

## REFERENCES

- Abdullah, D., Hambali, M. E. R. ., Kamal, S. B. M., & Din, N. (2016). (*PDF*) *Factors Influencing Visual Electronic Word-of-mouth (e-WOM) on Restaurant Experience.* [https://www.researchgate.net/publication/309318716\\_Factors\\_Influencing\\_Visual\\_Electronic\\_Word-of-mouth\\_e-WOM\\_on\\_Restaurant\\_Experience](https://www.researchgate.net/publication/309318716_Factors_Influencing_Visual_Electronic_Word-of-mouth_e-WOM_on_Restaurant_Experience)
- Azwar, S. (1997). *Reliabilitas dan Validitas*. PUSTAKA PELAJAR.
- BPS. (2020). *Statistik Hotel dan Akomodasi*. 104.
- BPS Provinsi DKI Jakarta. (2020). <https://jakarta.bps.go.id/pressrelease/2020/09/01/460/kunjungan-wisman-ke-dki-jakarta-juli-2020-naik.html>
- Brady, M. K., & Cronin, J. J. (2001). Some New Thoughts on Conceptualizing Perceived Service Quality: A Hierarchical Approach. *Journal of Marketing*, 65(3), 34–49. <https://doi.org/10.1509/jmkg.65.3.34.18334>
- Budi Sulistiono, A. (2010). Pengaruh Kualitas Pelayanan, Fasilitas dan Lokasi Terhadap Keputusan Menginap. *Universitas Diponegoro*, 1–7.
- Duarte, A. A., Kok, S. K., Bressan, A., O’Shea, M., Sakellarios, N., Koresis, A., Buitrago Solis, M. A., & Santoni, L. J. (2020). COVID-19, aftermath, impacts, anDuarte Alonso, A., Kok, S. K., Bressan, A., O’Shea, M., Sakellarios, N., Koresis, A., Buitrago Solis, M. A., & Santoni, L. J. (2020). COVID-19, aftermath, impacts, and hospitality firms: An international perspective. Intern. *International Journal of Hospitality Management*, 91, 102654. <https://doi.org/10.1016/j.ijhm.2020.102654>
- Ekinci, Y. (2001). The validation of the generic service quality dimensions: an alternative approach. *Journal of Retailing and Consumer Services*, 8(6), 311–324. [https://doi.org/10.1016/s0969-6989\(00\)00037-0](https://doi.org/10.1016/s0969-6989(00)00037-0)
- Ekinci, Y., Dawes, P. L., & Massey, G. R. (2008). An extended model of the antecedents and consequences of consumer satisfaction for hospitality services. *European Journal of Marketing*, 42(1–2), 35–68. <https://doi.org/10.1108/03090560810840907>
- Garda Muchardie, B., Yosa, F., Gunawan, A., Jalur Sutera Barat Kav, J., & Sutera, A. (2017). Comparative Study of Store Image, Patronage Intention, and Retail Mix Elements between Alfamart and Indomaret in Jakarta. *Binus Business Review*, 8(2), 91–97. <https://doi.org/10.21512/bbr.v8i2.2066>
- Gronroos, C. (1984). A Service Quality Model and its Marketing Implications. *European Journal of Marketing*, 18(4), 36–44. <https://doi.org/10.1108/EUM0000000004784>
- Gursoy, D., & Chi, C. G. (2020). *Effects of COVID-19 pandemic on hospitality industry: review of the current situations and a research agenda*. <https://doi.org/10.1080/19368623.2020.1788231>
- Herdiana, D. (2020). *Rancang Bangun Tatanan Normal Baru Sektor Pariwisata Dalam Perspektif Kebijakan Publik*. July.

- Hospitality.net. (2020). *How COVID-19 Has Affected Intentions to Travel and Perceptions in Key Global Markets*. Hospitalitynet.Org.  
<https://www.hospitalitynet.org/news/4098273.html>
- Islam, J., Hollebeek, L. D., Rahman, Z., Khan, I., & Rasool, A. (2019). Journal of Retailing and Consumer Services Customer engagement in the service context : An empirical investigation of the construct , its antecedents and consequences. *Journal of Retailing and Consumer Services*, 50(April), 277–285. <https://doi.org/10.1016/j.jretconser.2019.05.018>
- Jung, N. Y., Kim, S., & Kim, S. (2014). Influence of consumer attitude toward online brand community on revisit intention and brand trust. *Journal of Retailing and Consumer Services*, 21(4), 581–589.  
<https://doi.org/10.1016/j.jretconser.2014.04.002>
- Khan, I., & Rahman, Z. (2017). Development of a scale to measure hotel brand experiences. *International Journal of Contemporary Hospitality Management*, 29(1), 268–287. <https://doi.org/10.1108/IJCHM-08-2015-0439>
- Kivela, J., Reece, J., & Inbakaran, R. (1999). Consumer research in the restaurant environment. Part 2: Research design and analytical methods. *International Journal of Contemporary Hospitality Management*, 11(6), 269–286. <https://doi.org/10.1108/09596119910281766>
- Kumar, A. (2017). Effect of service quality on customer loyalty and the mediating role of customer satisfaction: An empirical investigation for the telecom service industry. *Journal of Management Research and Analysis*, 4(4), 159–166. <https://doi.org/10.18231/2394-2770.2017.0029>
- Mahrous, A. A., & Abdelmaaboud, A. K. (2017). Antecedents of participation in online brand communities and their purchasing behavior consequences. *Service Business*, 11(2), 229–251. <https://doi.org/10.1007/s11628-016-0306-5>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64, 12–40.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4), 41–50. <https://doi.org/10.1177/002224298504900403>
- Raza, M., Siddiquei, A., Awan, H., & Bukhari, K. (2012). Relationship Between Service Quality, Perceived Value, Satisfaction and Revisit Intention in Hotel Industry. *Interdisciplinary Journal of Contemporary Research in Business*, 4(8), 788–805.
- Seaman, S. L. (1990). *SOF NEW BUSINESS FOLLOWING EMPIRICAL STUDY OF ESTABLISHED*.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business: A Skill Building Approach*.
- Siregar, S. (2016). *Statistika Deskriptif untuk Penelitian Dilengkapi Perhitungan*

- Manual dan Aplikasi SPSS Versi 17.*
- Sitinjak, T. J., & Sugiarto. (2006). *LISREL*. Graha Ilmu.
- Sugihamretha, I. D. G. (2020). *Respon Kebijakan : Mitigasi Dampak Wabah Covid-19 Pada Sektor Pariwisata Respon Kebijakan : Mitigasi Dampak Wabah Covid-19 Pada Sektor Pariwisata*. IV(2), 191–206.
- Sugiyono. (2011). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Sutarsa, I. N., Lazuardi, E. A., Adawiyah, R. Al, & Fillaili, R. (n.d.). *Why a “new normal” might fail in Indonesia and how to fix it - Opinion - The Jakarta Post*. Retrieved October 3, 2020, from <https://www.thejakartapost.com/academia/2020/07/06/why-a-new-normal-might-fail-in-indonesia-and-how-to-fix-it.html>

