

REFERENCES

- Adiharsa, R. P. (2021). Pengaruh Customer Satisfaction Dan Customer Experience Terhadap Revisit Intention Dengan Brand Awareness Sebagai Variabel Moderasi. *Universitas Muhammadiyah Magelang*, 1–39. [https://repositori.unimma.ac.id/3236/1/16.0101.0049_BAB_I_BAB_II_BAB_III_BAB_V_DAFTAR_PUSTAKA - Adiharsa Pradana.pdf](https://repositori.unimma.ac.id/3236/1/16.0101.0049_BAB_I_BAB_II_BAB_III_BAB_V_DAFTAR_PUSTAKA_-_Adiharsa_Pradana.pdf)
- Agustiono, A., Listyorini, S., & Nugraha, H. S. (2022). Pengaruh Customer Experience terhadap Customer Loyalitas Pelanggan melalui Kepuasan Pelanggan sebagai Variabel Intervening (Studi pada Masyarakat Semarang Pengguna LinkAja). *Jurnal Ilmu Administrasi Bisnis*, 11(2), 244–256. <https://doi.org/10.14710/jiab.2022.34564>
- Andianto, K., & Firdausy, C. M. (2020). Pengaruh Perceived Value, Perceived Quality dan Customer Satisfaction terhadap Customer Loyalty Warunk Upnormal di Jakarta. *Jurnal Manajerial Dan Kewirausahaan*, 2(3), 758. <https://doi.org/10.24912/jmk.v2i3.9589>
- Anna, W., & Mulyanto, H. (2024). *Keputusan Pembelian Konsumen*. Jakarta: Kimshafi Alung Cipta.
- Belinda, & Rahardjo, J. S. D. (2024). Faktor – Faktor Yang Mempengaruhi Loyalitas Tamu. *Jurnal Ilmiah Niagara*, 16(01), 8–19. <https://doi.org/10.35409/ijbmer.2024.3546>
- Chernova, S., & Provotorina, V. (2024). The role of the hospitality industry in the development of scientific tourism. *BIO Web of Conference*, 26(04), 1–7. https://www.bio-conferences.org/articles/bioconf/pdf/2024/57/bioconf_aquaculture24_04026.pdf
- Dam, S. M., & Dam, T. C. (2021). Relationships between Service Quality, Brand Image, Customer Satisfaction, and Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 8(3), 585–593. <https://doi.org/10.13106/jafeb.2021.vol8.no3.0585>
- Ferine, K. F., & Yuda. (2022). *Determinasi Keputusan Pembelian Produk Fashion Di Situs Online Shop*. Selat Media Patners.
- Fitri, A., Rahim, R., Nurhayati, Aziz, Pagiling, S. L., Natsir, I., Munfarikhatin, A., Simanjuntak, D. N., HUatgaol, K., & Anugrah, N. E. (2023). Dasar-dasar Statistika untuk Penelitian. In *Yayasan Kita Menulis*. [https://repository.unugiri.ac.id:8443/id/eprint/4882/1/Anisa %2C Buku Dasar-dasar Statistika untuk Penelitian.pdf](https://repository.unugiri.ac.id:8443/id/eprint/4882/1/Anisa_%2C_Buku_Dasar-dasar_Statistika_untuk_Penelitian.pdf)
- Hafidz, G. P., & Huriyahnuryi, K. (2023). The Effect of Perceived Value on Customer Satisfaction and Customer Loyalty in the Fast-Food Industry in

Indonesia. *International Journal of Social Science, Education, Communication and Economics (Sinomics Journal)*, 2(1), 41–62.
<https://doi.org/10.54443/sj.v2i1.113>

Kautharah, N., & Florence, L. (2024). The Role Of Hospitality Industry In Economic Development Of Communities In Corresponding: Author : research@miu.ac.ug / publications. *Metropolitan Journal Of Social And Educational Research*, 3(2), 554–562.
https://www.researchgate.net/publication/378480975_The_Role_Of_Hospitality_Industry_In_Economic_Development_Of_Communities_In_Uganda_A_Case_Study_Of_La_Grande_Hotel/link/65dc4570adc608480aec5ba5/download?_tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19

Kelvianto, Y. E. (2020). Pengaruh Perceived Value, Brand Image, Dan Trust Terhadap Loyalitas Pelanggan. *Sustainability (Switzerland)*, 11(1), 1–14.
http://scioteca.caf.com/bitstream/handle/123456789/1091/RED2017-Eng-8ene.pdf?sequence=12&isAllowed=y%0Ahttp://dx.doi.org/10.1016/j.regsciurbeco.2008.06.005%0Ahttps://www.researchgate.net/publication/305320484_Sistem_Pembetulan_Terpusat_Strategi_Melestari

Kim, H., & So, K. K. F. (2022). Two decades of customer experience research in hospitality and tourism: A bibliometric analysis and thematic content analysis. *International Journal of Hospitality Management*, 100(October).
<https://doi.org/10.1016/j.ijhm.2021.103082>

Kusumawati, A., & Rahayu, K. S. (2020). The effect of experience quality on customer perceived value and customer satisfaction and its impact on customer loyalty. *Human Systems Management*, 39(2), 219–232.
<https://doi.org/10.3233/HSM-190564>

Meryawan, I. W., Suryawan, T. G. A. W. K., & Handayani, M. M. (2022). Perceived Value pada Customer Loyalty Peran Mediasi Customer Engagement. *Jurnal Pendidikan Ekonomi Undiksha*, 14(2), 339–349.
<https://doi.org/10.23887/jjpe.v14i2.52119>

Nurochim, A. Z., Suroija, N., & Supaya, S.-. (2022). Analysis of Perceived Value and Social Influence as an Influence of Consumer's Purchase Decision Iphone Users in Semarang City. *JOBS (Jurnal Of Business Studies)*, 8(2), 107.
<https://doi.org/10.32497/jobs.v8i2.4102>

Pradhita, R. (2022). Pengaruh Customer Experience Terhadap Loyalitas Pelanggan Dengan Customer Satisfaction Sebagai Variabel Intervening Butik Plus Gallery Medan Skripsi Oleh : Rindy Pradhita Program Studi Manajemen Fakultas Ekonomi Dan Bisnis Universitas Medan Area Medan Sat. *UNIVERSITAS MEDAN AREA*, 1–9.
[https://repositori.uma.ac.id/jspui/bitstream/123456789/17231/1/178320047 - Rindy Pradhita Fulltext.pdf](https://repositori.uma.ac.id/jspui/bitstream/123456789/17231/1/178320047_Rindy_Pradhita_Fulltext.pdf)

- Rahmiati, F., Gede, P., Gargamunih, L., & Othman, N. A. (2024). Exploring the effect of guest experience on guest loyalty : Mediating role of guest satisfaction. *Jurnal Fokus Manajemen Bisnis*, 14(2), 177–189. <https://journal2.uad.ac.id/index.php/fokus/article/view/10526/4779>
- Rasheed, F. A., & Abadi, M. F. (2024). Impact of Service Quality, Trust and Perceived Value on Customer Loyalty in Malaysia Services Industries. *Procedia - Social and Behavioral Sciences*, 164(2014), 298–304. <https://doi.org/10.1016/j.sbspro.2014.11.080>
- Rohman, A., Asmara, R., & Andriani, D. (2023). The Effect of Multidimensional Consumer Perceived Value on Customer Satisfaction and Purchase Intention of Organic Food. *Habitat*, 34(2), 213–224. <https://doi.org/10.21776/ub.habitat.2023.034.2.19>
- Sahea, G. R., Saerang, D. P. E., & Pandowo, M. H. C. (2021). Resort Development In Facing Trend and Technological changes. *Jurnal EMBA*, 9(2), 780–789. <https://ejournal.unsrat.ac.id/index.php/emba/article/view/35021>
- Sandra, T. A., Ervina, E., & Maulida, R. G. (2023). *Preferensi Dan Pengalaman Tamu Menginap Di Hotel Syariah Di Kota Bandung*. 07(02), 2023.
- Saputra, P., Dortina Hutabarat, R. S., & Ferdian, F. (2023). Guest Satisfaction to Stay in The Hotel Industry: The Antecedent Factors Investigation. *Jurnal Manajemen Pelayanan Hotel*, 7(1), 462. <https://doi.org/10.37484/jmph.070124>
- Saputri, S. R., Krisnawati Setyaningrum, & Mochamad Ainan. (2023). The Influence Of Sanitation, Hygiene And Menu Variations On Guest Satisfaction At Kapolagha Restaurant Hotel Grandhika Pemuda Semarang. *International Conference on Digital Advance Tourism, Management and Technology*, 1(1), 346–350. <https://doi.org/10.56910/ictmt.v1i1.78>
- Selim, N., & Kohardinata, C. (2021). Pengaruh Persepsi Nilai Dan Kemasan Terhadap Minat Beli Ulang Konsumen Bab1. *Performa*, 5(3), 252–261. <https://doi.org/10.37715/jp.v5i3.1776>
- Silva, E. A. D. C. E., Hartanto, J. A., & Iskandar, V. (2022). Pengaruh Customer Perceived Value Terhadap Loyalitas Tamu Pada Hotel Bintang 4 Dan 5 Di Surabaya Dengan Kepuasan Konsumen Sebagai Mediasi. *Jurnal Manajemen Perhotelan*, 8(1), 42–49. <https://doi.org/10.9744/jmp.8.1.42-49>
- Sujarweni, V. W. (2023). *Metodologi Penelitian Bisnis.pdf*. Bandung: Pustaka Baru Press.
- Sutriani, S., Muslim, M., & Ramli, A. H. (2024). The Influence Of Experience, Satisfaction And Service Quality On Word Of Mouth Intentions And Customer Loyalty. *Jurnal Ilmiah Manajemen Kesatuan*, 12(4), 1037–1052. <https://doi.org/10.37641/jimkes.v12i4.2605>
- Thayarnsi, S. L. (2024). The impacts of international guests ' experience. *Journal*

Of Tourism, Hospitality And Environment Management, 5(21), 224–241.
<https://doi.org/10.35631/JTHEM.5210014>.This

Utami, A. P., & Marginingsih, R. (2024). Pengaruh Kualitas Pelayanan dan Kepuasan Konsumen terhadap Loyalitas Konsumen PT . Wahana Prestasi Logistik Cabang Bogor Annisa Pratiwi Utami. *Jurnal Penelitian Manajemen Dan Inovasi Riset*, 2(4), 204–215.
<https://journal.arimbi.or.id/index.php/Lokawati/article/view/998/1115>

Xin, G., & Choi, J. G. (2020). The impact of factors forming employee service attitude on service quality, customer satisfaction and loyalty in the hotel industry. *Global Business and Finance Review*, 25(3), 84–95.
<https://doi.org/10.17549/gbfr.2020.25.3.84>

