DAFTAR PUSTAKA

Bambang S. Soedibjo, 2005, *Pengantar Metode Penelitian*. STIE – STMIK PASIM. Bandung.

Abdul Kadir. 2003. *Pengenalan Sistem Informasi*. Andi Offset. Yogyakarta.

Jogiyanto. 2005. *Pengenalan Komputer*. Andi Offset. Yogyakarta.

Jogiyanto. 2005. *Analisis dan Desain Sistem Informasi*. Andi Offset. Yogyakarta.

Sugiyono. 2010. *Metode Penelitian Bisnis (Pendekatan Kuantitatif, Kualitatif dan R&D).* Alfabeta. Bandung

Mahmud Machfoedz. 2007. *Pengantar Pemasaran Modern*. Andi Offset, Yogyakarta.

Jerome A. Katz. 2007. *Entrepreneurial Small Business* . Boston: McGraw Hill.

Parmita Saha and Yanni Zhao. 2005. *Relationship Between Online Service Quality And Customer Satisfaction*. Lulea University Of Technology Swedia.

Roger Pressman. Ph.D, 2002. *Rekayasa Perangkat Lunak*. Andi Yogyakarta.

Budi Agus Riswandi. 2005. *Aspek Hukum Internet Banking*. Raja Grafindo Persada. Jakarta

Kotler, Philip. 1993. *Manajemen Pemasaran*. Edisi ketujuh. Jakarta : Lembaga Penerbit Fakultas Ekonomi Universitas Indonesia. Vol.2

I. Hawryszkiewycz. 1998. I*ntroduction to Systems Analysis and Design. Prentice Hall*

Zeithaml, V. et al. 1990. *Delivering Quality*. 5th Edition, Free Press A Division of Macmillan Inc.

A. Parasuraman, Valerie A. Zeithaml. Leonard Berry. 1985. *A conceptual Model of Service Quality and Its Implication for Future Research*. Journal of Marketing, Volume 49.

Husein Umar. 2002. *Metode Riset Bisnis*. Gramedia Pustaka Utama.