

DAFTAR PUSTAKA

- Abedniya, Abed dan Zaeim, Majid Nokhbeh. 2011. Measuring the perceive service Quality in the Islamic Banking System in Malaysia. *International Journal of Business and Social Science*, Vo. 2 No. 13.
- Akbar, M.M., dan Parvez, N. 2009. Impact of Services Quality, Trust, and Customer Satisfaction on Customer Loyalty, *ABAC Journal*, Vol. 29, No. 1, pp. 24-38.
- Akhtar, Asif dan Zaheer, Asma. 2014. Service Quality Dimensions of Islamic Banks: A Scale Development Approach. *Global Journal of Management and Business Research: A Administration and Management*, Vol. 14 Issue 5 Version 1.0 Year 2014.
- Ali, M.D. 2006. *Sistem Ekonomi Islam: Zakat dan Wakaf*. Jakarta UI Press.
- Alma, Buchari. 2005. *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung: Alfabeta.
- Arbuckle, James L., 1997. *Amos Users' Guide Version 3.6*. United States of America: Small Waters Corporation, 600 pp.
- Ariyani, Dwi dan Rosinta, Febrina. 2010. Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam membentuk Loyalitas Pelanggan, *Jurnal Ilmu Administrasi dan Organisasi*, Mei-Agus 2010, hlm 114-126, Volume 17, Nomor 2
- Ash-Shiddieqy, Hasbi. 2009. *Pedoman Zakat*. Semarang: PT Pustaka Rizki Putra.
- Azhar, Ahmad Basyir, 1997. *Hukum Zakat*, Jogyakarta; Majelis Pustaka Pimpinan Pusat Muhammadiyah, hlm.1.
- Azis, A.D, 1996. *Ensiklopedi Hukum Islam*, cet. ke-1, Jakarta: Ichtiar Baru Van Hoeve
- BAZNAS dan FEM IPB. 2011. *Economic Estimation and Determinans of Zakah Potential in Indonesia*. Preliminary Report.
- Bedi, M. 2010. An Integrated Framework for Service Quality, Customer Satisfaction and Behavioral Responses in Indian Banking Industry-a Comparison of Public and Private, *Journal of Services Research*. Vol. 10 No. 1, pp-157-172.

- Bowen, John T dan Shiang-Lih Chen. 2001. The Relationship Between Customer Loyalty and Customer Satisfaction, *International Journal of Contemporary Hospitality Management*, Vol. 13, No. 5, pp. 213-217.
- Caruana, Albert; Arthur H. Money dan Pierre R. Berthon. 2000. "Service quality and satisfaction – the moderating role of value". *European Journal of Marketing*, Vol. 34 (11/12), p:1338-1352.
- Cote, Joseph A dan Gieses, Joan L. (2000) *Defining Customer*, New York: The Free Press
- Dharmayanti, Diah. 2006. "Analisis dampak *service performance* dan kepuasan sebagai *moderating variabel* terhadap loyalitas nasabah (studi pada nasabah tabungan bank mandiri cabang Surabaya)". *Jurnal Manajemen Pemasaran*, Vol.1, No. 1, 35-43.
- Dutka, Alan. 1994. *AMA handbook for customer satisfaction: research, planning, and implementation*. Lincolnwood: NTC Business Books.
- Edgar. M dan Galia. F. 2009. Why and How Service Quality Perceptions Impact Consumers Responses, *Journal of Managing Service Quality*, Vol. 19, No. 4, pp. 474-485.
- Ehigie, Benjamin, O. 2006. Correlates of customer loyalty to their bank: a case study in Nigeria. *International Journal of Bank Marketing*, Vol. 24 No. 7. pp. 494-508
- Ferdinand, A. 2002. *Structural Equation Modeling Dalam Penelitian manajemen*. Semarang: BP UNDIP.
- , 2006. *Struktural Equation Modeling Dalam Penelitian Manajemen (Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor)*. Edisi.4. Semarang. BP UNDIP.
- Garvin, David A. 1988. *Managing Quality: The Strategic and Competitive Edge*. New York
- Gaurav, Kunal. 2013. Impact of Relationship Marketing and Perceiving Service Quality on Customer Loyalty: An Agenda for Inquiry. *The International Journal of Management*. Vol. 2.
- Gerpott, T.J., Rams, W. dan Schindler, A. (2001), "Customer retention, loyalty and satisfaction in the German mobile cellular telecommunications market", *Telecommunications Policy*, Vol. 25 No. 4, pp. 249-69.

- Griffin, Jill, 1995, *Customer Loyalty: How to earn it, How to keep it*. USA: A Division of Simon and Schukers Inc.
- Hafidhuddin, Didin. 1998, *Panduan Praktis Tentang Zakat, Infaq, Sedekah*, Jakarta: Gema Insani
- . 2002. *Zakat dalam perekonomian Modern*. Jakarta: Gema Insani.
- Hair, J. F. Jr. Black, W.C., Babin, B.J. Anderson, R.E., dan Tatham, R.L. 2006. *Multivariate data analysis* (6th ed.) New Jersey: Prentice Hall.
- . 2010. *Multivariate data analysis* (7th edition) New Jersey: Prentice Hall.
- Hallowell, Roger. 1996. "The relationship of customer satisfaction, customer loyalty, and profitability: An empirical study". *International Journal of Service Industry Management*, Vol. 7, No. 4, pp.27-42.
- Hanan, Mack dan Peter Karp, 1991, *Costumer Satisfaction: How to Maximaze, Measure and Market your company's Ultimate Product*. New York: American Management Association.
- Hellriegel, D. dan Slocum. 1992. *Management*. Sixth Edition. Boston: Addison Wesley Publishing Company.
- Hidayat, Rachmad dan Akhmad, Sabarudin. 2015. The Influence of Service Quality, religious commitment and trust on the customer's satisfaction and loyalty and decision to do the transaction in Mandiri Sharia Bank of Jawatimur. *Journal IAIN Gorontalo, Al-Ulum*, Vol. 15 No. 1, pp. 57-90.
- Huda, Nurul., Novarini, Yosi Mardoni, Citra Permata Sari. 2015. *Zakat Perspektif Mikro-Makro Pendekatan Riset*. Cetakan ke-1. Jakarta. Prenadamedia Group.
- Hurriyati, Ratih. 2005. *Bauran Pemasaran dan Loyalitas konsumen*. Bandung: Penerbit CV. Alfabeta.
- Jacoby, Jacob dan Chesnut, Robert W., 1978. *Brand Loyalty: Measurement and Management*. John Wiley and Sons, Inc., New York, 157pp.
- Kertajaya, Hermawan. 2006. *Kertajaya on segmentation*. Bandung: PT. Mizan Pustaka.
- Khan, Inamullah. 2012. Impact of Customer Satisfaction and Customer Retention on Customer Loyalty. *International Journal of Scientific & Technology Research*, Vol. 1.

- Kheng, L.L., Mahamad, O., Ramayah, T., dan Mosahab, R. 2010. The Impact of Service Quality on Customer Loyalty: A study of Banks in Penang, Malaysia. *International Journal of Marketing Studies*, Vol. 2, No. 2, pp. 57-66.
- Kotler, Philip. 2003. *Marketing Management* (11st ed.). New Jersey: Prentice Hall.
- Kumar, M., Kee, F.T., dan Manshor, A. T. 2009. Determining the Relative Importance of Critical Factors in Delivering Service Quality of Banks: an Applicant of Dominance Analysis in SERVQUAL Model, *Managing Service Quality*, Vol. 19, No. 2, pp. 211-228.
- Ladhari, R., Ladhari, I., dan Morales, M. 2011. Bank Service Quality: Comparing Canadian and Tunisian Customer Perceptions, *International Journal of Bank Marketing*, Vol. 29, No. 33, pp. 224-246.
- Lovelock, Christopher, Jochen Wirtz dan Hean Tat Kah. 2004. *Service Marketing in asia: Managing people, technology and strategy*. Singapore: Prentice Hall.
- Lusiati, Marte. 2010. *Pengaruh kualitas pelayanan terhadap kepuasan dan loyalitas muzaki lembaga amil zakat dan social Nurul islam amanah batam*. Tugas akhir Program Magister (TAPM). Program Pascasarjana. Jakarta: Universitas Terbuka.
- Mannan, A. 1997. *Teori dan praktek ekonomi Islam*. Yogyakarta: Dhana Bakti.
- Mintarti, Nana. 2011, *Membangun kepercayaan public dan kapasitas pengelolaan zakat di Indonesia*, Artikel posted April 13th, 2011.
- Molae, M., Ansari, and Telmouri, h. 2011. Analizing The Impact os Service Quality Dimensions on Customer Satisfaction and Loyalty in the Banking Industry of Iran, *International Journal of Academic Research in Accounting, Finance and Management Sciences*, Vol. 13, No. 3, pp. 5-13.
- Molina, A., Consuegra, D., Esteban, A. 2007. Relation Benefit and Customer Satisfaction in Retail Banking, *International Journal of Banking Marketing*, Vol. 25, No. 4, pp. 253-270.
- Mosahab, Rahim, Mahamad, Osman dan Ramayah T. 2010. Service Quality, Customer Satisfaction and Loyalty: A Test of Mediation. *International Business Research*, Vol. 3 No. 4.
- Muhammad & Abu Bakar HM, MA, 2011, *Organisasi Zakat*, Malang: Madani
- Naeem H., and Saif, I. 2009. Setvice Quality and Its Impact on Customer Satisfaction: An Empirical Evidence from the Pakistan Banking Sector, *The*

- International Business and Economics research Journal*, Vol. 8, No. 12, pp. 99-104.
- Oliver, R.L. 1997. *Satisfaction: A behavioral perspective on the customer*. New York: McGraw-Hill Inc.
- Olson, Peter, 1993, *Consumer Behavior and Marketing Strategy*, Richard D. Irwan Inc, Boston, Third Edition.
- Othman, Abdul Qawi & Owen, Lynn. 2001. "Adopting and measuring customer service quality in Islamic banks: A case study in Kuwait finance house". *International Journal of Islamic Financial Services*, Vol. 3, No. 1.
- Palitati, A. 2007. Pengaruh Nilai Pelanggan, Kepuasan Terhadap Loyalitas Nasabah Tabungan Perbankan di Sulawesi Selatan, *Journal Manajemen dan Kewirausahaan*, Vol. 9, No. 1, pp. 73-81.
- Parasuraman, A., Berry, L., and Zeithaml, V. 1991. Perceived service quality as a customer-based performance measure: An empirical examination of organizational barriers using an extended service quality model. *Human Resource Management*, 30 (3), 335-64.
- Parasuraman, A., Zeithaml, V.A., and Berry, L. 1988. SERQUAL: Multiple-item scale for measuring consumer perceptions of Service Quality, *Journal of Retailing*, Vol. 64, No. 1, pp. 12-40.
- Parasuraman, A., Valerie A. Zeithaml. Leonard Berry. 1985. A Conceptual Model of Service Quality and Its Implication for Future Research. *Journal of Marketing*, Vol. 49.
- Pranowo, DS, Haryono AT, dan Warso, Moh Mukeri. 2016. "Pengaruh Relationship Marketing terhadap Loyalitas Pelanggan dengan Kepuasan Pelanggan sebagai variabel intervening (Studi empiris pada BMT Bina Umat Sejahtera Lasem)". *Journal of Management*, Vol.02 No. 02, Maret 2016
- Putra, R.P., Herianingrum S., 2014. "Pengaruh Kualitas Pelayanan Islami terhadap Kepuasan dan Loyalitas Nasabah Bank BRI Syariah Surabaya". *Jurnal JESTT*, Vol. 1 No. 9 September 2014.
- Qardawi, Yusuf. 2004. *Hukum Zakat*, Jakarta: Litera Antar Nusa, Cet. 7
- . 2005. *Spektrum zakat dalam membangun ekonomi kerakyatan*. (Sari Nurlita Lc., Trans): Zikrul Hakim, Jakarta.
- . 2010. *Hukum zakat*, diterjemahkan Salman Harun dkk. Jakarta:Pustaka Litera Antar Nusa.

- Qomariah, Nurul. 2012. "Pengaruh Kualitas Layanan dan Citra Institusi terhadap kepuasan dan loyalitas pelanggan (Studi pada Universitas Muhammadiyah di Jawa Timur)", *Jurnal Aplikasi Manajemen*, Volume 10 Nomor 11 Maret 2012.
- Rachmatiwi, O. D., Fauzi A., Hidayat K. 2015. "Pengaruh Kualitas Pelayanan terhadap Kepuasan dan Loyalitas Pelanggan. (Survey pada nasabah tabungan PT. Bank mandiri Persero Tbk Kantor Cabang Kota Batu)". *Jurnal Administrasi Bisnis (JAB)*, Vol. 29 No. 1 Desember 2015.
- Riduwan. 2010. *Rumus dan Data Dalam Analisis Statistika*. Bandung: Alfabeta.
- Robbins, Stephen P. dan Judge, Timothy A. 2008. *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Sakti, Tri Chandra. 2010. *Analisa pengaruh service quality terhadap kepuasan konsumen, loyalitas konsumen dan motivasi konsumen pengguna ATM di Jakarta*. Tesis. Fakultas Ekonomi. Program Studi Magister Manajemen. Jakarta: Universitas Indonesia.
- Santoso, Singgih. 2010. *Menguasai Statistik di Era Informasi dengan SPSS 15*. Jakarta: PT. Elex Media Komputindo.
- Setiawan, H., Minarsih MM, Fathoni A. 2016. "Pengaruh Kualitas Produk, Kualitas Pelayanan dan Kepercayaan terhadap Kepuasan Nasabah dan Loyalitas Nasabah dengan Kepuasan sebagai variabel Intervening. (Studi Kasus pada Nasabah Koperasi Rejo Agung Sukses Cabang Ngaliyan)". *Journal of Management*, Volume 2 No. 2 Maret 2016
- Shanka, Mesay Sata. 2012. Bank Service quality, customer satisfaction and loyalty in Ethiopian banking sector. *Journal of Business Administration and Management Sciences Research*, Vol. 1 (1), pp. 001-009.
- Shihab, Quraish Muhammad, 1996. *Wawasan Al-Qur'an*, Mizan, Bandung.
- Sheth, Jagdish N dan Mittal, Banwari. 2004. *Customer Behaviour: A Managerial Perspective*. Ohio: South-Western.
- Siddiqi, K.O. 2011. Between Service Quality Attributes, Customer Satisfaction and Customer Loyalty in the Retail Banking Sector in Bangladesh, *International Journal of Business and Management*, Vol. 6, No. 3, pp. 12-36
- Singh, H. 2006. The Importance of Customer Satisfaction in Relation to Customer Loyalty and Retention, Asia Pacific University College of Technology & Innovation Tecnology Park Malaysia, *UCTI Working Paper*, pp. 1-6.

- Soetjipto, Budi, W. 1997. Service quality: Alternatif pendekatan dan berbagai persoalan di Indonesia. *Jurnal Usahawan*, No. 01.
- Spreng, R.A., MacKenzie, S.B., & Olshavsky, R.W. 1996. "A reexamination of the determinants of consumer satisfaction". *Journal of Marketing*, 60 (3), 15-32.
- Sriwidadi, Teguh. 2001. "Manajemen Mutu Terpadu", *Journal The Winners*, Vol. 2 No. 2, September 2001.
- Subroto, Budiarto dan Nasution, Dolly Suntajaya. 2001. *Pengukuran Tingkat Kepuasan Pelanggan. Manajemen Usahawan Lembaga Manajemen FE UI*. Jakarta.
- Sugiyono. 2013. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Susetiyana, Harmawan. 2009. "*Analisis loyalitas pelanggan pada industry airfreight forwarder dengan menggunakan structural equation modeling*". Tesis. Fakultas Teknik. Program Studi Teknik Industri. Jakarta: Universitas Indonesia.
- Tjiptono, Fandy. 1997. *Manajemen Jasa*. Yogyakarta: Andy.
- , 2007. *Strategi Pemasaran*. Yogyakarta: Andy.
- Undang-Undang Republik Indonesia Nomor 23 Tahun 2011 tentang Pengelolaan Zakat.
- Wibisono, Yusuf. 2015. *Mengelola Zakat Indonesia*. Cetakan ke-1. Jakarta. Prenadamedia Group.
- www.bazmapertamina.com
- Yee, Dr. Tang Pui, Esther. 2001. An Integrated Model of Service Loyalty. *Academy of Business & Administrative Sciences 2001 International Conferences, Brussels*, Belgium 23-25 July, 2001.
- Zafar, Mohsin., Zafar, Sana., Asif, A, Hunjra, Ahmed Imran, Ahmad, H. Mushtaq. 2012. Service quality, customer satisfaction and loyalty: An empirical analysis of banking sector in Pakistan. *Journal Information management and business review*, Vo. 4, No. 3, pp. 159-167.
- Zairi, M. 2000. Managing Customer Satisfaction: A Best Practise Perspective, *The TQM Magazine*, Vol. 12, No. 6, pp. 389-394.

Zeithaml, V. Parasuraman, A., dan Berry, L. 1990. *Delivering quality service: Balancing customer perception and expectations*. New York: The Free Press.