

DAFTAR PUSTAKA

- Akbaba, A, 2006, *Measuring Service Quality in the Hotel Industry: A Study in a Business Hotel in Turkey*, Hospitality Management, Vol. 25, No. 2, pp. 170-192
- Anderson, H. & Jacobsen, P., 2000, *Creating Loyalty: Its Strategic Importance in Your Customer Strategy*, In: S. A. Brown (ed.), Customer Relationship Management, Ontario: John Wiley, pp. 55-67
- Anhar, Lucienne, 2001, *The Definition of Boutique Hotels*, <http://www.hospitalitynet.org/news>
- Arikunto, Suharsimi, 2006, *Prosedur Penelitian Suatu Pendekatan Praktik*, Jakarta: Rineka Cipta
- Ariffin, Bibon, Saadiah, Abdullah, 2011, *Restaurant's Atmospheric Elements: What the Customer Wants*, Journal of Asian Behavioural Studies, Vol. 1, No. 2
- Bitner, M.J., 1992, *Servicescapes: the Impact of Physical Surroundings on Customers and Employees*, The Journal of Marketing, Vol. 56(2), pp. 57-71
- Bitner, M.J., & Hubbert, A.R., 1994, *Encounter Satisfaction versus Overall Satisfaction versus Service Quality: The Consumer's Voice*, in Service Quality: New Directions in Theory and Practice, eds. R.T. Rust and R.L. Oliver, Thousand Oaks, CA: Sage Publications, pp. 72-94
- Brady, Robertson, and Cronin, 2001, *Managing Behavioural Intentions in Diverse Cultural Environments: An Investigation of Service Quality, Service Value, and Satisfaction for American and Ecuadorian Fast-Food Customers*, Journal of International Management, Vol. 7, pp.129-149
- Butcher, K., 2001, *Evaluative and Relational Influences on Service Loyalty*. International Journal of Service Industry Management, Vol. 12(4), pp.310-327
- Churchill, Gilbert A, 2005, *Dasar-Dasar Riset Pemasaran*, Alih Bahasa oleh Andriani, dkk, Jakarta: Penerbit Erlangga
- Cooper, Donald., Emory, William., 1997, *Metode Penelitian Bisnis*, Ed 5, Jilid 1, Jakarta: Erlangga
- Cronin, J. & Taylor, S, 1992, *Measuring Service Quality: A Reexamination and Extension*, Journal of Marketing, Vol. 56(3), pp. 55-68.
- Davis, T.R.V., 1984, *The Influence of the Physical Environment in Offices*, Academy of Management Review, pp. 271-283
- Dodds, W.B., Monroe, K.B., Grewal, D., 1991, *Effects of Price, Brand, and Store Information on Buyers Product Evaluations*, Journal of Marketing Research, 28, pp. 307-319

- Ekinci, Y., 2008, *Service Quality and Hospitality Organizations*, In: R. Wood and B. Brotherton (eds.), *Handbook of Hospitality Management*, London: Sage, pp. 316-330
- Ferdinand, A., 2002, *SEM Dalam Penelitian Manajemen*, BP UNDIP, Semarang
- Gillespie, Monique, 2011, *KZ-NIA Journal*, Vol.36, No.3
- Hartesvelt, Mark, 2008, *Internet Marketing for Hotel and Resort*, www.gcommercesolutions.com
- Hasan, Iqbal, 2002, *Pokok-Pokok Materi Metodologi Penelitian dan Aplikasinya*. Ghalia Indonesia, Jakarta, hal. 31-32
- Hoyer, W.D. & MacInnis, D.J., 2008, *Consumer Behavior* (5th edn.), USA: Cengage Learning
- Hunt, S.D, 1991, *Positivism and Paradigm Dominance in Consumer Research: Toward a Critical Pluralism and Rapprochement*, *Journal of Consumer Research*, Vol. 18, No. 1, pp. 47
- Johnson, Anderson, Cha, Bryant, 1996, *The American Customer Satisfaction Index: Nature, purpose, and findings*, *Journal of Marketing*, p. 60, ABI/INFORM Global
- Karunaratne & Jayawardena, 2010, *Assessment of Customer Satisfaction in a Five Star Hotel*, *Tropical Agricultural Research* Vol. 21(3), pp. 258 - 265
- Kheng, 2010, *The Impact of Service Quality on Customer Loyalty*, *International Journal of Marketing Study*, Vol. 2(2)
- Kotler, 1973, *Atmospherics as A Marketing Tool*, *Journal of Retailing*, Vol. 49(4), pp. 48-64
- Naqshbandi, Muzamil & Munir, R.Sirozul, 2011, *Atmospheric Elements and Personality: Impact on Hotel Lobby Impressions*, *World Applied Sciences Journal* 15 (6), pp. 785-792
- Nazir, 1999, *Metode Penelitian*, Cetakan Ketiga, Jakarta: Ghalia
- Oh, H., Parks, S.C., 1997, *Customer Satisfaction and Service Quality: A Critical Review of The Literature and Research Implications for The Hospitality Industry*, *Hospitality Research Journal* 20(3), pp. 35-64
- Oliver, R.L., 1993, *A Conceptual Model of Service Quality and Service Satisfaction: Compatible Goals, Different Concepts*, In: T. A. Swartz, D.E. Bowen and S.W. Brown (eds.), *Advances in Service Marketing and Management*, Greenwich: JAI Press, pp. 65-85

- Oliver, R.L., 1997, *Satisfaction: A Behavioral Perspective on the Consumer*, New York: Irwin/McGraw- Hill
- Omanukwue, Evelyn, 2010, *Customer Perception of Service Quality in Boutique Hotel Le Six Paris*
- Parasuraman, A., Zeithaml, V.A., & Berry, L.L., 1985, *A Conceptual Model of Service Quality and Its Implication for Future Research*, Journal of Marketing, Vol. 49(4), pp. 41–50
- Pizam, A & Ellis, T, 1999, *Customer Satisfaction and Its Measurement in Hospitality Enterprises*, International Journal of Contemporary Hospitality, Vol. 11, No. 7, pp. 326-339
- Reeves, C. A & Bednar, D. A., 1994, *Defining Quality: Alternatives and Implications*, Academy of Management Review, Vol. 19, No. 3, pp. 419-445
- Reichheld, F., 1996, *The Loyalty Effect*, Harvard Business School Press, Boston
- Reuland, Codrey, Fagel, 1985, *Research in The Field of Hospitality*, International Journal of Hospitality Management, Vol. 4(4), pp. 141-146
- Sekaran, 2006, *Metodologi Penelitian Untuk Bisnis*, Jakarta: Salemba Empat
- Sheng, H.T., & Lin, Y.C., 2004, *Promoting Service Quality in Tourist Hotels: The Role of HRM Practices and Service Behavior*, Tourism Management, Vol. 25, pp. 471–481
- Siguaw, Judy A. & Cathy A. Enz, 1999, *Best Practices in Hotel Operations*, Cornell Hotel and Restaurant Administration Quarterly, 40 (December), pp. 42-53
- Sugiyono, 2010, *Metode Penelitian Kuantitatif Kualitatif dan R&D*, Bandung: Alfabeta
- Suryana, Cahya, 2010, *Data dan Jenis Data Penelitian*, <http://csuryana.wordpress.com>
- Szymanski, D.M. & Henard, D.H., 2001, *Consumer Satisfaction: A Meta-analysis of The Empirical Evidence*, Journal of the Academy of Marketing Science, Vol. 29, No. 1, pp. 16-35
- Wakefield, K.L. and J.G. Blodgett, 1996, *The Effect of The Servicescape on Customers' Behavioral Intention in Leisure Service Settings*, J. Services Marketing 10(6), pp. 45-61
- Zumthor, Peter, 2006, *Atmospheres*, Birkhauser, Switzerland