

DAFTAR PUSTAKA

- Arruda, B. C., Peng, J., Smith, B., Spears, K. G., & Sension, R. J. (2013). Photochemical ring-opening and ground state relaxation in α -terpinene with comparison to provitamin D3. *The Journal of Physical Chemistry B*, 117(16), 4696-4704.
- Asubonteng, P., McCleary, K. J., & Swan, J. E. (1996). SERVQUAL revisited: a critical review of service quality. *Journal of Services marketing*.
- Bayram, B., Nemli, G., Özkan, T., Oflaz, O. E., Kankotan, B., & Çetin, İ. (2015). Comparison of Laser Scanning and Photogrammetry and their use for Digital recording of Cultural Monument Case study: Byzantine land walls- Istanbul. *ISPRS Annals of Photogrammetry, Remote Sensing & Spatial Information Sciences*, 2.
- Fitzmaurice, C., Allen, C., Barber, R. M., Barregard, L., Bhutta, Z. A., Brenner, H., ... & Fleming, T. (2017). Global, regional, and national cancer incidence, mortality, years of life lost, years lived with disability, and disability- adjusted life-years for 32 cancer groups, 1990 to 2015: a systematic analysis for the global burden of disease study. *JAMA oncology*, 3(4), 524-548.
- Gentile, C., Spiller, N., & Noci, G. (2007). How to sustain the customer experience:: An overview of experience components that co-create value with the customer. *European management journal*, 25(5), 395-410.
- Gilarso, T. SJ.(2003). *Pengantar ilmu Ekonomi Mikro*. Penerbit Kanisius. Yogyakarta.
- Halabi, S., Lin, C. Y., Kelly, W. K., Fizazi, K. S., Moul, J. W., Kaplan, E. B., ... &

- Small, E. J. (2014). Updated prognostic model for predicting overall survival in first-line chemotherapy for patients with metastatic castration-resistant prostate cancer. *Journal of Clinical Oncology*, 32(7), 671.
- Hashmi, Z. H. (2013). *Adaptive and efficient resource management for emerging wireless networks* (Doctoral dissertation, University of British Columbia).
- Hennig-Thurau, T., & Klee, A. (1997). The impact of customer satisfaction and relationship quality on customer retention: A critical reassessment and model development. *Psychology & marketing*, 14(8), 737-764.
- Hollyoake, M. (2009). The four pillars: Developing a 'bonded' business-to-business customer experience. *Journal of Database Marketing & Customer Strategy Management*, 16(2), 132-158.
- Kasmir, J. (2003). *Studi Kelayakan Bisnis*. Jakarta: Prenada Media.
- Klaus, P., Edvardsson, B., & Maklan, S. (2012, May). Developing a typology of customer experience management practice—from preservers to vanguards. In *12th International Research Conference in Service Management, La Londe les Maures, France*.
- Kotler, P. (2005). *According to Kotler: The world's foremost authority on marketing answers your questions*. Amacom Books.
- Kumar, N., Scheer, L. K., & Steenkamp, J. B. E. (1995). The effects of perceived interdependence on dealer attitudes. *Journal of marketing research*, 32(3), 348-356.
- Löfgren, M., & Witell, L. (2008). Two decades of using Kano's theory of attractive quality: a literature review. *Quality Management Journal*, 15(1), 59-75.

- Ma'ruf, J. J., Mohamad, O., & Ramayah, T. (2005). Intention to purchase via the internet: a comparison of two theoretical models. *Asian Academy of Management Journal*, 10(1), 79-95.
- Machleit, K. A., & Mantel, S. P. (2001). Emotional response and shopping satisfaction: Moderating effects of shopper attributions. *Journal of Business Research*, 54(2), 97-106.
- Manurung, H., & Tarmoezi, T. (2000). Manajemen Front Office Hotel. *Bekasi: Kesaint Blanc*.
- Meredith, M. (2005). The state of Africa: a history of fifty years of independence. *London, The*.
- Meyer, C., & Schwager, A. (2007). Understanding customer experience. *Harvard business review*, 85(2), 116.
- Ndubisi, N. O. (2007). Relationship marketing and customer loyalty. *Marketing intelligence & planning*.
- Oliver, R. L., Rust, R. T., & Varki, S. (1997). Customer delight: foundations, findings, and managerial insight. *Journal of retailing*, 73(3), 311.
- Pine, B. J., & Gilmore, J. H. (1998). Welcome to the experience economy. *Harvard business review*, 76, 97-105.
- Rahmawaty, P. (2015). Pengaruh Variasi Produk, Harga, dan Customer Experience Terhadap Keputusan Pembelian Ulang Roti BreadTalk Yogyakarta. *Jurnal Ilmu Manajemen*, 12(1), 89-98.
- Ramaseshan, B., & Stein, A. (2014). Connecting the dots between brand experience and brand loyalty: The mediating role of brand personality and brand relationships. *Journal of Brand Management*, 21(7-8), 664-683.

Sumarwan, U. (2011). Perilaku konsumen: Teori dan penerapannya dalam pemasaran. *Bogor: Ghalia Indonesia*.

Tjiptono, F. (2011). Manajemen & Strategi Merek. *Yogyakarta: Andi*.

Utami, C. W. (2010). Manajemen Ritel_Strategi dan Implementasi Operasional Bisnis Ritel Modern Di Indonesia.

Utami, W. (2006). Pengaruh manajemen laba terhadap biaya modal ekuitas (Studi pada perusahaan publik sektor manufaktur). *The Indonesian Journal of Accounting Research*, 9(2).

Wijaya, T. K., Vasirani, M., & Aberer, K. (2014). When bias matters: An economic assessment of demand response baselines for residential customers. *IEEE Transactions on Smart Grid*, 5(4), 1755-1763.

Zeithaml, V. B., & Bitner, M. (1996). *MJ (1996): Services Marketing. Integrating Customer Focus*.

<https://www.aturduit.com/articles/panduan-perbankan/jasa-dan-layanan-bank/> <https://www.jogloabang.com/pustaka>

<https://www.akseleran.co.id/blog/perkembangan-teknologi/>

<https://www.nobuwwwbanking.com/ib/index.html>

https://www.bi.go.id/id/peraturan/perbankan/pages/pbi_142612.aspx

<https://www.aturduit.com/articles/panduan-perbankan/jasa-dan-layanan-bank/> <https://www.jogloabang.com/pustaka/>

<https://www.akseleran.co.id/blog/perkembangan-teknologi/>

<https://www.nobuwwwbanking.com/ib/index.html>