

DAFTAR PUSTAKA

- Cherbakov, L., Galambos, G., Harishankar, R., Kalyana, S., & Rackham, G. (2005). Impact of service orientation at the business level. *IBM Systems Journal*, 44(4), 653–668. <https://doi.org/10.1147/sj.444.0653>
- Creswell, J. W. (2015). *Penelitian Kualitatif & Desain Riset: Memilih di antara Lima Pendekatan*. Yogyakarta: Pustaka Pelajar.
- Dudin, M. N., Lyasnikov, N. V. evich, Leont'eva, L. S., Reshetov, K. J. evich, & Sidorenko, V. N. (2015). Business model canvas as a basis for the competitive advantage of enterprise structures in the industrial agriculture. *Biosciences Biotechnology Research Asia*, 12(1), 887–894. <https://doi.org/10.13005/bbra/1736>
- Dvořáková, L., & Faltejsková, O. (2016). Development of Corporate Performance Management in the Context of Customer Satisfaction Measurement. *Procedia - Social and Behavioral Sciences*, 230(May), 335–342. <https://doi.org/10.1038/348494a0>
- ESDM, M. (2016). Permen ESDM No 28 Tahun 2016.
- Frick, J., & Ali, M. M. (2013). *Business Model Canvas* as Tool for SME, 142–149. https://doi.org/10.1007/978-3-642-41263-9_18
- Lambert, S. (2008). for Business Model Research. *EConference*, 277–289.
- Laurea; Jukka Ojasalo and Katri Ojasalo. (2015). Service Logic Business Canvas Model Canvas : Implications for service business.
- Mendagri. (2008). Permendagri Nomor 12 Tahun 2008, p. 282.
- Menteri ESDM. (2017). Permen ESDM No 27 Tahun 2017.
- Nur, A., Amanullah, A. A., Faizah, N., Aziz, A., Hanis, F. N., Hadi, A., & Ibrahim, J. (2015). Comparison of *Business Model Canvas* (BMC) Among the Three Consulting Companies. *ISSN International Journal of Computer Science and Information Technology Research ISSN*, 3(2), 2348–1196. <https://doi.org/10.1016/j.jssc.2009.07.035>
- Osterwalder, A., Pigneur, Y., Smith, A., & Movement, T. (2010). *Business Model Generation*. *Booksgooglecom* (Vol. 30). <https://doi.org/10.1523/JNEUROSCI.0307-10.2010>
- Plenter, F., Fielt, E., Hoffen, M., Chasin, F., & Rosemann, M. (2017). Repainting

the *Business Model Canvas* for Peer-To-Peer Sharing and Collaborative Consumption. In *Proceedings of the 25th European Conference on Information Systems (ECIS)*, 2017, 2234–2249. Retrieved from http://aisel.aisnet.org/ecis2017_rp/142

Prawirosentono, S. (2008). *Kebijakan Kinerja Karyawan* (2nd ed.). Yogyakarta: BPFE.

Salgado, C. E., Teixeira, J., Machado, R. J., & Maciel, R. S. P. (2014). Generating a *business model canvas* through elicitation of business goals and rules from process-level use cases. *Lecture Notes in Business Information Processing*, 194, 276–289.

Spreng RA ; Mackoy RD. (1996). *An Empirical Examination of a Model of Perceived service quality and satisfaction*.

Sugiono. (2005). *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif dan R&D)*. Penerbit CV. Alfabeta: Bandung.

Sureshchandar, G. S., Rajendran, C., & Anantharaman, R. N. (2002). The relationship between service quality and customer satisfaction ??? a factor specific approach. *Journal of Services Marketing*, 16(4), 363–379. <https://doi.org/10.1108/08876040210433248>

Wallin, J., Chirumalla, K., & Thompson, A. (2013). Developing PSS Concepts from Traditional Product Sales Situation: The Use of *Business Model Canvas*. *Proceedings of the 5th CIRP International Conference on Industrial Product-Service Systems*, 263–274. https://doi.org/10.1007/978-3-642-30820-8_23