

DAFTAR PUSTAKA

- African Development Bank. (2018). *Evaluation Of Quality Assurance Across The Project Cycle Of The African Development Bank Group (2012–2017)*.
- Al-Khawaja, H. A., & Bardai, B. (2018). Standard Quality Banking Services Of Islamic Banks. *Journal Of Public Administration And Governance*, 8(1), 301.
- Andi Anugrah. (2020). *Buku Sukses Mengelola Cc Edisi 2020 (2020th Ed.)*. Pt. Telexindo Bizmart .
- Anugrah, A. (2020). *Contact Center Quality Assurance (2020th Ed.)*. Pt. Telexindo Bizmart.
- Arif, A. (2005). *Quality Assurance Dengan Metode Quality Function Deployment: Konsep Implementasi Pada Institusi Perguruan Tinggi*.
- Arikunto, S. (1991). *Prosedur Penelitian : Suatu Pendekatan Praktik*. Rineka Cipta.
- Avkiran, N. K. (1994). Developing An Instrument To Measure Customer Service Quality In Branch Banking. *International Journal Of Bank Marketing*, 12(6), 10–18.
- Biewer, J., Quality, S., Manager, A., & Stein, V. (2020). *Establishing A Quality Assurance Practice In Financial Institutions*.
- European Association For Quality Assurance In Higher Education (Enqa), European Students' Union (Esu), European University Association (Eua), & European Association Of Institutions In Higher Education (Eurashe). (2015). *Standards And Guidelines For Quality Assurance In The European Higher Education Area Esg*.
- Fitzsimmons, J. A., & Fitzsimmons, M. J. (2011). *Service Management : Operations, Strategy, Information Technology (Sevent)*. Mcgraw-Hill.
- Hanta, B., Hakim, D. B., & Maulana, A. (2020). Strategi Meningkatkan Quality Assurance Pada Satuan Pengawasan Internal Perum Jasa Tirta Ii Jatiluhur. *Jurnal Aplikasi Bisnis Dan Manajemen*.
- Jahn, T., & Keil, F. (2015). An Actor-Specific Guideline For Quality Assurance In Transdisciplinary Research. *Futures*, 65, 195–208.

- Kalimantara, B. R. F. (2016). Manajemen Quality Assurance Sebagai Upaya Meningkatkan Kepercayaan Masyarakat Terhadap Sekolah. *Manajemen Dan Supervisi Pendidikan, 1*.
- Kotler, P. (2009). *Manajemen Pemasaran*. Rajawali Press.
- Kranias, A., & Bourlessa, M. (2013). Investigating The Relationship Between Service Quality And Loyalty In Greek Banking Sector. *Procedia Economics And Finance, 5*, 453–458.
- Laporan Keberlanjutan 2020 Pt Bank Central Asia. (2020). Pt Bca Tbk. https://www.idx.co.id/Staticdata/Newsandannouncement/Announcementstoc/From_Erep/202102/2b3f1db50c_A0de8c0f98.Pdf
- Lupiyoadi, R. (2001). *Manajemen Pemasaran Jasa*. Salemba Empat.
- Parasuraman, V. A., & Berry, L. L. (1988). Servqual: A Multiple-Item Scale For Measuring Consumer Perceptions Of Service Quality. *Journal Of Retailing, 12–37*.
- Prisacariu, A. (2015). New Perspectives Of Quality Assurance In European Higher Education. *Procedia - Social And Behavioral Sciences, 180*, 119–126.
- Pushpakumari, M. D., & Watanabe, T. (2008). Do Strategies Improve Sme Performance? An Empirical Analysis Of Japan And Sri Lanka. *Meijo Asian Research, 1*.
- Rashin, M. A., & Ghina, A. (2018). Identifikasi Inovasi Dan Kinerja Bisnis Dalam Meningkatkan Identifikasi Inovasi Dan Kinerja Bisnis Dalam Meningkatkan Daya Saing Identification Of Innovation And Business Performance In Enhance Competitiveness. *Penelitian Pendidikan*.
- Satwika, N. K. P., & Dewi, N. M. W. K. (2018). *Pengaruh Orientasi Pasar Serta Inovasi Terhadap Keunggulan Kompetitif Dan Kinerja Bisnis*. 7(3), 1481–1509.
- Shahzadi, I., Javed, A., Pirzada, S. S. A, Nasreen, S., & Khanam, F. (2014). Impact Of Employee Motivation On Employee Performance. *European Journal Of Business And Management, 6*, 159–166. Javed/F764b66cddb15007c7d213d681d3827a86125621
- Sidiqqoh, S. A., & Alamsyah, D. P. (2017). Peningkatan Kinerja Bisnis Usaha Mikro Melalui Kajian Komitmen Dan Abisius Pengusaha. *Jurnal Ecodemica, 1(2)*.
- Sugiyono. (2014). *Metode Penelitian Kuantitatif, Kualitatif Dan R & D*. Alfabeta.

- Sukaindrayana, A., & Ismayanti, H. (2019). *Aplikasi Otomasi Proses Quality Assurance Dalam Pemeriksaan Operasional Bank*. 7(2).
- Tjiptono, F. (2014). *Manajemen Pelayanan Jasa*. Andi Offset.
- Van Der Bank, C. M., & Popoola, B. A. (2014). Quality Assurance: A Case Study At A University Of Technology. *Mediterranean Journal Of Social Sciences*, 5(23), 2129–2136.
- Wahyuningsih, S. (2013). *Metode Penelitian Studi Kasus (Konsep Teori Pendekatan Psikologi Komunikasi, Dan Contoh Penelitiannya)*. Utm Press.
- Xiao, C., Hanqin, Q., & Cheng, S. M. (2019). *Challenges And Opportunities For Effective Assesments Within A Quality Assurance Framework For Moocs*.
- Yin, R. K., & Djauzi Mudzakir, M. (2006). *Studi Kasus : Desain & Metode* . Rajagrafindo Perkasa.