

DAFTAR PUSTAKA

- Ang, S. K. (2010). A qualitative study on the challenges of private banking in Asia. *Journal of Wealth Management*, 12(4), 68–77. <https://doi.org/10.3905/JWM.2010.12.4.068>
- Bateman, H. V. (1998). Productivity Change in Indian Banking: A Generalized Malmquist Productivity Index Approach. *Dissertation*, 274.
- Birchler, U., Bühler, C., Hegglin, R., & Reichenecker, M. (2015). The International Private Banking Study 2015. *University of Zurich - Department of Banking and Finance*, 1–56.
- Boyd, W. L., Leonard, M., & White, C. (1994). Customer preferences for financial services: An analysis. *International Journal of Bank Marketing*, 12(1), 9–15. <https://doi.org/10.1108/02652329410049562>
- Burgstaller, J., & Cocca, T. D. (2011). Efficiency in private banking: Evidence from Switzerland and Liechtenstein. *Financial Markets and Portfolio Management*, 25(1), 75–93. <https://doi.org/10.1007/s11408-010-0147-5>
- Chen, Z., Xiong, P., & Huang, Z. (2015). The asset management industry in China: Its past performance and future prospects. *Journal of Portfolio Management*, 41(5), 9–30. <https://doi.org/10.3905/jpm.2015.41.5.009>
- Creswell, J. W. (2009). Research Design Qualitative, Quantitative, and Mixed Methods Approaches, 3rd Edition. *SAGE Publications, Inc.*, 20(2), 127–133. <https://doi.org/10.1080/14675980902922143>
- Creswell, J. W., Klassen, A. C., Clark, V. L. P., & Smith, K. C. (2015). Best Practices for Mixed Methods Research in the Health Sciences. *Career Development Quarterly*, 63(2), 126–140. <https://doi.org/10.1002/cdq.12009>
- Dang, V. D. (2020). Bank performance and the relationship between lending and fee-based activities in an emerging market. *Malaysian Journal of Economic Studies*, 57(2), 213–231. <https://doi.org/10.22452/MJES.VOL57NO2.3>
- Elmayar, A. (2011). *Assessing The Perceived Service Quality Levels In The Libyan Private And Public Banking Sectors: A Customer Perspective. March.*

- Helaludin, H. W. (2019). *Analisis Data Kualitatif: Sebuah Tinjauan Teori dan Praktik*.
- Horn, C., & Rudolf, M. (2011). Service quality in the private banking business. *Financial Markets and Portfolio Management*, 25(2), 173–195. <https://doi.org/10.1007/s11408-011-0154-1>
- Hsiu-i Ting. (2017). Factors Affecting Wealth Management Services: From Investors' and Advisors' Perspectives. *The Journal of Wealth Management*, 17–29.
- Khan, A. (2013). Business Intelligence Solutions at Selected Branches of Banks in Rajasthan. *International Journal of Advanced Research in Computer Science*, 4(3). https://search.proquest.com/docview/1443744630?accountid=12217%0Ahttp://link.periodicos.capes.gov.br/sfxlcl41?url_ver=Z39.88-2004&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&genre=article&sid=ProQ:ProQ%3Atechnology1&atitle=Business+Intelligence+Solutions+at+
- Kupka, K. (2015). *Private banking - the state and prospects for development in Poland*. 4.
- Lin, W.-R. (2016). An Innovation Diffusion Perspective to Establish a Business Strategy Model for Wealth Management Banking Based on the MCDM Model Combining DEMATEL and ANP. *Journal of Accounting, Finance & Management Strategy*, 11(2), 103–136.
- Meyappan, B., Mazlan, A. R., & Lumpur, K. (2019). Moving Toward Non-Interest Income for Banking Sustainability: A Case Study on Determinants of Non-Interest Income of CIMB Bank and RHB Bank. *International Journal of Economics, Management and Accounting*, 27(1), 105–122.
- Mimura, L. (2019). Key Private Bank Awarded Best Private Wealth Manager Client Service From Private Asset Management. *PR Newswire ; New York*, 216.471.28, 2019–2021.
- Opolski, K., & Potocki, T. (2011). The Use of Behavioral Finance in the Wealth Management Process. *Financial Internet Quarterly "e-Finance"*, 7(4), 55. <https://search.ebscohost.com/login.aspx?direct=true&db=edb&AN=70314412&site=eds-live>
- Park, K. B., & Park, M. J. (2017). Does the interactive quality of premium asset management service promote customers' referral intentions? The moderating effect of customer's asset size. *International Journal of Bank*

- Marketing*, 35(4), 596–615. <https://doi.org/10.1108/IJBM-05-2016-0062>
- Rambocas, M., Kirpalani, V. M., & Simms, E. (2018). Brand equity and customer behavioral intentions: a mediated moderated model. *International Journal of Bank Marketing*, 36(1), 19–40. <https://doi.org/10.1108/IJBM-09-2016-0139>
- Rohner, P., & Uhl, M. W. (2018). Increasing Investor Happiness with Holistic and Goal-Based Investment Advice. *Journal of Wealth Management*, 20(4), 22–28. <https://doi.org/10.3905/jwm.2018.20.4.022>
- Saaty, T. L. (2008). Decision making with the Analytic Hierarchy Process. *Scientia Iranica*, 1(1), 83–98. <https://doi.org/10.1504/ijssci.2008.017590>
- Saaty, T., & Vargas, L. (2012). Models, methods, concepts & applications of the analytic hierarchy process. ... *-Driven Demand and Operations Management Models*, 63–70. <https://doi.org/10.1007/978-1-4614-3597-6>
- Saaty, Thomas L. (1991). Some mathematical concepts of the analytic hierarchy process. *Behaviormetrika*, 29(1), 1–9. <https://doi.org/10.1007/s41237-020-00125-5>
- Saaty, Thomas L., & Vargas, L. G. (2012). 76-Models , Methods , Concepts & Applications of the Analytic Hierarchy Process Second Edition. *International Series in Operations Research & Management Science*, 175.
- Schröder, D. (2013). Asset allocation in private wealth management: Theory versus practice. *Journal of Asset Management*, 14(3), 162–181. <https://doi.org/10.1057/jam.2013.14>
- Seiler, V., & Rudolf, M. (2014). Customer Satisfaction in Private Banking. *Credit and Capital Markets – Kredit Und Kapital*, 47(3), 485–520. <https://doi.org/10.3790/ccm.47.3.485>
- Seiler, V., Rudolf, M., & Krume, T. (2013). The influence of socio-demographic variables on customer satisfaction and loyalty in the private banking industry. *International Journal of Bank Marketing*, 31(4), 235–258. <https://doi.org/10.1108/IJBM-10-2012-0101>
- Svoboda, A. (2016). *HOW SWISS PRIVATE BANKS CAN SURVIVE IN HIGHLY REGULATED MARKETS*. December.
- Uppa, R. K. (2010). Stability in Bank Income through Feebased Activities. *Information Management and Business Review*, 1(1), 40–47. <http://dx.doi.org/10.1016/j.tplants.2011.03.004>
<http://dx.doi.org/10.10>

16/j.pbi.2010.01.004%0Ahttp://www.biomedcentral.com/1471-2156/12/42%0Ahttp://dx.doi.org/10.1016/j.biotechadv.2009.11.005%0Ahttp://www.sciencemag.org/content/323/5911/240.short%0Apage

- Wang, Y., Lo, H. P., & Hui, Y. V. (2003). The antecedents of service quality and product quality and their influences on bank reputation: Evidence from the banking industry in China. *Managing Service Quality: An International Journal*, 13(1), 72–83. <https://doi.org/10.1108/09604520310456726>
- Welch, S. (2010). When wealth management met 2008: Now what? *Journal of Wealth Management*, 12(4), 31–45. <https://doi.org/10.3905/JWM.2010.12.4.031>
- Wu, C. R., Lin, C. T., & Tsai, P. H. (2010). Evaluating business performance of wealth management banks. *European Journal of Operational Research*, 207(2), 971–979. <https://doi.org/10.1016/j.ejor.2010.04.034>
- Xu, Y., Goedegebuure, R., & Van der Heijden, B. (2007). Customer Perception, Customer Satisfaction, and Customer Loyalty Within Chinese Securities Business. *Journal of Relationship Marketing*, 5(4), 79–104. https://doi.org/10.1300/j366v05n04_06
- Yoganathan, D., Jebarajakirthy, C., & Thaichon, P. (2015). The influence of relationship marketing orientation on brand equity in banks. *Journal of Retailing and Consumer Services*, 26, 14–22. <https://doi.org/10.1016/j.jretconser.2015.05.006>
- Yu, V. F., & Ting, H. I. (2011). Identifying key factors affecting consumers' choice of wealth management services: An AHP approach. *Service Industries Journal*, 31(6), 929–939. <https://doi.org/10.1080/02642060903078750>