

DAFTAR PUSTAKA

- Alloyyan, M. N., AL-Hawary, S.I.S., Mohammad, A. A. S., & Al-Nady, B.A.H.A. (2018). Banking service quality provide by commercial banks and costemor satisfaction. A structural equation modelling approaches. *Internasional Journal Of Productifivity and quality management*, 24(4), 534-565
- Asraf, S., Ilyas, R., Imtiaz, M., & Ahmad, S (2018). Impact of service quality, corporate image and perceived value on brand loyalty with presence and absence of customer satisfaction: A study of four service sectors of Pakistan. *International wjournal of academic research in business and social sciences*, 8(2), 452-474
- Azizun, A., & Muhsin, M. (2020). Pengaruh Kualitas Produk, Kualitas Layanan Dan Lokasi Terhadap Kepuasan Konsumen. *Jurnal Manajemen Dan Bisnis Indonesia*, 72-78.
- Bahadur, W., Aziz, S., & Zulfiqar, S. (2018).Effect of employee emphaty on customer satisfaction and loyalty during employe-customer interactions. The mediating role of customer affective commitment and perceived service quality. *Cogent business & management*, 5(1), 1491780.
- Dawi, N. M., Jusoh, A., Streimikis J., & Mardani, A. (2018). The influence of service quality on customer satisfaction and customer behavioral intentions by moderating role of switching barriers in satellite pay TV market. *Economics & sociology*, 11(4), 198.
- Emory, *Business research methods*, Richard D. Irwin Inc. 1985
- Farooq, M. S., Salam, M., Fayolle, A., Jaafar, N., & Ayupp,K. (2018). Impact of service quality on customer satisfaction and customer behavioral intentions in Malaysia airlines: A PLS-SEM approach. *Journal of air transport management*, 68, 35-47.

- Food Quality, Service Quality, Price Fairness and Restaurant re-patronage intention: The mediating role of customer satisfaction. *Int. J. Acad.Res. Bus. Soc.Sci*, 8, 211-226
- Gupta, H. (2018). Evaluating service quality of airline industry using hybrid best worst method and VIKTOR. *Journal of air transport management*, 68, 35-47.
- Hidayat Wahyu., dan Lilis Sulistiyani., 2021, Efek Kualitas Produk, Kualitas Pelayanan Terhadap Kepercayaan dan Kepuasan Pelanggan Sebagai Sariy Jaya. *Excellent: Jurnal Manajemen, Bisnis dan Pendidikan*, 9(1), pp.7-18
- Hussein Umar. 2013. *Metode Penelitian Untuk Skripsi dan Tesis*. Jakarta: Rajawali
- Indrasari Meithiana., 2019, *Pemasaran & Kepuasan Pelanggan*. Cetakan Pertama. Surabaya: Unitomo Press
- Indrasari, M. (2019). *Pemasaran dan Kepuasan Pelanggan*. Surabaya: unitomo press.
- Indrasari, M. (2019). *Pemasaran dan Kepuasan Pelanggan*. Surabaya: unitomo press.
- 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.
- Joudeh, J.M., & Dandis, A. (2018). Service quality, customer Satisfaction and Loyalty in an internet service providers iternational *Journal of Business and management*, 13(8), 108-120.
- Kotler, P., & Keller, K. L. 2012. *Manajemen pemasaran*. Edisi ke 14. Jilid ke 1 Jakarta: Erlangga
- Kotler, Philip dan Kevin Lane Keller. 2018, *Manajemen Pemasaran*, edisi 13. Jilid I. Jakarta: PT. Gelora Aksara.
- Meesala, A., & Paul, J. (2018). Service quality, Consumer satisfaction and loyalty

- in hospitals: Thinking for the future. *Journal of Retailing And Consumer Services*, 40,261-269
- Muhammad, Iman, 2012, *Pemanfaatan, SPSS Dalam Penelitian Bidang Kesehatan*, Bandung: Citapustaka Media Perintis.
- Nanincova, N. (2019). Pengaruh Kualitas Layanan Terhadap Kepuasan Pelanggan Noach Cafe Dan Bistro. *AGORA*, Vol.7, No.2.
- Sa'adah, L., & Munir, F. A. (2020). *Kualitas Layanan, Harga, Citra Merk Serta Pengaruhnya Terhadap Kepuasan Konsumen*. Jombang: LPPM Universitas KH. A. Wahab Hasbullah.
- Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono, 2013, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono, 2017, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*, Bandung: Alfabeta, CV.S.
- Sugiyono. 2018. *Statiska untuk penelitian*. Bandung. Alfabeta Sutrisno Hadi, *Metodelogi Research*, Jilid 1,2 UGM, 1986
- Tjiptono, F. (2020). *Kepuasan Pelanggan kosep, pengukuran, & strategi*.
- Tjiptono, Fandy. 2018. *Strategi Pemasaran Modern*. Yogyakarta: penerbit andi Yogyakarta.
- Tjiptono. (2019). *Strategi Pemasaran Prinsip & Penerapan Edisi 1*. Yogyakarta.
- Tjiptono. 2012. *Strategi Pemasaran*, ed. 3, Yogyakarta, Andi.
- Tsafarakis, S., Kokotas, T., & Pantouvakis, A. (2018). A multiple criteria approach for airline passenger satisfaction measurement and servica quality improvement. *Journal of air transport management*, 68, 61-75.
- Wijaya Toni., 2018, *Manajemen Kualitas Jasa*. Cetakan Pertama. Jakarta: IndeksUtami Christina Whidya., dkk., 2019, *Manajemen Jasa*. Jakarta: Salemba Empat