

REFERENCES

- Al-Ababneh, M. (2017). Service quality in the hospitality industry. Available at SSRN 3633089.
- Allen, M. (2017). causality. sage research methods.
- Alnaser, F., Ghani, M., & Rahi, S. (2018). Service quality in Islamic banks: The role of PAKSERV model, customer satisfaction and customer loyalty. Accounting, 4(2), 63-72.
- Bambale, A. J., & Goni, K. (2017). Is Service Quality Going to Integrate Human Resource Management Practices (HRMPS) and Customer Satisfaction in Hotel Industry?. International Journal of Innovation, Management and Technology, 8(3), 243-247.
- Bulan, T. P. L. (2016). Pengaruh Kualitas Pelayanan dan Harga terhadap Loyalitas Konsumen pada PT. Tiki Jalur Nugraha Ekakurir Agen Kota Langsa. Jurnal Manajemen dan Keuangan, 5(2), 592-602.
- Creswell, J. W., & Creswell, J. D. (2017). Research design: Qualitative, quantitative, and mixed methods approaches. Sage publications.
- Egdair, I. M. M., & Abdelsalam, M. K. (2020). The Impact of Corporate Culture on Service Quality of Islamic Banks in Libya: The Mediating Role of Work Engagement. Hamdard Islamicus, 43(1), 25–43.
- Ghozali, I. (2016). Aplikasi Analisis Multivariate dengan Program IBM SPSS 23 (edisikesembilan). Semarang: Universitas Diponogoro.
- Gong, T., & Yi, Y. (2018). The effect of service quality on customer satisfaction, loyalty, and happiness in five Asian countries. Psychology & Marketing, 35(6), 427–442. doi:10.1002/mar.21096
- Hashem, T. N., & Ali, N. (2019). The impact of service quality on customer loyalty: A study of dental clinics in Jordan. International Journal of Medical and Health Research, 5(1), 65-68.
- Hisrich, R. D., Peters, M. P., & Shepherd, D. A. (2017). Entrepreneurship. McGraw-Hill Education.
- Huang, P. L., Lee, B. C., & Chen, C. C. (2019). The influence of service quality on customer satisfaction and loyalty in B2B technology service industry. Total Quality Management & Business Excellence, 30(13-14), 1449-1465.

- Husna, Asmaul, Suryana, Budi.* (2017). Metodologi penelitian dan statistik . Jakarta
- Iqbal, M. S., Hassan, M. U., & Habibah, U. (2018). Impact of self-service technology (SST) service quality on customer loyalty and behavioral intention: The mediating role of customer satisfaction. *Cogent Business & Management*, 5(1), 1423770.
- Jabeen, S & Hamid, A.B.A. 2019. Customers Switching Intentions Behavior in Retail Hypermarket Kingdom of Saudi Arabia: Customers Switching Intentions Behavior in Retail Hypermarket. Singapore: Partridge Publishing Singapore.
- Karunaratna, A. C., & Kumara, P. A. P. (2018). Determinants of customer loyalty: A literature review. *Journal of customer behaviour*, 17(1-2), 49-73.
- Karunaratna, A. C., & Kumara, P. A. P. (2018). Determinants of customer loyalty: A literature review. *Journal of customer behaviour*, 17(1-2), 49-73.
- Kumar, S., & Prameswari, Q. (2018). The Determinants of a Successful Family Business Succession in Indonesia: A Multiple Case Study. *International Journal of Family Business Practices*, 1(2), 87-103.
- Kenton, W. (2020).T-test Definition.
- Kurniawan, A.* (2018). Metodologi Penelitian Pendidikan. Bandung: Remaja Rosdakarya
- Kyguoliene, A., Zikiene, K., & Grigaliunaite, V. (2017). The influence of perceived benefits on the satisfaction with the loyalty program. *Engineering Economics*, 28(1), 101-109.
- Mishra, P., Pandey, C. M., Singh, U., Gupta, A., Sahu, C., & Keshri, A. (2019). Descriptive statistics and normality tests for statistical data. *Annals of cardiac anaesthesia*, 22(1), 67.
- Mitchell, A., & Holcomb, J. (2016). State of the news media 2016.
- Odom, D. L., Chang, E. P., Chrisman, J. J., Sharma, P., & Steier, L. (2019). The most influential family business articles from 2006 to 2013 using five theoretical perspectives. In *The Palgrave handbook of heterogeneity among family firms* (pp. 41-67). Palgrave Macmillan, Cham.
- Payne, G. T. (2018). Reflections on family business research: Considering domains and theory.
- Pheng.L & Rui (2016).Service Quality for Facilities Management in Hospitals.

- Prasetya, P. (2018). Effect of Loyalty from Consumer Decisions Choosing Exterior Wall Paint.
- Priyono.(2016) Metode Penelitian Kuantitatif.Sidoarjo: Zifatama Publishing
- Rajagopal, A. (2021). Entrepreneurial Epistemologies and Design-to-Market Modelling: A Latitudinal Discussion. In Entrepreneurship and Regional Development (pp. 93-112). Palgrave Macmillan, Cham.
- Setiawan, H., & Sayuti, A. J. (2017). Effects of service quality, customer trust and corporate image on customer satisfaction and loyalty: an assessment of travel agencies customer in South Sumatra Indonesia. IOSR Journal of Business and Management, 19(5), 31-40.
- Sitorus, T., & Yustisia, M. (2018). The Influence Of Service Quality And Customer Trust Toward Customer Loyalty: The Role Of Customer Satisfaction. International Journal for Quality Research, 12(3).
- Sugiyono, (2017).Metode penelitian Pendidikan (Pendekatan Kualitatif, Kuantitatif, dan R and D). Bandung: Alfabeta
- Sugiyono, (2018). Metode Penelitian. Bandung: Alfabeta
- Sujarweni, V. (2016). Metodologi Penelitian Bisnis.
- Sutter, C., Bruton, G. D., & Chen, J. (2019). Entrepreneurship as a solution to extreme poverty: A review and future research directions. Journal of Business Venturing, 34(1), 197-214.
- Syafril.(2010). Statistika. Padang: Sukabina Press.
- Thomas, D. W., & John, A. (2021).Entrepreneurship and the Market Process. In Entrepreneurship and the Market Process (pp. 1-9). Palgrave Macmillan, Cham.
- Tiong, P. (2018). Pengaruh Kualitas Pelayanan Terhadap Loyalitas Pelanggan Pt. Primagum Sejati Di Makassar. SEIKO: Journal of Management & Business, 1(2), 176-203.
- Venkataraman, R.R & Pinto, J.K. (2017). Operations Management: Managing Global Supply Chains. US: Sage Publications, Inc.
- Venkateswaran, P. S., Sivakumar, G., Subramani, K., Sivakumar, R., & Selvaraj, (2018) M. Brand Image, Service Quality And Householder's Satisfaction And Loyalty Towards The Construction Builders In Coimbatore.
- Walker, J. T., & Maddan, S. (2019). Statistics in criminology and criminal justice.Jones & Bartlett Learning.

- Widiastuti, R., Haryono, B. S., & Said, A. (2019). Influence of system quality, information quality, service quality on user acceptance and satisfaction and Its impact on net benefits (study of information system users lecturer performance load (BKD) in Malang State University). *HOLISTICA–Journal of Business and Public Administration*, 10(3), 111-132.
- Widyastuti, M., Simanjuntak, A. G. F., Hartama, D., Windarto, A. P., & Wanto, A. (2019, August). Classification Model C. 45 on Determining the Quality of Customer Service in Bank BTN Pematangsiantar Branch. In *Journal of Physics: Conference Series* (Vol. 1255, No. 1, p. 012002). IOP Publishing.
- Wirtz, J. & Lovelock, C. *Services Marketing: People, Technology, Strategy*. (2016). London: World Scientific Publishing Co. Inc.
- Yadav, M. K., & Rai, A. K. (2019). An Assessment of the Mediating Effect of Customer Satisfaction on the Relationship Between Service Quality and Customer Loyalty. *IUP Journal of Marketing Management*, 18(3), 7–23.