

BIBLIOGRAPHY

- Ali, M., & Raza, S. A. (2017). Service quality perception and customer satisfaction in Islamic banks of Pakistan: the modified SERVQUAL model. *Total Quality Management & Business Excellence*, 28(5/6), 559–577. <https://ezproxy.library.uph.edu:2098/10.1080/14783363.2015.1100517>
- Ameen, A., & Baharom, M. N. (2019). The Assessment of Effect of Performance Appraisal Purposes on Employee Performance in Nigerian Civil Service. *E-BANGI Journal*, 16(5), 1–17.
- Agustin, A. F. E., & Maolana, A. (2020). Pengaruh Customer Relationship Management Terhadap Kepuasan Konsumen (Studi Kasus Pengguna Mobil Toyota Di Jepara Tahun 2020). *eProceedings of Applied Science*, 6(2).
- Arora, P., & Narula, S. (2018). Linkages Between Service Quality, Customer Satisfaction and Customer Loyalty: A Literature Review. *IUP Journal of Marketing Management*, 17(4), 30–53.
- Bairagi, V., & Munot, M. V. (Eds.). (2019). *Research methodology: A practical and scientific approach*. CRC Press.
- Desfandriyani, D. (2018). Pengaruh Kinerja Karyawan Dan Kualitas Pelayanan Konsumen Terhadap Kepuasan Konsumen Pro Chicken (Studi Kasus Di Pro Chicken Purworejo). *Oikonomia-Jurnal Pendidikan Ekonomi*, 7(01).
- Devita, M., & Musadad, M. (2017). Faktor-Faktor yang Mempengaruhi Kinerja Karyawan di Restaurant Alpha Hotel Pekanbaru (Doctoral dissertation, Riau University).
- Diana, Y. (2020). PENGARUH JOB DESCRIPTION TERHADAP KINERJA KARYAWAN DI DEPARTEMEN TATA HIDANG PADA HOTEL GRAND ION DELEMEN MALAYSIA. *JUMANT*, 12(2), 123-139.
- Ghozali, I. (2016). Aplikasi Analisis Multivariate dengan Program IBM SPSS 23 (edisikesembilan). Semarang: Universitas Diponogoro.
- Goertzen, M. J. (2017). Introduction to quantitative research and data. *Library Technology Reports*, 53(4), 12-18.
- Gursoy, D. (Ed.). (2017). Routledge handbook of hospitality marketing.
- Hidayat, C., & Hanim, F. A. (2019). Analysis of The Effect of Work Motivation on Performance of Employees in Media Café, Kedoya West Jakarta. *TRJ Tourism Research Journal*, 3(2), 100-115.

- Kartikasari, A., & Albari, A. (2019). The Influence of Product Quality, Service Quality and Price on Customer Satisfaction and Loyalty. *Asian Journal of Entrepreneurship and Family Business*, 3(1), 49-64.
- Kendra Sishkha (2021). Retrieved 29 April 2021, from http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Tourism/XII/Introduction%20to%20Hospitality%20.pdf
- Kozak, M., & Kozak, N. (Eds.). (2016). *Tourism and hospitality management*. Emerald Group Publishing.
- Leavy, P. (2017). Research design: Quantitative, qualitative, mixed methods, arts-based, and community-based participatory research approaches. Guilford Publications.
- Mattimoe, R., & Tivnan, J. P. (2017). In search of hospitality: theoretical and practical issues in performance measurement and management in hotels.
- Mustafa, A. S., & Okeyo, W. (2018). Relationship Between Employee Performance And Customer Service Quality In Kenya Bureau Of Standards.
- Nugraha, N. M., Hakim, A. A., Fitria, B. T., & Hardiyanto, N. (2020). The Influence Company Size, Asset Structure, Company Growth, Profitability On Debt Policy. *ECONOMICA: Jurnal Program Studi Pendidikan Ekonomi STKIP PGRI Sumatera Barat*, 9(1), 34-41.
- Olufunminiyyi, O. Z. (2019). Work Environment as Correlate of Employees' Job Performance and Self Esteem in Dangote Flour Mills Plc, Ilorin, Nigeria. *IFE PsychologIA*, 27(2), 23–36.
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The service quality dimensions that affect customer satisfaction in the Jordanian banking sector. *Sustainability*, 11(4), 1113.
- Priyatno, D. (2017) *SPSS; Panduan Mudah Olah Data bagi Mahasiswa dan Umum*. Yogyakarta: Penerbit Andi.
- Putro, B. U. P., Gagah, E., & Hasiholan, L. B. (2017). Faktor-faktor yang Mempengaruhi Kepuasan Konsumen dalam Pembelian Notebook Acer di Kota Semarang. *Journal of Management*, 3(3).
- Razak, I., Nirwanto, N., & Triatmanto, B. (2017). The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value Ismail. *Journal of Marketing and Consumer Research*, 3(11), 1240-1248.
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, 5(10), e02690.

- Riva, F., Tunna, N. T., & Rubel, M. R. B. (2019). Employee quality performance, customer orientation and loyalty: Antecedent and outcome of customer satisfaction. *Asian Social Science*, 15(4), 37-48.
- Sanusi A. (2016). Metodologi Penelitian Bisnis. Jakarta: Salemba Empat.
- Sugiyono, (2017). Metode penelitian Pendidikan (Pendekatan Kualitatif, Kuantitatif, dan R and D).
- Sujarwени, V. (2016). Metodologi Penelitian Bisnis.
- Sujarweni, V. (2018). Metodologi Penelitian Bisnis dan Ekonomi. Pendekatan Kuantitatif. Yogyakarta. Pustaka Baru Press
- Sverke, M., Låstad, L., Hellgren, J., Richter, A., & Näswall, K. (2019). A Meta-Analysis of Job Insecurity and Employee Performance: Testing Temporal Aspects, Rating Source, Welfare Regime, and Union Density as Moderators. *International Journal of Environmental Research and Public Health*, 16(14).
<https://ezproxy.library.uph.edu:2098/10.3390/ijerph16142536>
- Virgiawansyah, E., Utomo, B. B., & Rosyid, R. (2019). Pengaruh Kinerja Karyawan Terhadap Kepuasan Konsumen. *Jurnal Pendidikan dan Pembelajaran Khatulistiwa*, 5(06).
- Vuong, K. T., Rajagopal, S., Singh, H., & Rajagopol, P. (2019). The Effect of Leadership Styles and the Mediating Role of the Quality of Work-Life on Employee Job Performance in Vietnamese Enterprises in Ho Chi Minh City. *Management Dynamics in the Knowledge Economy*, 7(4), 535–552.
<https://ezproxy.library.uph.edu:2098/10.25019/MDKE/7.4.06>