

BIBLIOGRAPHY

- Albari, Atika Kartikasari. (2019). The Influence of Product Quality, Service Quality and Price on Customer Satisfaction and Loyalty. *Asian Journal of Entrepreneurship and Family Business*, Vol.III No. 01, 49-64.
- Ardianto, R. (2020). Pengaruh Kualitas Pelayanan dan Penetapan Harga terhadap Kepuasan Konsumen Pada Hotel New Hollywood Pekanbaru. *Jurnal Ilmu Administrasi*.
- Basit, A., & Handayani, R. (2018). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan pada Allium Tangerang Hotel. *Jurnal Lontar* Vol.6 No.2 Juli-Desember 2018.
- Darliah,. Euis. (2017). The Influence of Service Quality and Price Toward Customer Satisfaction at Metro Cikarang Hotel . *Jurnal of Management Study Program*.
- E-Jurnal, (2016). Elemen Kepuasan Konsumen. *Jurnal Hasil Riset*.
From:<https://books.google.co.id/books?id=aYI3TJQuAC&printsec=frontcover&hl=id#v=onepage&q&f=false>
- Firdiana. A. (2018). *Analisis Atribut Kualitas Pelayanan yang Mempengaruhi Tingkat Kepuasan Pelanggan Dengan Metode Service Quality dan KANO*.
<https://dspace.uji.ac.id/bitstream/handle/123456789/7458/SKRIPSI%20FIX.pdf?sequence=1&isAllowed=y>
- Gofur, A. (2019). Pengaruh Kualitas Pelayanan dan Harga Terhadap Kepuasan Pelanggan. *Jurnal Riset Manajemen dan Bisnis*.
- Hermawan, H., Brahmanto, E., Hamzah, F. (2018). *Pengantar Manajemen Hospitality*. PT. Nesyia Expanding Manajemen.
- Dila,. Desi Andraini. (2018). The Influence of Service Quality and Price Toward Customer Satisfaction at Inna Hotel Parapat Hotel Jakarta. *Jurnal of Business Administration*.
- Imron. (2019). Analisa Pengaruh Kualitas Produk Terhadap Kepuasan Konsumen Menggunakan Metode Kuantitatif pada CV. Meubele Berkah Tangerang. *Indonesia Journal on Software Engineering*, Vol.5, No. 1 Juni 2019.
- Jasmani,. Supiyon, & Hastono. (2021). The Influence of Service Quality and Price Toward Customer Satisfaction at Kartika Chandra Hotel Jakarta. *Jurnal Tadbir Peradaban* Vol.1 No.2, May 2021.

- Memon, M.A., Ting, H., Ramayah, T., Chuah, F., & Cheah, J.A. (2017). A Review of The Methodological Misconceptions and Guidelines Related to The Application of Structural Equation Modeling : Malaysian Scenario. *Journal of Applied Structural Equation Modeling*.
- Nurchahyo, R., Fitriyani, A., & Hudda, I.N. (2017). The Influence of Facility and Service Quality towards Customer Satisfaction and its Impact on Customer Loyalty in Borobudur Hotel In Jakarta. *Binus Business Review*.
- Razak Ismail. (2016). The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value. *Journal of Marketing and Consumer Research* Vol.30, 2016.
- Alma, B. (2016). *Kewirausahaan*. Bandung: Penerbit Alfabeta.
- Ramadhani, R., & Mirzanti, I. R. (2019). *The Influence of Service Quality Dimension towards Customer Satisfaction and Customer Loyalty: A Case Study of Jack Runner Roastery*.
<https://digilib.itb.ac.id/index.php/gdl/view/38258>
- Syahmidawaty. (2020). *Journal of Universitas Raharja*.
- Priansa, D.J. (2017). *Perilaku Konsumen dalam Persaingan Bisnis Kotemporer*. Bandung: Penerbit Alfabeta.
- Saputra, Arifin Jaya. (2021). Effect of Price and Service Quality on Customer Satisfaction and Its Implications For Customer Loyalty at Aston Pluit Hotel & Residence Jakarta. *From Dinasti International Journal of Economics*. Vol 2 No.1.
- Rinangunawan, (2017). Faktor-faktor apa saja yang mempengaruhi kepuasan pelanggan. *Economy and Business Management*.
- Sari, S.L., & Ratnaningsih, I.Z. (2018). Hubungan Antara Kontrol diri dengan Intensi Cyberloafing Pada Pegawai Dinas X Provinsi Jawa Tengah. *Jurnal Empati*, Oktober 2018, Vol.7 No.4, Hal 226-232.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: Skill Building Method, 7th Edition*. Chichester, West Sussex, United Kingdom: John Wiley & Sons.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. PT. Alfabeta.
- Susepti, A., Hamid, D., Kusumawati, A. (2017). Pengaruh Kualitas Pelayanan Terhadap Kepuasan dan Loyalitas Tamu Hotel. *Jurnal Administrasi Bisnis* Vol.50 No.5 September 2017.

Verma, J. P., & Abdel-Salam, A. S. G. (2019). *Testing Statistical Assumptions in Research*. New Jersey: John Wiley & Sons, Inc. https://www.google.co.id/books/edition/Testing_Statistical_Assumptions_in_Research/BuSLDwAAQBAJ?hl=id&gbpv=1&dq=Testing+Statistical+Assumptions+in+Research&printsec=frontcover

