

DAFTAR REFERENSI

- Arasli, Huseyin, Smadi, Salime Mehtap dan Turan Salih, 2005, *Customer service quality in the Greek Cypriot banking industry*. *Managing Service Quality* vol 15, No.1
- Bank Indonesia, 2000, Penelitian: Bank Syariah, “*Penelitian Potensi, Preferensi & Perilaku Masyarakat Terhadap Bank Syariah di Wilayah Jawa Tengah dan DIY*” Bank Indonesia Direktorat Penelitian dan Pengaturan Perbankan bekerjasama dengan Universitas Diponegoro
- Ferdinand, Augusty, 2006, *Structural Equation Model*, BP UNDIP, Semarang
- Ferdinand, Augusty, 2006, *Metode Penelitian Manajemen*, BP UNDIP, Semarang
- Ghozali, Imam, 2004, *Aplikasi Analisis Multivariate dengan Program SPSS*, Edisi II, Badan Penerbit Universitas Diponegoro.
- Hair, J.F., Anderson, R.E., Tatham, R.L., & Black, W.C., (1995), *Multivariate Data Analysis* (Fourth edition), New Jersey : Prentice Hall
- Hart, C.W., Heskett, J.L., & Sasser, W.E, 1990, “*The Profitable Art of Service Recovery*”, *Harvard Business Review*, 68, 148-156
- Hellier, Philip K; Geursen, Gus M; Carr, Rodney A; Rickard, John A (2003), “*Customer Repurchase Intention A General Structural Equation Model*,” *European Journal of Marketing*, Vol.37, No 11/12, pp.1762-1800
- Infobank, 2008, *Indonesian Sharia Bank Loyalty Index (ISBLI 2006-2008)*, Jakarta, Indonesia
- Karim, Adiwarmanto, 2001, *Isu Kritis Terhadap Keuangan Islam dan Prakteknya dalam Dunia Perbankan*”, Makalah pada Shariah Economic Days, KEI, FSI UI, 19 Februari, Jakarta
- Kotler, Philip. 1995. *Manajemen Pemasaran*. Prentice Hall, Englewood Cliffs, New Jersey.
- Kotler dan Susanto, 2000, *Manajemen Pemasaran di Indonesia : Analisis Perencanaan, Implementasi dan Pengendalian*, Salemba Empat, Pearson Education Asia Pte. LTD, Prentice Hall, Inc, Jakarta
- Mas’ud, Fuad, 2004. *Survai Diagnosis Organisasional, Konsep dan Aplikasi*. Badan Penerbit Universitas Diponegoro, Semarang

- Muharam, Harjum dan Handayani, Suyati, 2005, *Analisis Kinerja Keuangan Bank Muamalat Indonesia (BMI) tahun 1994 – 1998 dan Tahun 1999 – 2003*, Jurnal Bisnis Strategi vol.14 no.1 Juli, 2005
- Naser, Kamal; Jamal, Ahmad; Al Khatib, Khalid (1999), “*Islamic Banking: A Study of Customer Satisfaction and Preferences in Jordan*,” International Journal of Bank Marketing, Vol 17, No 3, pp.135-150
- Parasuraman.A, V. Zeithaml, L. Berry , 1990, *Guidelines for Conducting Service Quality Research* , Marketing Research, December ,pp 34 - 44
- Parasuraman.A, 1998, *Customer Service in business to business markets: an agenda for research*, Journal of Business & Industrial Marketing Vol.13 No 4/5, pp 309-321
- Parasuraman.A, V. Zeithaml, L. Berry , 1991, *Refinement and Reassessment of The SERVQUAL Scale*, Journal of Retailing, Vol.67, No.4,pp 420-450
- Santoso, Singgih, 2007, *Structural Equation Model, Konsep dan Aplikasi dengan AMOS*, Elex Media Komputindo, Jakarta
- Selnes, Fred (1993), “*An Examination of the Effect of Product Performance on Brand Reputation, Satisfaction and Loyalty*,” European Journal of Marketing, Vol.27, No 9, pp.19-35
- Sivadas, Eugene; Baker-Prewitt, Jamie L,”*An examination of the relationship between service quality, customer satisfaction, and store loyalty*”, International Journal of Retail & Distribution Management, Volume 28 . Number 2 . 2000 . pp. 73-82
- Song, X, Michael and Mark, E. Parry, 1997, ”*A Cross- National Comparative Study of New Product Development Processes : Japan and the United States*”,Journal of Marketing, vol 61 (April), pp 1 – 8.
- Westbrook, Robert A., 1987, *Product/Consumption-Based Affective Responses and Postpurchase Processes*, Journal of Marketing Research, 24 (August), 258-270.
- Wikipedia, 2009, *Word of Mouth*, www.en.wikipedia.org/wiki/word_of_mouth, 6 September 2009
- Yi,Y., 1989, “*A Critical Review of Customer Satisfaction*”, American Marketing Association, Chicago, IL, pp 68 – 123.