

DAFTAR PUSTAKA

- Ahmad Mardalis, (2005). “ Meraih Loyalitas Pelanggan” . Jakarta : Balai Pustaka
- Ali Hasan, 2009, Marketing, Yogyakarta : MedPress (Anggota IKAPI)
- Anderson, E. W., Fornell, C., Rust, R. T., Anderson, E. W., & Rust, R. T. (1997). Customer Satisfaction , Productivity , and Profitability : Differences Between Goods and Services Customer Satisfaction , Productivity , and Profitability : Differences Between Goods and Services, (August 2015)
- Aryani, D. W. I. (2010). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan, 17, 114–126.
- Baharun, R. (2016). The Relationship of Customer Perceived Risk and Customer Satisfaction Ali Ramezani Ghotbabadi Setareh Feiz, 7(1), 161–173.
- Bowen, J. T., & Chen, S. (2005). The relationship between customer loyalty and customer satisfaction The relationship between customer loyalty and customer satisfaction.
- Chang, Hsin Hsin, Hsu Che-Hao dan Chung, Shu Hsia. (2008). The Antecedents and Consequences of Brand Equity in Service Markets. Asia Pasific Management Review, 13(3), 2008.
- Fandi Tjiptono. 2007. Service, Quality & Satisfaction. Andi: Yogyakarta. Gerson, R. F. (2004). *Mengukur kepuasan pelanggan*. Jakarta: PPM
- Gocek, I., & Beceren, Y. I. (2015). Assessment of the Effects of Store Image , Perceived Risk and Customer Relations on Customer Satisfaction in the

Textile Industry Assessment of the Effects of Store Image , Perceived Risk and Customer Relations on Customer Satisfaction in the Textile Indu, (December).

Griffin, Jill. 2005. Customer Loyalty: Menumbuhkan & Mempertahankan Kesetiaan Pelanggan. Jakarta : Erlangga.

Gremler dan Brown. 1997. *Customer Relationship Marketing: A Strategic Imperative in the World of e.Business*, Canada: John Wiley & Sons Ltd.

Gulla, R., Oroh, S. G., & Roring, F. (2015). Analisis harga, promosi, dan kualitas pelayanan terhadap kepuasan konsumen pada hotel manado grace inn, 3(1), 1313 1322.

Kotler, 2005, Manajemen Pemasaran Edisi kesebelas Jilid 2, Indeks, Jakarta Kotler, Philip dan Kevin Lane Keller., 2007, Manajemen Pemasaran, Edisi Kedua Belas, Jilid 1, dialihbahasakan oleh Benjamin Molan, Jakarta: PT Indeks

Ko, H., Jung, J., Kim, J., & Shim, S. W. (n.d.). Cross-Cultural Differences in Perceived Risk of Online Shopping, (September 2014), 37–41. <https://doi.org/10.1080/15252019.2004.10722084>

Kobylanski, A., Ph, D., State, P., & Allegheny, G. (2012). Satisfaction In Tourism Industry : The Case Of Polish Travel Agencies, 5(1), 29–42.

Lalicic, L., & Weismayer, C. Journal of Hospitality and Tourism Technology.

Omoregie, O. K., Addae, J. A., Coffie, S., Ampong, G. O. A., & Ofori, K. S. (2019). Factors influencing consumer loyalty: evidence from the Ghanaian retail banking industry.

Prayag, G., & Jankee, M. (2013). Perceived risk, satisfaction and future behaviour

- of windsurfers: a segmentation perspective. International Journal of Tourism Policy, 5(1/2), 19. <https://doi.org/10.1504/IJTP.2013.054054>
- Ranasinghe, R., Damunupola, A., Wijesundara, S., & Karunarathna, C. (2020). TOURISM AFTER CORONA : IMPACTS OF COVID 19 PANDEMIC AND WAY FORWARD FOR TOURISM , HOTEL AND MICE INDUSTRY IN SRI LANKA GLOBAL PANDEMIC OF NOVEL CORONA 1–19.
- Raymond A. Bauer,(1973) .“PerceivedRisk and Its Components: A Model and EmpiricalTest”.Journal of Marketing Research. Vol. 10. pp.184- 190.
- Rizan et all. 2014. Relationship Marketing and Customer Loyalty:Do Customer Satisfaction and Customer Trust Really Serve as Intervening Variables?. Journal of Marketing Research and Case Studies, Vol. 2014 (2014), Article ID 724178, 12 pages DOI: 10.5171/2014.724178
- Rowley, J. 2006. An Analysis of The E-service Literature: Towards A Research Agenda. *Internet Research*, 339- 359
- Schiffman, et. Al. 2000. Consumer Behaviour, USA : Prentice Hall.
- Sheth. Jagdish., & Mittal Banwari. (2004). Consumer Behavior: A Managerial Perspective, edisi kedua. Thompson South Western.
- Shonk, D. J. (2008). Service Quality , Satisfaction , and Intent to Return in Event Sport Tourism, 587–602.
- Wang, Edward Shih-Tse dan Chou, Nicole Pei-Yu. (2014). Consumer Characteristics, Social Influence, and System Factors on Online Group-

Buying Repurchasing Intention. Journal of Electronic Commerce Research,
VOL 15, NO 2, 2014

Zeithaml, et al. "Service Quality Delivery Through Web Sites: A Critical Review
of Extant Knowledge", Academy of Marketing Science, 2001

Zena, P. A., & Hadisumarto, A. D. (2012). The Study of Relationship among
Experiential Marketing , Service Quality , Customer Satisfaction , and Customer
Loyalty, (1), 37–46.

http://repository.upi.edu/61045/1/S_MPP_1603589_Title.pdf

<http://repository.stiedewantara.ac.id/1048/4/BAB%20II.pdf>

<https://media.neliti.com/media/publications/44783-ID-pengaruh-service-quality-terhadap-satisfaction-dan-customer-loyalty-koperasi-dad.pdf>

<https://repository.usm.ac.id/files/skripsi/B11A/2015/B.131.15.0109/B.131.15.0109-05-BAB-II-20190813111336.pdf>

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjSudQoqv1AhXklNgFHTuPCMkQFnoECAQQAw&url=https%3A%2F%2Fmedia.neliti.com%2Fmedia%2Fpublications%2F140243-IDnone.pdf&usg=AOvVaw1v7xZzm4uKbfeV3MJixsvt>

<https://dewey.petra.ac.id/repository/jiunkpe/jiunkpe/s1/masa/2015/jiunkpe-is-s1-2015-36411044-34430-shopping-chapter2.pdf>

<http://repository.uin-suska.ac.id/17690/7/7.%20BAB%20II.pdf>

<https://www.sosial79.com/2021/07/pengertian-customer-satisfaction-aspek.html>