

REFERENCES

- Jho, Mulya. (2014). *Definisi Kepuasan Pelanggan*. Retrieved on June 10, 2014 from <http://mulyajho.blogspot.com/2014/05/definisi-kepuasan-pelanggan.html>
- Kothari, C. R. (1990). *Research Methodology*. India: New Age International Publishers.
- Londong, Dedy. (2012) *KepuasanPelanggan*. Retrieved on May 05, 2014 from <http://dedylondong.blogspot.com/2012/04/kepuasan-pelanggan-customer.html>
- Sugiarto, and Sulastiningrum. (2003). *PengantarAkomodasi dan Restaurant*, Jakarta: PT. Gramedia.
- Wirajuniarta, Rendy. (2009) *Kajian Teori KepuasanPelanggan*. Retrieved on May 05, 2014 from http://rendywirajuniarta.blogspot.com/2014/01/kajian-teori-kepuasan-pelanggan_25.html
- Yamit, Zulian, 2013, *Manajemen Kualitas Produk dan Jasa*, Yogyakarta: Ekonisia, FakultasEkonomi UII Yogyakarta.