur,Sri. (2007).*Commitment To the Service*. Accessed on 19 Nov 2013 from Employees.([http://lontar.ui.ac.id/file?file=digital/126368-5906-Analisis pengaruh-Literatur.pdf](http://lontar.ui.ac.id/file?file=digital/126368-5906-Analisis%20pengaruh-Literatur.pdf))

Reheer, Tom.(2008). *Handling Customer Complaints*.Accessed on 19 Oct 2013 from (http://www.ncdhhs.gov/excel/article_complaints.pdf)

Ujang Idrus. (2013). *Investor Amerika Serikat tertarik berinvestasi di Sumsel*.Accessed on 7 Oct. 2013 from (<http://sumsel.antaranews.com/berita/279794/investor-amerika-serikat-tertarik-berinvestasi-di-sumsel>).