

DAFTAR PUSTAKA

- Alarico, N. B. (2017). *Pengaruh Kualitas Pelayanan terhadap Kepuasan dan Loyalitas Mahasiswa pada Institute of Bussiness (IoB) di Timor Leste.* E-Journla Ekonomi dan Bisnis Universitas Udayana.
- Alghamdhi, F. (2018). *Total Quality Management and Organizational Performance: A Possible Role of Organizational Culture.* International Journal of Bussiness Administration Vol. 9 (4). Albaha University, Albaha.
- Aliyyah, D. A. dan Sunarti (2017). *Pengaruh Kualitas Pelayanan terhadap Kepuasan Konsumen (Survey pada Konsumen The Little A Coffee Shop Sidoarjo).* Jurnal Administrasi Bisnis (JAB) Vol. 51 No. 2
- Bellizzia, M.G., Laura, E., dan Gabriella, M. (2019). *Air Transport Service Quality Factors: a Systematic Literature Review.* AIIT 2nd International Congress on Transport Infrastructure and Systems in a changing world (TIS ROMA 2019), 23rd-24th September 2019, Rome, Italy.
- Blind, K., Mangelsdorf, A., dan Pohlisch, J. (2018). *The Effect of Cooperation in Accreditation on International Trade: Empirical Evidence on ISO 9000 Certifications.* International Journal of Production Economics 50-59. Germany
- Chien, L. H. dan Shu, C. Y. (2019). *Corporate Image as A Mediator between Service Quality and Customer Satisfaction: Difference across Categorized Exhibitors.* Heliyon 5, e01307. Taiwan ROC.
- Dai, J., Chan, H.K., dan Yee, R. (2018). *Examining Moderating Effect of Organizational Culture on The Relationship between Market Pressure and Corporate Environmental Strategy.* Industrial Marketing Management Vol. 74, p. 227-236.
- Fadnavis, S., Najarzadeh, A., dan Badurdeen, F. (2020). *An Assessment of Organizational Culture Traits Impacting Problem Solving for Lean*

Transformation. 48th SME North American Manufacturing Research Conference, NAMRC 48 (31-42). University of Kentucky Lexington.

Ghazzawi, A. dan Alharbi, B. (2019). *Analysis of Customer Complaints Data using Data Mining Techniques*. 16th International Learning & Technology Conference. University of Jeddah, Saudi Arabia.

Ghozali, I. (2014). *Structural Equation Modelling, Metode Alternatif dengan Partial Least Square (PLS)*. 4th Ed. Semarang: Badan Penerbit Universitas Diponegoro.

Hamid, A., Sami, M., dan Sidek, M. (2017). *Discriminant Validity Assessment: Use of Fornell & Larcker Criterion versus HTMT Criterion*. Journal of Physics: Conf. Series 890.

Heine, I., Beaujean, P., dan Schmitt, R.. (2016). *Conceptual Framework for Analyzing the Fit between Organizational Strategy and Culture*. 3rd International Conference on Ramp-Up Management. Germany.

Hou, M., Song, D.L., Shi Z.L., dan Yuan, Z.M. (2019). *Quality Management in A High – Containment Laboratory*. Journal of Biosafety and Biosecurity 1, 34-38. China

Huan, L., Fei, P., Zeng, H., Xi, Z.H., Jiu, Z.B., dan Xiao, Z.Y. (2018). *Authoritarian Personality and Subjective Well- Being in Chinese College Students: the Moderation Effects of the Organizational Culture Context*. Personality and Individual Differences Journal. Volume 138, 79-83.

Ilda, T. P. dan Sunaryo, S. (2011). *Structural Equation Modelling (SEM) dengan Model Struktural Regresi Spasial*. ISBN: 978-979-097-142-4

International Laboratory Accreditation Cooperation (ILAC). (2017). *About ILAC*.
<http://ilac.org/about-ilac/>.

Jancikova, A., dan Brychta, K. (2009). *TQM and Organizational Culture as Significant Factors in Ensuring Competitive Advantage : A Theoretical*

Perspective. Economic and Sociology Vol 2, No 1, pp 80 -95. University of Brno.

Jying, W.N., Jiangze,D., Ya, C.L., dan Jin, L. (2018). *Dynamic Effects of Customer Experience Levels on Durable Product Satisfaction: Price and Popularity Moderation*. Electronic Commerce Research and Applications, Volume 28, 16-29.

Kline, B. (1998). *Principles and Practice of Stucturla Equation Modelling*. New York : The Guilford Press.

Komite Akreditasi Nasional, (2020). *Direktori LPK Terakreditasi Laboratorium Kalibrasi.* <http://kan.or.id/index.php/documents/terakreditasi/doc17020/sni-iso-iec-17025/laboratorium-kalibrasi>

Konuk, F.A. (2019). *The Influence of Perceived Food Quality, Price Fairness, Perceived Value and Satisfaction on Customer's Revisit and Word of Mouth Intentions towards Organic Food Restaurants*. Journal of Retailing and Consumer Services 50, 103-110. Turkey.

Latan, H. dan Selva, T. (2013). *Analisis Multivariate Teknik dan Aplikasi Menggunakan Program IBM SPSS 20.0*. Bandung.

Le, D. N., Nguyen, H. T., dan Truong, P. H. (2019). *Port Logistics Service Quality and Customer Satisfaction: Empirical Evidence from Vietnam*. The Asian Journal of Shipping and Logistics 219, p. 15. Vietnam.

Martasubrata, N. dan Suwatno (2016). *Mutu Layanan Akademik sebagai Determinan Kepuasan Mahasiswa*. Jurnal Pendidikan Manajemen Perkantoran Vol 1 (6), 136-143.

Naqhsbandi, M. dan Tabche, I. (2018). *The Interplay of Leadership, Absorptive Capacity and Organizational Learning Culture in Open Innovation: Testing a Moderated Mediation Model*. Technological Forecasting and Social Change. Volume 133, 156-167.

Naveen, B.R., dan Gurtoo, A. (2020). *The Cause Effect Relationship Model of Service Quality in Relation with Overall Satisfaction*. Transportation Research Procedia 48, 1694-1721. India

Patyal, V.S. and Koilakuntla, M. (2016). *Relationship between Organizational Culture, Quality Practices and Performance : Conceptual Framework*. Int. Journal Productivity and Quality Management, Vol. 19, No. 3.

Permenpan-RB No. 14 (2017). *Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik*. KEMENPAN-RB REPUBLIK INDONESIA.

Putri, N.T. (2019). *Manajemen Kualitas Terpadu (Konsep, Alat & Teknik, Aplikasi)*. Indomedia Pustaka. Indonesia

Rad, A. M. (2006). *The Impact of Organizational Culture on The Successful Implementation of Total Qulaity Management*. The TQM Magazine Vol. 18 No. 6 pp. 606-625.

Reference Number ISO/IEC 17025, Third Edition (2017). *General Requirement for The Competence of Testing and Calibration Laboratories*.

Roldan, J. L., Antonio, Leal R., dan Leal, A. G. (2012). *The Influence of organizational Culture on The Total Quality Management Programme Performance*. Investigaciones Europeas de Direccion y Economia de la Empresa 18, 183-189. Spain.

Roni, M. dan Ahmad N. (2015). *How System Complexity and organizational Culture Affect AIS Misuse*. Procedia Economics and Finance 28, 254-259. United Kingdom.

Saadi, I. (2017). *The Role of Organizational Culture in Adopting Total Quality Management Case Study: The Salt Complex, El Outaya, Biskra State*. Management Studies and Economic Systems 3 (4), 197-214. Algeria.

Saleem, S. S., Moosa, K., Imam, A., dan Khan, R. A. (2017). *Service Quality and Student Satisfaction; The Moderating Role of University Culture*,

- Reputation and Price in Education Sector of Pakistan.* Iranian Journal of Management Studies Vol. 10 (1), 237-258. Pakistan.
- Santos, D., Rebelo, F., Doiro, M., dan Santos, G. (2017). *The Integration of Certified Management Systems. Case Study – Organizations Located at The District of Braga, Portugal.* Procedia Manufacturing 13, 964-971. Spain.
- Sholihin, M., dan Ratmono, D. (2013). Analisis SEM-PLS dengan WarpPLS 3.0. Andi Yogyakarta. Yogyakarta
- Wilson L., dan Wilde (2018). *The International Development of Forensic Science Standards – A review.* Forensic Science International. Australia
- Xia, L., Monroe, K.B., dan Cox, J.L. (2004). *The Price is Unfair! A Conceptual Framework of Price Fairness Perceptions.* J. Mark. 68 (4), 1-15.
- Yamin, S. dan Kurniawan, H. (2011). *Generasi Baru Mengolah Data Penelitian dengan Partial Least Square Path Modelling.* Jakarta
- Yarimoglu, E. K. (2014). *A Review on Dimensions of Service Quality Models.* Journal of Marketing Management. Vol 2 (2), 79-93.
- Yuliana, R. (2012). *Analisis Pengaruh Strategi Service Recovery yang dilakukan Perbaikan terhadap Kepuasan Nasabah di Kota Semarang.* Jurnal STIE Semarang.
- Yu, T. Y. dan Dean, A. (2000). *The Contribution of Emotional Satisfaction to Customer Loyalty.* International Journal of Service Industry Management Vol. 12 No. 3 pp 234-250.
- Zhai, P., Wang, R., Zhou ,Y., Hu, D., Li, J., dan Zhou, Y. (2019). *Enhancing the Capabilities of Biosafety Laboratories through the Established Accreditation System: Development of The Biosafety Laboratory Accreditation System in China.* Journal of Biosafety and Biosecurity 1, 86-89. China

Zrelli, I., Demnati, H., dan Yedden, M. (2019). *The Effect of the Interaction between Tariff Modulation and Transparency on the Customer's Dissatisfaction : The Case of Tunisia*. Journal of Retailing and Consumer Services. Vol. 47, 1 – 10.

