

## REFERENCES

- Amir Azlan Hamzah, & Mohd Farid Shamsudin. (2020). Why Customer Satisfaction Is Important To Business?. *Journal of Undergraduate Social Science and Technology*, 1(1).  
Retrieved from <http://www.abrn.asia/ojs/index.php/JUSST/article/view/58>
- Aini, Z., 2018. Pengaruh Service Quality Dan Customer Trust Terhadap Customer Satisfaction Serta Dampaknya Pada Customer Loyalty Perbankansyariah. *Kolegial*, Vol.6(No.2.).
- Aprisia, G. and Mayliza, R., (2021). Pengaruh Citra Perusahaan (Corporate Image) Dan Penanganan Keluhan (Complaint Handling) Terhadap Loyalitas Pelanggan (Loyalty) Natasha Skin Care Di Kota Padang. [online] [Econpapers.repec.org](http://econpapers.repec.org). Available at: <<https://econpapers.repec.org/paper/osfosfxxx/qbnyr.htm>>
- Akbar, I., (2021). Pengaruh Kualitas Pelayanan, Sarana Dan Prasarana Terhadap Kepuasan Serta Dampaknya Terhadap Loyalitas Konsumen Pada Industri Perhotelan Di Banda Aceh. [online] [Jurnal.serambimekkah.ac.id](http://jurnal.serambimekkah.ac.id). Available at: <<http://jurnal.serambimekkah.ac.id/jemsi/article/view/860>>
- Agustiar, A., 2017. Uji Quantity Descriptive Analysis.
- Anggun Limanto, D. (2018). *Analisis Bauran Pemasaran 7P Terhadap Keputusan Pembelian Pie Susu Pada Pie & CO. Universitas Ciputra.*
- Ardianto, (2021). Peran Cleaning Service terhadap Kebersihan Fakultas Dakwah dan Komunikasi UIN Alauddin Makassar - *Repositori UIN Alauddin Makassar.*

Repositori.uin-alauddin.ac.id. Available at: <<http://repositori.uin-alauddin.ac.id/13775/>>

Desthiani, U., (2021). Peran Pelayanan Prima Kasir Terhadap Kepuasan Pelanggan Pada Pt Aeon Indonesia Tangerang. Available at: <<https://www.researchgate.net/journal/Jurnal-Sekretari-Universitas-Pamulang-2354-6557/>>

Desiyanti, N. L., Sudja, I. N., & Budi Martini, L. K. (2018). Effect of Service Quality on Customer Satisfaction, Customer Delight and Customer Loyalty (Study on LPD Desa Adat Sembung and LPD Desa Adat Seseh). *International Journal of Contemporary Research and Review*, 9(03), 20660-20668. <https://doi.org/10.15520/ijcrr/2018/9/03/483>

Firdiansyah, A., 2021. *Apa Itu Social Media Marketing?* [online] Glints Blog. Available at: <<https://glints.com/id/lowongan/apa-itu-social-media-marketing/#.YHQHey0RrBI>>

Glasper, E. and Rees, C., 2017. *Nursing and healthcare research at a glance*.

Ghozali, Imam. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS*. Semarang : Badan Penerbit Universitas Diponegoro.

Haryanto, A., 2021. Resepsionis Adalah? - Tugas, Syarat, Fungsi Beserta Gajinya - JojoBlog. [online] Jojonomic | Aplikasi HRIS, Human Capital & Expense Management. Available at: <<https://www.jojonomic.com/blog/resepsionis/>>

Haeruddin, M. and Haeruddin, M., (2020). The Effect of Customer Satisfaction on Customer Loyalty in Kartu As Products in Makassar City. *Jurnal Ad'ministrare*, 7(2), p.227.

Januarsjaf, A., 2019. *RPubs - Uji Normalitas Data*. [online] Rpubs.com. Available at: <<https://rpubs.com/aswinjanuarsjaf/514884>>

Jaya, Indra. (2018). *Penerapan Statistik untuk Penelitian Pendidikan*. Jakarta: Penerbit Kencana.

Karlina, B., 2015. Pengaruh Manajemen Fasilitas Terhadap Mutu Layanan Diklat Di Pusat Pengembangan Dan Pemberdayaan Pendidik Dan Tenaga Kependidikan Bidang Mesin Dan Teknik Industri (Pppptk Bmti) Bandung

Leila Agha Kasiri, Kenny Teoh Guan Cheng, Murali Sambasivan, Samsinar Md. Sidin, Integration of standardization and customization: Impact on service quality, customer satisfaction, and loyalty, *Journal of Retailing and Consumer Services*, Volume 35, 2017, Pages 91-97, ISSN 0969-6989, <https://doi.org/10.1016/j.jretconser.2016.11.007>.

Mohammad Aminuddin Mohd Don Basari, & Mohd Farid Shamsudin. (2020). Does Customer Satisfaction Matters?. *Journal of Undergraduate Social Science and Technology*, 2(1).

Retrieved from <http://abrn.asia/ojs/index.php/JUSST/article/view/59>

Murdifin Haming, A. Zulfikar Syaiful, Aditya Halim Perdana Kusuma Putra, & Imaduddin Murdifin. (2019). The Application of SERVQUAL Distribution In

Measuring Customer Satisfaction of Retails Company. *유통과학연구*, 17(2), 25–31. <https://doi.org/10.15722/JDS.17.2.201902.25>

Maulina, R., 2019. Peran Penting dan Tugas Manager di Sebuah Perusahaan / *Sleekr*. [online] *Sleekr*. Available at: <<https://sleekr.co/blog/peran-penting-dan-tugas-manager-di-sebuah-perusahaan/>>

McLeod, S. A. (2018, August 10). *What is a hypothesis*. Simply Psychology. <https://www.simplypsychology.org/what-is-a-hypotheses.html>

Nugroho, R., (2017). Tips Bagi Kamu yang Ingin Berprofesi Sebagai Hairdresser Andal dari Pakar. Retrived from <https://www.grid.id/read/04156136/tips-bagi-kamu-yang-ingin-berprofesi-sebagai-hairdresser-andal-dari-pakar-?page=all>

Nguyen, Minh & Ha, Nguyen & Anh, Phan & Matsui, Yoshiki. (2015). Service Quality and Customer Satisfaction: A Case Study of Hotel Industry in Vietnam. *Asian Social Science*. 11. 10.5539/ass.v11n10p73.

Prentkovskis, Olegas & Erceg, Živko & Stević, Željko & Tanackov, Ilija & Vasiljević, Marko & Gavranović, Mladen. (2018). A new methodology for improving service quality measurement: Delphi-FUCOM-SERVQUAL model. *Symmetry*. 10. 757. 10.3390/sym10120757.

Pereira, d., Giantari, n. and Sukaatmadja, G., (2021). *Pengaruh Service Quality Terhadap Satisfaction dan Customer Loyalty Koperasi Dadirah Di Lili Timor-Leste*.

- Rizal, F. and Adam, M., (2017). Pengaruh Harga, Desain, dan Lokasi Terhadap Keputusan Pembelian Serta Dampaknya Pada Kepuasan Pasca Pembelian Perumahan Di Kota Banda Aceh 2018. *Jurnal Manajemen dan Inovasi*, Vol. 8, No. 3.
- Rohaeni, H. and Marwa, N., 2018. Kualitas Pelayanan Terhadap Kepuasan Pelanggan. *Jurnal Ecodemica*, Vol 2(No 2).
- Suharyadi, D., (2021). Analisis Pengaruh Kualitas Pelayanan terhadap Kepuasan Pelanggan pada Toko Yoehan Wanaherang Bogor. [online] Neliti.com. Available at: <<https://www.neliti.com/publications/227247/analisis-pengaruh-kualitas-pelayanan-terhadap-kepuasan-pelanggan-pada-toko-yoeha>>
- Susepti, A., Hamid, D. and Kusumawati, A., (2021). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Loyalitas Tamu Hotel (Studi tentang Persepsi Tamu Hotel Mahkota Plengkung Kabupaten Banyuwangi). [online] [Administrasibisnis.studentjournal.ub.ac.id](http://administrasibisnis.studentjournal.ub.ac.id). Available at: <<http://administrasibisnis.studentjournal.ub.ac.id/index.php/jab/article/view/2052>>
- Sahay, Arunaditya., (2018). Re: How would you define a "model" within a theoretical research?. Retrieved from: <https://www.researchgate.net/post/How-would-you-define-a-model-within-a-theoretical-research/5c11de9dfb6221712c5dbd/citation/download>.
- Saputra, R., Baba, J. and Sari Siregar, G., (2018). Jurnal Sistem Informasi dan Telematika (Telekomunikasi, Multimedia, dan Informasi). *Explore*, Volume 9(Nomor 1)

- Saputra, R., Baba, J. and Siregar, G., (2021). *Penilaian Kinerja Dosen Menggunakan Modifikasi Skala Likert Dengan Metode Simple Additive Weighting*.
- Saputra, S. and Sudarsa, R., 2019. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Di Grand Setiabudi Hotel & Apartment Authors. *Pro Mark*, Vol. 9(No. 2).
- Sugiyono. (2015). *Metode Penelitian Kuantitatif Kualitatif & RND*. Bandung: Alfabeta.
- Syafril. (2018). *Statistik Pendidikan*. Jakarta: Penerbit Kencana.
- Syafnidawaty, 2020. Apa Itu Populasi Dan Sampel Dalam Penelitian – Universitas Raharja. [online] Raharja.ac.id. Available at: <<https://raharja.ac.id/2020/11/04/apa-itu-populasi-dan-sampel-dalam-penelitian/>>
- Siregar, Syofian. (2017). *Statistika Terapan*. Jakarta: Penerbit Kencana.
- Utami, I. and Jatra, I., (2021). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan Restoran *Baruna Sanur*. [online] Neliti.com. Available at: <<https://www.neliti.com/publications/252117/pengaruh-kualitas-layanan-terhadap-kepuasan-pelanggan-restoran-baruna-sanur>>
- Wardani, T., 2017. Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Bisnis Jasa Transportasi Gojek (Studi Kasus Mahasiswa Febi Uin Sumatera Utara),.

Wahidmurni, Wahidmurni., (2017) *Pemaparan metode penelitian kuantitatif*.

Weng-Kun Liu, Yueh-Shian Lee & Li-Mei Hung (2017) The interrelationships among service quality, customer satisfaction, and customer loyalty: Examination of the fast-food industry, *Journal of Foodservice Business Research*, 20:2, 146-162, DOI: 10.1080/15378020.2016.1201644

Yulianto, A., (2021). Tinjauan Pengaruh Kualitas Pelayanan terhadap Kepuasan Pelanggan. [online] Ejournal.borobudur.ac.id. Available at: <<https://ejournal.borobudur.ac.id/index.php/1/article/view/448>>

Yudisaputro, H., (2020). Uji Validitas Dan Reliabilitas / *BerbagiEnergi*. Available at: <<https://berbagienergi.com/2020/04/22/teori-uji-validitas-dan-reliabilitas/>>

