

DAFTAR PUSTAKA

- Butcher, K. (2005), "Differential Impact of Social Influence in the Hospitality Encounter", *International Journal of Contemporary Hospitality Management*, Vol. 17 No. 2/3, pp. 125-135.
- Ferdinand, A. (2002), "Structural Equation Modeling dalam Penelitian Manajemen : Aplikasi Model-model Rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor", BP UNDIP.
- Hicks, J.M., Page Jr, T.J., Behe, B.K., Dennis, J.H., Fernandez, R. and Thomas. (2005), "Delighted Consumers Buy Again", *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behaviour*, Vol. 18, pp. 94-104.
- Hellier, P.K., Geursen, G.M., Carr, R.A. and Rickard, J.A. (2003), "Customer Repurchase Intention. A General Structural Equation Model", *European Journal of Marketing*, Vol. 37 No. 11/12, pp. 1762-1800
- Hurley, Robert. F and Hult, G, Tomas. M, 1998, "Inovation, Market Orientation, and Organizational Learning: An Intergration and Empirical Examination", *Journal of Marketing*, July.
- Geykens, Inge, Jan Benedict E.M. Steenkemp, dan Nirmala Kumar, 1999, "A Meta – Analysis of Satisfaction", *Academy of Management Journal of Marketing Research*, Vol. XXXVI, May.
- Kotler, Philip. 2003. *Marketing Insight From A to Z*. Jakarta: Erlangga.
- Kotler, P., Bowen, J., dan Makens, J. 1999. *Marketing for Hospitality and Tourism. Second Edition*. Prentice Hall Inc. Upper Saddle River, New Jersey
- Kotler Philip. 2005, *Manajemen Pemasaran, Jilid 1*, PT. Indeks Kelompok Gramedia, Jakarta.
- Lovelock, Christopher. 2004. *Service Marketing and Management*. New Jersey: Prentice Hall.
- Maharani. 2010, *Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Dalam Pembayaran Rekening Listrik*.
- Mittal, Harlam A Bari dan Lodish M Leonard., 1999., "Organizational Market Information Process: Cultural Antecedent And New Product, Outcomes"., *Journal of Marketing*., Vol. XXXII., p. 318-347
- Mowen, J. C. (1995), *Consumer Behavior 4th edition*. New Jersey. Prentice Hall
- Oliver, R. L. 1997. *Satisfaction : A Behavioral Perspective On The Consumer*.

New York: McGraw Hill Companies, Inc.

Parasuraman, A. dkk. 1988. Servqual : A Multiple-Item Scale for Measuring Consumer Perception of Service Quality. *Journal of Retailing*, Vol. 64. pp 12-40.

Parasuraman, A., Zeithaml, V.A., & Berry, L.L, 1985, "A *conceptual model of service quality and its implications for future research.*" *Journal of Marketing*, Vol. 49, fall.

Puspita Sari 2011 Analisis Pengaruh Kualitas Produk dan Kualitas Layanan Terhadap Kepuasan Pelanggan Untuk Mendorong Minat Beli Ulang , 13-23

Qin. Proyek & Zhao, 2008, Perceived Service Quality In Fast-Food Restaurant: Empirical Evidence Fro China, 424-437.

Rangkuti, Freddy. 2006. *Measuring Customer Satisfaction*. Cetakan Ketiga. Jakarta:PT. Gramedia Pustaka Utama.

Ranjbarina , Sanayei , & Kaboli, 2011. An Analysis of Brand Image, Percived Quality, Cusomer Satisfaction and Re-purchase Intention in Iranian Departement Stores.

Söderlund, M. and Öhman, N. (2003), "Behavioral Intentions in Satisfaction Research Revisited", *Journal of Consumer Satisfaction, Dissatisfaction an Complaining Behavior*, Vol. 12, pp. 53-66.

Tjiptono, Fandy. (1996), *Manajemen Jasa*, ANDI, Yogyakarta.

Tsai, Ming-Tien., Chung-Lin Tsai, dan Han-Chao Chang. 2010. The Effect of Customer Value, Customer Satisfaction, and Switching Costs on Customer Loyalty : An Empirical Study of Hypermarkets in Taiwan. *Social*

Behaviour and and Personality ProQuest Science Journal, Vol. 38. pp. 729-740.

Yi, Y. 1990, "A critical review of consumer satisfaction", *Review of Marketing* 1990, American Marketing Association, Chicago, IL.

<http://serba-serbi-duniafashion.weebly.com/sejarah-fashion>. diunduh tanggal 15 Mei 2014).

Adi,, Priyanto (2005). *Buku Potret Kartini Indonesia*.

