

## DAFTAR PUSTAKA

- Amin., M., Hamdan, Yani. (2018). Pengaruh Kualitas Layanan, Kebijakan Harga Dan Promosi Terhadap Keputusan Konsumen Serta Dampaknya Pada Kepuasan Konsumen. *Jurnal Ekonomi dan Manajemen STIE Pertiba Pangkalpinang*. Vol 1, No. 2, 58-78.
- Amir, M.T. (2015). *Dinamika Pemasaran: Jelajahi & Rasakan*. Jakarta: PT. RajaGrafindo Persada.
- Dortyol, I.T., Varinli, I., and Kitapci, O. (2014). How do international tourists perceive hotel quality? *International Journal of Contemporary Hospitality Management*, Vol. 26, No. 3, pp. 470-495. <https://doi.org/10.1108/IJCHM-11-2012-0211>.
- Engel et al.. (2014). *Consumer Behaviour*. Chicago: The Dryden Press.
- Gibson et al. (2015). *Organizational: Behavior, Structure, Processes*. New York: The McGraw Hill Companies, Inc.
- Giritlioglu, P. (2012, April 23), Sights and sounds of Temerloh. Retrieved April 12, 2016, from The Star Online: <http://www.thestar.com.my/opinion/columnists/one-mans-meat/2012/04/23/sights-and-sounds-of-temerloh>.
- Gowan, M., Seymour, J., Ibarreche, S. & Lackey, Ch. (2001). Service quality in a public agency: same expectations but different perceptions by employees, managers and customers. *Journal of Quality Management*, Vol. 6 No. 2, pp. 275-91.
- Gupta P., and Srivastava, R. (2011). Analysis of Customer Satisfaction in Hotel Service Quality Using Analytic Hierarchy Process (AHP). *International Journal of Industrial Engineering Research and Development*, Vol. 2, No. 1, pp. 59-68.
- Gunarathne, U. (2014), Relationship between Service Quality and Customer Satisfaction in Sri Lanka Hotel Industry. *International Journal of Scientific and Research Publications*, Vol. 4, pp. 1-8.
- Gao, B.W. and Lai, I.K.W. (2015), "The effects of transaction-specific satisfactions and integrated satisfaction on customer loyalty", *International Journal of Hospitality Management*, Vol. 44, pp. 38-47.
- Haryono,A.T. (2015). Pengaruh Kualitas Pelayanan Dan Citra Merek Terhadap Kepuasan Konsumen Serta Pengaruhnya Terhadap Loyalitas Konsumen

Pada Produk Tv Lcd Samsung (Studi Konsumen Di Elektronik Solution Java Supermall Semarang). *Journal of Management*, 1(1).

- Henseler, J & Christian M. Ringle & Marko Sarstedt. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *J. of the Acad. Mark. Sci.* (2015) 43:115–135. DOI 10.1007/s11747-014-0403-8
- Jones, M.A. and Suh, J. (2000), “Transaction-specific satisfaction and overall satisfaction: an empirical analysis”, *Journal of Services Marketing*, Vol. 14 No. 2, pp. 147-159.
- Kotler, P. (2015). *Manajemen Pemasaran*. Jakarta: Erlangga.
- Lee, J.-S., Choi, Y. and Chiang, C.-H. (2017), “Exploring the dynamic effect of multi-quality attributes on overall satisfaction: the case of incentive events”, *International Journal of Hospitality Management*, Vol. 64, pp. 51-61.
- Loanata, I. Agustina dan Dasmasele, K. Natasha. (2015). *Analisis Pengaruh Service Quality Terhadap Behavioral Intentions dengan Customer Satisfaction sebagai Variabel Intervening di Amaris Hotel Surabaya*. Program Manajemen Perhotelan. Fakultas ekonomi. Universitas Kristen Petra.
- Lupiyoyadi, R. (2013). *Manajemen Pemasaran Jasa Berbasis Kompetensi*. (Edisi 3). Jakarta: Salemba Empat.
- Normasari, S., Kusumadji, S., dan Kusumawati. (2013). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan, Citra Perusahaan Dan Loyalitas Pelanggan Survei pada Tamu Pelanggan yang Menginap di Hotel Pelangi Malang. *Jurnal Administrasi Bisnis (JAB)*. Vol. 6 No. 2.
- Meskardo, S. (2015). *Omset Berlipat dari Bisnis Hotel, Tur, dan Travel*. Penerbit Cermelang Publishing, Jakarta.
- Mola, F., and Jusoh, J. (2011). Service Quality in Penang Hotels: A Gap Score Analysis. *World Applied Sciences Journal 12* (Special Issue of Tourism & Hospitality), pp. 19-24.
- Susepti dkk., 2017. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Loyalitas Tamu Hotel (Studi tentang Persepsi Tamu Hotel Mahkota Plengkung. Kabupaten Banyuwangi). *Jurnal Administrasi Bisnis (JAB)*. Vol. 50 No. 5 September 2017.
- Oliver, R.L. (2016). *Satisfaction: A Behavioral Perspective on The Customer*. Jakarta: PT. Gramedia Pustaka.

- Oryzativa, F., dan Ernungtyas. (2020). Implikasi Brand Image dan Kualitas Layanan Hotel terhadap Kepuasan Pelanggan. *Channel Jurnal Komunikasi*. Vol.8, No.1, 79-88.
- Padlee, S.F., Thaw, C.Y., Zulkiffli, S.N.A. (2019), "The Relationship between Service Quality, Customer Satisfaction and Behavioral Intentions in the hospitality Industry, *Tourism and Hospitality Management*, Vol. 25, No.1, 010303.
- Prawirosentono, S. (2009). *Manajemen Produktivitas*. Jakarta: PT. Bumi Angkasa.
- Rangkuti, R. (2018). *Analisis Strategi Pemasaran dalam Meningkatkan Volume Penjualan Produk Rotan (Studi pada UD. Mula Rotan Petisah Kota Medan)*. Medan: Universitas Sumatra Utara).
- Rozano, B. (2019). Pengaruh Kualitas Layanan Terhadap Kepuasan Dan Loyalitas Pelanggan Hotel Bujet Di Bandung. *Tourism Scientific Journal*, Volume 2 Nomor 1 Desember 2016.
- Ryu, K., Lee, H, and Kim, W. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioural repurchase intentions . *International Journal of Contemporary Hospitality Management*, Vol. 24, No. 2, pp. 200-223.
- Siagian, S. (2015). *Manajemen Sumber Daya Manusia*. Jakarta: PT Bumi Aksara.
- Simarmata, Hengki. (2017). Pengaruh Kualitas Jasa, Citra Perusahaan Dan Tingkat Suku Bunga Kredit Terhadap Keputusan Pengambilan Produk Kredit Mikro. *Jurnal Murni Sadar*. Vol. 7 No. 16 1 April 2017.
- Sukengsari dan Sobirin. (2015). *Organisasi dan Perilaku Organisasi*. Jakarta: Erlangga.
- Sulistiyono (2015). *Studi Kualitatif Deskriptif Perilaku Konsumen Rilis Fisik*.
- Sunarti. (2019). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Dampaknya Pada Behavioral Intention (Survei pada Tamu Fendi's Guest House Kota Malang). *Jurnal Administrasi Bisnis (JAB)*. Vol. 70 No. 1 Mei 2019.
- Suryadharma, W., dan Nurcahya, K. (2015). Pengaruh Kualitas Pelayanan Pada Kepuasan Pelanggan Hotel Bintang Pesona Di Denpasar Timur. *E-Jurnal Manajemen Unud*, Vol. 4, No. 4, 2015: 930-942.

- Susepti, A, Hamid, D dan Kusumawati, A. (2017). Pengaruh Kualitas Layanan Terhadap Kepuasan dan Loyalitas Tamu Hotel. *Jurnal Administrasi Bisnis*. Vol. 50, No. 5, September 2017, hal. 27- 36.
- Tahalele, M. (2017). Pengaruh Kualitas Layanan, Citra Hotel terhadap Kepuasan yang Berdampak pada Niat Berperilaku Pelanggan Hotel Amboina di Kota Ambon. *Jurnal Penelitian Manajemen Terapan*. Vol. 2 No. 2.
- Tjiptono, Fandy. (2015). *Brand Management and Strategy*. Yogyakarta: Andi.
- Tse dan Wilson. (2015). *Visi Kualitas Jasa*, Jakarta: Gramedia.
- Yee, R., Yeung, A., and Cheng, T. (2009). An empirical study of employee loyalty, service quality and firm performance in the service industry. *International Journal of Production Economics*, Vol. 124, No. 1, pp. 109-120. <https://doi.org/10.1016/j.ijpe.2009.10.015e>.
- Zeithaml dan Bitner (2013). *Services Marketing: Integrating Customer Focus Across the Firm* 6 th ed. Mc.Graw-Hill.

