

## BIBLIOGRAPHY

- Al-Ababneh, M.M. 2017. *Service Quality in Hospitality Industry*. Jordan: Petra College for Tourism and Archaeology, Al-Hussein Bin Talal University.
- Albers. M.J. 2017. *Introduction to Quantitative Data Analysis in the Behavioral and Social Sciences*. US: John Wiley & Sons Inc.
- Benedetti, et al. 2015. *Sampling Spatial Units for Agricultural Surveys*. London, UK: Springer.
- Bowen, J. T & S.L.C. Mc.Cain, 2015. *Determinants of Customer Loyalty: A Review and Future Direction*. Australian Journal of Basic and Applied Sciences. Article July 2018.
- Dahlgard-Park, S.M. 2015. *The Sage Encyclopedia of Quality and the Service Economy*. California: Publisher: Sage Publications.
- Evans, J.R. & Lindsay, W.M. 2017. *Quality and Performance Excellence: Management, Organization, and Strategy. Eight Edition*. US, Boston: Cengage Learning.
- Gremler, D. D. & Brown, S. W. 2016. *Service Loyalty: Its Nature, Importance and Implications*.
- Hashem, T.N & Ali, N.N. 2019. *The Impact of Service Quality on Customer Loyalty: A Study of Dental Clinics in Jordan*. International Journal of Medical and Health Research. ISSN: 2454-9142. Volume 5; Issue 1; January 2019; Page No. 65-68.
- Hernon. P. et al. 2015. *Assesing Service Quality Third Edition*. From googlebooks.
- Jabeen, S & Hamid, A.B.A. 2019. *Customers Switching Intentions Behavior in Retail Hypermarket Kingdom of Saudi Arabia: Customers Switching Intentions Behavior in Retail Hypermarket*. Singapore: Partridge Publishing Singapore.
- Kossman. M. 2016. *Delivering Excellent Service Quality in Aviation*. From googlebooks.
- Lovelock, C. & Patterson, P.G. 2015. *Services Marketing: An Asia-Pacific and Australian Perspective*. Australia: Pearson.
- Mellinger, C.D & Hanson, T.A. 2016. *Quantitative Research Methods in Translation and Interpreting Studies*. New York, US: Routledge.
- Pheng. L & Rui 2016. *Service Quality for Facilities Management in Hospitals*. Fromgooglebooks.

- Rosenstein, L.D. 2019. *Research Design and Analysis: A Primer for the Non-Statistician*. New Jersey, US: John Wiley & Sons, Inc.
- Salman, S. 2017. *Effects of Perceived Service Quality on Customer Loyalty and Repurchase Intentions. The Mediating Role of Customer Satisfaction*. Hamburg, Germany: Anchor Academic Publishing.
- Schensul, J.J & LeCompte, M.D. 2015. *Essential Ethnographic Methods: A Mixed Methods Approach*. UK: Rowman & Littlefield Publishers, Inc.
- Sreedhar, G. 2016. *Design Solution for Improving Website Quality and Effectiveness*. India: Rashtriya Sanskrit Vidyapeetha (Deemed University).
- Suryati, A. *The Correlation Between Intelligence Quotient (IQ) and Students' Reading Comprehension Skill in the First Grade at Man 1 Tulungagung in Academic Year 2016/2017*. 2017. Tulungagung: State Islamic Institute (IAIN) of Tulungagung.
- Sulistiyawati & Seminari. 2015. *The Effect of Service Quality on Customer Satisfaction of the Ubud Gianyar Indus Restaurant*. E Jurnal Manajemen Unud.
- Tanisah & Maftuhah, I. 2015. *The Effects of Service Quality, Customer Satisfaction, Trust, and Perceived Value Towards Customer Loyalty*. Semarang: Universitas Negeri Semarang.
- Venkataraman, R.R & Pinto, J.K. 2017. *Operations Management: Managing Global Supply Chains*. US: Sage Publications, Inc.
- Vijayalakshmi, G. & Sivapragasam, C. 2019. *Research Methods Tips and Techniques*. New Delhi: MJP Publishers.
- Wirtz, J. & Lovelock, C. *Services Marketing: People, Technology, Strategy*. 2016. London: World Scientific Publishing Co. Inc.
- Wolfson, A. *et al.* 2015. *Sustainability Through Service: Perspective, Concept and Examples*. New York: Springer.
- Zappe, F. 2017. *Diffusion of Service Innovation. Innovation patterns of the Netflix and Uber services*. Munich, Germany: GRIN Verlag.