

REFERENCES

- Abdullaeva, M. (2020). *Impact of Customer Satisfaction on Customer Loyalty in Upscale Ethnic Restaurants. Theoretical & Applied Science*, 86(06), 372–375. <https://doi.org/10.15863/tas.2020.06.86.71>
- Alhogbi, B. G. (2017). *済無No Title No Title. Journal of Chemical Information and Modeling*, 53(9), 21–25. <http://www.elsevier.com/locate/scp>
- Analisis Data Penelitian : *Teori & Aplikasi dalam Bidang Perikanan*. (2019). (n.p.): PT Penerbit IPB Press.
- Azizan, N. S., & Yusri, M. M. (2019). *the Influence of Customer Satisfaction, Brand Trust, and Brand Image Towards Customer Loyalty. International Journal of Entrepreneurship and Management Practices*, 2(7), 93–108. <https://doi.org/10.35631/ijemp.270010>
- Case Study Methodology in Higher Education. (2019). United States: IGI Global.
- Creswell, J. D., Creswell, J. W. (2017). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. United States: SAGE Publications.
- Demir, A., & Budur, T. (2019). *Impact of operations management strategies on customer satisfaction and behavioral intentions at café-restaurants*. <https://doi.org/10.1108/IJPPM-01-2019-0001>

- Fahmi, A., & Hands, D. (2016). *The Taxi Service Review: Malaysia Context. Mediterranean Journal of Social Sciences MCSER Publishing*, 7(4), 2039–9340. <https://doi.org/10.5901/mjss.2016.v7n4p>
- Golubovskaya, M., Robinson, R. N. S., & Solnet, D. (2017). Article information : <https://doi.org/10.1108/IJCHM-11-2015-0667>
- Gravetter, F. J., Forzano, L. B. (2018). *Research Methods for the Behavioral Sciences*. United States: Cengage Learning.
- Harley, B., Bryman, A., Bell, E. (2019). *Business Research Methods*. United Kingdom: Oxford University Press.
- Introduction to the Counseling Profession. (2017). United Kingdom: Taylor & Francis.
- Kartika, T., Firdaus, A., & Najib, M. (2019). *Contrasting the drivers of customer loyalty; financing and depositor customer, single and dual customer, in Indonesian Islamic bank. Journal of Islamic Marketing*, 11(4), 933–959. <https://doi.org/10.1108/JIMA-04-2017-0040>
- Kunwar, R. R. (2017). What is Hospitality ?
- Lee, W. O., & Wong, L. S. (2016). *Determinants of Mobile Commerce Customer Loyalty in Malaysia. Procedia - Social and Behavioral Sciences*, 224(August 2015), 60–67. <https://doi.org/10.1016/j.sbspro.2016.05.400>
- Manajemen, J. I., & Viii, V. (2018). Novianti et al., 90 – 108 MIX: *Jurnal Ilmiah Manajemen*, Volume VIII, No. 1, Feb 2018. VIII(1), 90–108.

Mei, J., Li, K., & Li, K. (2017). *Customer-Satisfaction-Aware Optimal Multiserver Configuration for Profit Maximization in Cloud Computing*. *IEEE Transactions on Sustainable Computing*, 2(1), 17–29.

<https://doi.org/10.1109/TSUSC.2017.2667706>

Metode Riset Penelitian Kuantitatif Penelitian Di Bidang Manajemen, Teknik, Pendidikan Dan Eksperimen. (2020). (n.p.): Deepublish.

Metodologi Penelitian Kuantitatif : Edisi 1. (2019). (n.p.): Airlangga University Press.

Metode Penelitian Kuantitatif. (2019). (n.p.): Penerbit Unika Atma Jaya Jakarta.

Pendekatan Penelitian Kualitatif (Qualitative Research Approach). (2018). (n.p.): Deepublish.

Praktikum Statistik. (2020). (n.p.): Ahli Media Press.

Rather, R. A., & Sharma, J. (2017). *The Effects Of Customer Satisfaction And Commitment On Customer Loyalty*. *Journal of Hospitality Application & Research*, 12(2).

https://www.academia.edu/35805288/THE_EFFECTS_OF_CUSTOMER_SATISFACTION_AND_COMMITMENT_ON_CUSTOMER_LOYALTY_EVIDENCE_FROM_THE_HOTEL_INDUSTRY

Ravid, R. (2020). *Practical Statistics for Educators*. United States: Rowman & Littlefield Publishers.

- Salim, A., Setiawan, M., Rofiaty, R., & Rohman, F. (2018). *Focusing on complaints handling for customer satisfaction and loyalty: The case of Indonesian public banking*. European Research Studies Journal, 21(3), 404–416. <https://doi.org/10.35808/ersj/1071>
- Shin, C., Hwang, G., Lee, H., & Cho, S. (2015). *The Impact of Korean Franchise Coffee Shop Service Quality and Atmosphere on Customer Satisfaction and Loyalty*. 5, 47–57. <https://doi.org/10.13106/eajbm.2015.vol5.no4.47>.
- Statistik. (2017). (n.p.): Duta Media Publishing.
- Tangkuman, M. J., & Massie, J. D. D. (2020). *the Effect of Experiential Marketing and Customer Satisfaction on Customer Loyalty At McDonald'S Manado*. Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi, 8(4), 203–211. <https://doi.org/10.35794/emba.v8i4.30689>
- Ulfa, M., & Mayliza, R. (2019). *Pengaruh Kualitas Pelayanan Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Pdam Kota Padang*. 1–16. <https://doi.org/10.31219/osf.io/spmgv>
- Utama, A., & Si, M. (n.d.). *THE EFFECT OF SERVICE QUALITY TOWARD CUSTOMER LOYALTY THROUGH*. 2, 660–669. Metode Penelitian Kuantitatif. (2019). (n.p.): Penerbit Unika Atma Jaya Jakarta.