

DAFTAR PUSTAKA

- Arikunto, S (2013). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Adriantantri, Emmalia (2008). *Aplikasi Metode Quality Function Deployment (QFD) Dalam Usaha Memenuhi Kepuasan Pelanggan Terhadap Produk Aqua Gelas 240 ml Pada PT. Tirta Investama Pandaan*. Prosiding Seminar Nasional Bidang Teknik Industri.
- Cohen, Lou (1995). *Quality Function Deployment How to Make QFD Work for You*. United States of America.
- Covin, G. & Lumpkin, G. T. (2011). *Entrepreneurial Oriental Theory and Research: Reflections on a needed construct*.
- Fandy, Tjiptono. (2004). *Manajemen Jasa*. Yogyakarta: Andi Offset
- Frederick, H., Kuratko, D., Hodgetts, R. (2006). *Entrepreneurship: Theory, Process, Practice*, Melbourne: South Melbourne Vic.
- Ginting, Rosnani (2016). *Quality Function Deployment*. Medan: USU Press .
- Herdiansyah, Haris. (2010). *Metode Penelitian Kuantitatif*. Jakarta: Salemba Humanika.
- Hisrich, Petters & Robert D., Michael P., (2008). *Entrepreneurship*,. McGraw Hills: New York.
- Kotler & Keller (2012). *Marketing Management Edisi 14, Global Edition*. Pearson Prentice Hall.
- Leba, M., Ionica, Cristina, A., Edelhauser, E. (2013). *QFD – Method for eLearning System Evaluation*. Elsevier.

- Lumpkin, G. T., & Dess, G. G. (1996). Clarifying the Entrepreneurial Orientation Construct and Linking it To Performance. *Academy of Management Review Vol 21*.
- Lumpkin, G. T., & Dess, G. G. (2001). Two Dimensions of Entrepreneurial Orientation to Firm Performance: The Moderating Role of Environment and Industry Life Cycl. *Journal of Business Venturing*, 429-451.
- Menor, Larry J. (2008). *New Service Development Competence and Performance: An Empirical Investigation in Retail Banking*, Production and Operations Management Vol 17: Production and Operations Management Operations.
- Moleong, L.J. (2013). *Metodologi Penelitian Kualitatif Edisi Revisi*, Bandung: Remaja Rosdakarya.
- Moleong, L.J. (2014). *Metodologi Penelitian Kualitatif Edisi Revisi*, Bandung: Remaja Rosdakarya.
- Rahman, Abdul., Supomo, Heri. (2012). *Analisa Kepuasan Pelanggan pada Pekerjaan Reparasi Kapal dengan Metode Quality Function Deployment (QFD)*. Jurnal Teknik ITS Vol 1 No.1.
- Rogers, E.M. (1983). *Diffusion of Innovation*, New York: The Free Express.
- Schumpeter, J. (2011). *Entrepreneurship Studies*.
- Patmonodewo, S. (2003). *Pendidikan Anak Pra Sekolah*. Jakarta: Rineka Cipta.
- Sugiyono. (2013). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Wijaya, T. (2011). *Manajemen Kualitas Jasa*. Jakarta: Indeks.
- Zimmerer, Thomas W. (2004). *Essential of Entrepreneurship and Small Business Management, Fourth Edition*, Prentice Hall.