

DAFTAR PUSTAKA

- Abdullah, D., and F. Rozario. 2009. Influence of service and product quality towards customer satisfaction: A case study at the staff cafeteria in the hotel industry. *World Academy of Science, Engineering and Technology* 53:185-190.
- Adamu, M. 2017. An Overview Of Service Quality, Customer Satisfaction And Customer Loyalty; A Literature Review. *Austin J Bus Adm Manage* 1 (4):1-4.
- Akbar, M. M., and N. Parvez. 2009. Impact of service quality, trust, and customer satisfaction on customers loyalty. *ABAC journal* 29 (1).
- Alinaung, I. A., and I. W. Ogi. 2016. Analisis Citra Merek, Kualitas Layanan Dan Tarif Terhadap Kepuasan Konsumen Pengguna Jasa Di RSUP Prof. Dr. RD Kandou Manado. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi* 4 (3).
- Alireza, F., K. Ali, and F. Aram. 2011. How quality, value, image, and satisfaction create loyalty at an Iran telecom. *International Journal of Business and Management* 6 (8):271.
- Amryyanti, R., and I. P. G. Sukaatmadja. 2012. Pengaruh kualitas layanan, produk, dan kewajaran harga terhadap kepuasan dan loyalitas pelanggan pada Inc skin care Singaraja. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*.
- Bennett, R., and S. Rundle-Thiele. 2002. A comparison of attitudinal loyalty measurement approaches. *Journal of brand management* 9 (3):193-209.
- Bloemer, J., d. R. Ko, and P. Peeters. 2008. Drivers of Bank Loyalty : the Complex Relationship Between Image, Service Quality, and Satisfaction. *International Journal of Bank Marketing* 17 (7).
- Bowen, J. T., and S. L. Chen. 2001. The relationship between customer loyalty and customer satisfaction. *International Journal of Contemporary Hospitality Management*.
- Cai, R., W. Ma, and Y. Su. 2016. Effects of member size and selective incentives of agricultural cooperatives on product quality. *British Food Journal*.
- Caruana, A. 2002. Service loyalty: The effects of service quality and the mediating role of customer satisfaction. *European journal of marketing*.

- Chandio, Z. U., M. A. Qureshi, and S. Ahmed. 2015. Brand trust, customer satisfaction and brand loyalty-A cross examination. *Journal of Business Strategies* 9 (1):62.
- Cheshin, A., A. Amit, and G. A. Van Kleef. 2018. The interpersonal effects of emotion intensity in customer service: Perceived appropriateness and authenticity of attendants' emotional displays shape customer trust and satisfaction. *Organizational Behavior and Human Decision Processes* 144:97-111.
- Chien, L., and S. Chi. 2019. Corporate image as a mediator between service quality and customer satisfaction: difference across categorized exhibitors. *Heliyon* 5 (3):e01307.
- Cronin Jr, J. J., M. K. Brady, and G. T. M. Hult. 2000. Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments. *Journal of retailing* 76 (2):193-218.
- Daryanto. 2011. *Manajemen Pemasaran*. Vol. Sari Kuliah, Cetakan I: Bandung: SatuNusa.
- Day, G. S. 1976. A two-dimensional concept of brand loyalty. In *Mathematical models in marketing*: Springer, 89-89.
- Dedeoğlu, B. B., and H. Demirer. 2015. Differences in service quality perceptions of stakeholders in the hotel industry. *International Journal of Contemporary Hospitality Management*.
- Dehghan, A., B. Zenouzi, and A. Albadvi. 2012. An investigation on the relationship between service quality and customer satisfaction: In the case of CCG CO. *International business research* 5 (1):3.
- Dick, A. S., and K. Basu. 1994. Customer loyalty: toward an integrated conceptual framework. *Journal of the academy of marketing science* 22 (2):99-113.
- Engel, F. J., B. D. Roger, and M. W. Paul. 2010. *Perilaku Konsumen*. 1 ed: Binarupa Aksara-Jakarta.
- Evans, J. R., and W. M. Lindsay. 2013. *Managing for quality and performance excellence*: Cengage Learning.
- Fata, K. 2015. Pengaruh Harga, Citra Merek, Dan Fitur Terhadap Kepuasan pelanggan Serta Dampaknya Pada Loyalitas Merek (Studi Kasus Produk Handphone Samsung Di Banda Aceh). *Jurnal Kebangsaan* 4 (7):40-46.
- Foedjiawati, F., and H. Samuel. 2005. Pengaruh Kepuasan Konsumen Terhadap Kesetiaan Merek (Studi Kasus Restoran The Prime Steak & Ribs Surabaya).

Jurnal Manajemen Dan Kewirausahaan (Journal of Management and Entrepreneurship) 7 (1):74-82.

Gefen, D. 2002. Customer loyalty in e-commerce. *Journal of the association for information systems* 3 (1):2.

Griffin, J. 2005. *Customer Loyalty: Growing and Keeping Customers*: publisher, Jakarta.

Handoko, H., and B. Swasta. 2000. *Manajemen Pemasaran Analisis Prilaku Konsumen*: Yogyakarta: BPEE.

Harianto, D. 2013. Analisa pengaruh kualitas layanan, brand image, dan atmosfer terhadap loyalitas konsumen dengan kepuasan konsumen sebagai variabel intervening konsumen kedai deja-vu Surabaya. *Jurnal Strategi Pemasaran* 1 (1).

Hasan, S. 2014. Analisis nilai pelanggan terhadap kepuasan dan loyalitas (Studi Kasus Pada BMT Cengkareng). *Caraka Tani: Journal of Sustainable Agriculture* 29 (1):1-16.

Heskett, J. L. 2002. Beyond customer loyalty. *Managing Service Quality: An International Journal*.

Hidayat, R. 2009. Pengaruh kualitas layanan, kualitas produk dan nilai nasabah terhadap kepuasan dan loyalitas nasabah Bank Mandiri. *Jurnal Manajemen dan Kewirausahaan* 11 (1):59-72.

Irawan, D., and E. Japarianto. 2013. Analisa Pengaruh Kualitas Produk Terhadap Loyalitas Melalui Kepuasan Sebagai Variabel Intevening Pada Pelanggan Restoran Por Kee Surabaya. *Jurnal Manajemen Pemasaran* 1 (2):1-8.

Jahanshahi, A. A., M. A. H. Gashti, S. A. Mirdamadi, K. Nawaser, and S. M. S. Khaksar. 2011. Study the effects of customer service and product quality on customer satisfaction and loyalty. *International Journal of Humanities and Social Science* 1 (7):253-260.

Jahanzeb, S., T. Fatima, and M. B. Khan. 2011. An empirical analysis of customer loyalty in Pakistan's telecommunication industry. *Journal of Database Marketing & Customer Strategy Management* 18 (1):5-15.

Kaura, V., C. S. D. Prasad, and S. Sharma. 2015. Service quality, service convenience, price and fairness, customer loyalty, and the mediating role of customer satisfaction. *International journal of bank marketing*.

Khan, M. T. 2013. Customers loyalty: Concept & definition (a review). *International Journal of Information, Business and Management* 5 (3):168.

- Kotler, P. 2002. *Manajemen Pemasaran*: PT Prenhallindo, Jakarta
- Kotler, P., and G. Amstrong. 2011a. *Principle of Marketing*: New Jersey: Prentice Hall.
- . 2011b. *Prinsip-prinsip Pemasaran*. 1 ed: Jakarta : Erlangga.
- Kotler, P., and K. L. Keller. 2009. *Manajemen Pemasaran, diterjemehkan oleh Bob sabran*. 12 ed. Vol. 1: Jakarta: Erlangga.
- Kruger, L.-M., S. W. Kuhn, D. J. Petzer, and P. G. Mostert. 2013. Investigating brand romance, brand attitude and brand loyalty in the cellphone industry. *Acta Commercii* 13 (1):1-10.
- Kumar, V., and W. J. Reinartz. 2006. *Customer relationship management: A databased approach*: Wiley Hoboken.
- Kurniawati, D., Suharyono, and A. Kusumawati. 2014. Pengaruh citra merek dan kualitas produk terhadap kepuasan dan loyalitas pelanggan (studi pada pelanggan KFC cabang Kawi Malang), Brawijaya University.
- Lasander, C. 2013. Citra Merek, Kualitas Produk, dan Promosi Pengaruhnya Terhadap Kepuasan Konsumen Pada Makanan Tradisional. *Jurnal EMBA* 1 (3).
- Lei, S., and L. Chu. 2015. The mediating role of consumer satisfaction in the relationship between brand equity and brand loyalty based on PLS-SEM Model. *International business research* 8 (2):62.
- Lumintang, G., and J. J. Rotinsulu. 2015. Analisis Kualitas Produk Dan Kualitas Layanan Terhadap Kepuasan Konsumen Pada Holland Bakery Boulevard Manado. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi* 3 (1).
- Mardikawati, W., and N. Farida. 2013. Pengaruh Nilai Pelanggan dan Kualitas Layanan terhadap Loyalitas Pelanggan, melalui kepuasan pelanggan pada Pelanggan bus efisiensi (studi po efisiensi jurusan yogyakarta-cilacap). *Jurnal Administrasi Bisnis* 2 (1):64-75.
- Martin, J., M. Elg, and I. Gremyr. 2020. The many meanings of quality: Towards a definition in support of sustainable operations. *Total Quality Management & Business Excellence*:1-14.
- Meesala, A., and J. Paul. 2018. Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services* 40:261-269.

- Morano, R. S., A. Barrichello, R. R. Jacomossi, and J. R. D'Acosta-Rivera. 2018. Street food: factors influencing perception of product quality. *RAUSP Management Journal* 53:535-554.
- Mowen, J. C., and M. Minor. 2002. Perilaku konsumen. *Jakarta: Erlangga* 90.
- Närvänen, E., H. Kuusela, H. Paavola, and N. Sirola. 2020. A meaning-based framework for customer loyalty. *International Journal of Retail & Distribution Management*.
- Octavia, A. 2021. Service Quality Gap Analysis of Water Supply in Urban Areas: Water Supply Company, Bogor Regency. In *ICSDEMS 2019*: Springer, 47-57.
- Orel, F. D., and A. Kara. 2014. Supermarket self-checkout service quality, customer satisfaction, and loyalty: Empirical evidence from an emerging market. *Journal of Retailing and Consumer Services* 21 (2):118-129.
- Osman, Z., and I. Sentosa. 2014. Influence of customer satisfaction on service quality and customer loyalty relationship in Malaysian commercial banking industry. *International Journal of Economics, Finance and Management* 3 (2).
- Palilati, A. 2007. Pengaruh Nilai Pelanggan, Kepuasan terhadap Loyalitas Nasabah Tabungan Perbankan di Sulawesi Selatan. *Jurnal Manajemen dan Kewirausahaan* 9 (1).
- Parasuraman, V. A. Zeithaml, and L. Berry. 1988. SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *1988* 64 (1):12-40.
- Peter, J. P., J. C. Olson, and K. G. Grunert. 1999. *Consumer behaviour and marketing strategy*: McGraw-hill London, UK:.
- Pizam, A., V. Shapoval, and T. Ellis. 2016. Customer satisfaction and its measurement in hospitality enterprises: a revisit and update. *International Journal of Contemporary Hospitality Management*.
- Polyorat, K., and S. Sophonsiri. 2010. The Influence of Service Quality Dimensions on Customer Satisfaction And Customer Loyalty In The Chain Restaurant Context: A Thai Case. *Journal of Global Business & Technology* 6 (2).
- Rahmayanti, L. 2009. Pengaruh Kualitas Layanan Rawat Inap Terhadap Kepuasan Pasien Rumah Sakit Bunda Margonda Depok.
- Rauyruen, P., and K. E. Miller. 2007. Relationship quality as a predictor of B2B customer loyalty. *Journal of Business Research* 60 (1):21-31.

- Rimawan, E., A. Mustofa, and A. D. Mulyanto. 2017. The influence of product quality, service quality and trust on customer satisfaction and its impact on customer loyalty (case study PT ABC Tbk). *International Journal of Scientific & Engineering Research* 8 (7):2330-2336.
- Rod, M., N. J. Ashill, J. Shao, and J. Carruthers. 2009. An examination of the relationship between service quality dimensions, overall internet banking service quality and customer satisfaction: A New Zealand study. *Marketing Intelligence & Planning*.
- Sachro, and S. R. Pudjiastuti. 2013. The Effect Service Quality to Customer Satisfaction and Customer Loyalty of Argo Bromo Anggrek Train Jakarta Surabaya in Indonesia. *IOSR Journal of Business and Management* 12 (1).
- Saha, P., and Y. Zhao. 2005. Relationship between online service quality and customer satisfaction: a study in internet banking.
- Saidani, B., and S. Arifin. 2012. Pengaruh Kualitas Produk dan Kualitas Layanan Terhadap Kepuasan pelanggan Dan Minat Beli Pada Ranch Market. *Jurnal Riset Manajemen Sains Indonesia (JRMSI)* 3 (1).
- Sakhaei, S. F., A. Afshari, and E. Esmaili. 2014. The impact of service quality on customer satisfaction in Internet banking. *Journal of mathematics and computer science* 9 (1):33-40.
- Schiffman, and Kanuk. 2007. *Perilaku Konsumen*. 7 ed: PT. Indeks, Jakarta.
- Setiadi, N. J. 2008. *Perilaku Konsumen: Konsep dan Implikasi untuk Strategi dan Penelitian Pemasaran*: Jakarta: Kencana.
- Shaharudin, M. R., A. A. Hassan, S. W. Mansor, S. J. Elias, E. H. Harun, and N. A. Aziz. 2010. The relationship between extrinsic attributes of product quality with brand loyalty on Malaysia national brand motorcycle/scooter. *Canadian social science* 6 (3):165-175.
- Silvestro, R., and L. T.H. *The asymmetric relationship between customer satisfaction, dissatisfaction, loyalty and financial performance in B2B companies*. . Operations Management Group. University of Warwick, Singapore 2006 [cited.
- Sivadas, E., and J. L. Baker-Prewitt. 2000. An examination of the relationship between service quality, customer satisfaction, and store loyalty. *International Journal of Retail & Distribution Management*.
- Slack, N. J., and G. Singh. 2020. The effect of service quality on customer satisfaction and loyalty and the mediating role of customer satisfaction: Supermarkets in Fiji. *The TQM Journal*.

- Smith, R. E., and W. F. Wright. 2004. Determinants of customer loyalty and financial performance. *Journal of management accounting research* 16 (1):183-205.
- Sumarwan, U. 2014. Model keputusan konsumen. *Perilaku konsumen* 5:1-41.
- Sunyoto, D. 2012. *Teori, Kuesioner, dan Analisis Data Sumber Daya Manusia (Praktik Penelitian)*. 1 ed: Yogyakarta : CAPS.
- Suwarni, and S. D. Mayasari. 2011. Pengaruh kualitas produk dan harga terhadap loyalitas melalui kepuasan konsumen. *Jurnal Ekonomi Bisnis* 16 (1):76-84.
- Tjahjaningsih, E., and M. Yuliani. 2009. Analisis kualitas produk dan citra merek dalam mempengaruhi keputusan pembelian dan dampaknya terhadap loyalitas merek HP Nokia. *Telaah Manajemen* 6 (2):249314.
- Torres-Moraga, E., A. Z. Vásquez-Parraga, and J. Zamora-González. 2008. Customer satisfaction and loyalty: start with the product, culminate with the brand. *Journal of consumer marketing*.
- Tumangkeng, G. A. 2013. Kualitas Produk, Suku Bunga dan Kualitas Pelayanan Pengaruhnyaterhadap Kepuasan Pelanggan KPR Bank BTN Cabang Manado. *Jurnal EMBA* 1 (4).
- Vykydal, D., P. Halfarová, and J. Nenadál. 2013. Customer Loyalty Measurement at Czech Organizations. *Quality Innovation Prosperity* 17 (1):28-38.
- Wedarini, N. M. S. 2013. Pengaruh kualitas produk terhadap kepuasan dan loyalitas pelanggan telkom flexi, Udayana University.
- Wells, J. D., J. S. Valacich, and T. J. Hess. 2011. What signal are you sending? How website quality influences perceptions of product quality and purchase intentions. *MIS quarterly*:373-396.
- Wendi, W., and R. Chandra. 2020. Effect of service quality, price on satisfaction and loyalty customer (Study on Born Fit Thamrin, Central Jakarta). *ISTEI*:1-16.
- Wicaksono, D. A. 2022. Faktor – Faktor Yang Mempengaruhi Loyalitas Pelanggan (Suatu Kajian Teoritis). *ULIL ALBAB : Jurnal Ilmiah Multidisiplin* 1 (3):504-509.
- Wu, K.-W. 2011. Customer loyalty explained by electronic recovery service quality: Implications of the customer relationship re-establishment for consumer electronics e-tailers. *Contemporary management research* 7 (1).

- Yoo, M., and B. Bai. 2013. Customer loyalty marketing research: A comparative approach between hospitality and business journals. *International Journal of Hospitality Management* 33:166-177.
- Zeithaml, V. A., L. L. Berry, and A. Parasuraman. 1996. The behavioral consequences of service quality. *Journal of marketing* 60 (2):31-46.
- Zygiaris, S., Z. Hameed, A. Alsubaie, and U. Rehman. 2022. Service Quality and Customer Satisfaction in the Post Pandemic World: A Study of Saudi Auto Care Industry. *Frontiers in Psychology* 13:842141-842141.