

DAFTAR REFERENSI

- Azwar, Saifuddin. (2017). *Penyusunan skala psikologi*. Edisi 2. Yogyakarta: Pustaka Belajar.
- Bharwana, T., Bashir, M., & Mohsin, M. (2013). Impact of service quality on customer satisfaction : a study from service sector especially private collage of pakistan. *International Journal of Scientific and Research Publications*, 2250-3153.
- Chang, H., Y., Yeh, H., C. (2017) Corporate social responsibility and customer loyalty in intercity bus services. *Transport Policy*, 59, 38–45
- Chou, P.F., Lu, C.S., & Chang, Y.H. (2014). Effects of service quality and customer satisfaction on customer loyalty in high-speed rail services in Taiwan. *Transportmetrica A: Transport Science*, 30, 83–103.
- Departemen Pariwisata Kementrian Pariwisata, (2014) *Perkembangan wisatawan nusantara 2009-2014*. (2014) Retrieved from <http://www.kemenpar.go.id>
- Fang, Y.H., Chiu, C.M., & Wang. E.T.G., (2011). Understanding customers satisfaction and repurchase intentions, *Internet Research*, 21 (4), 479–503
- Ghozali, Imam. 2005. *Aplikasi analisis multivariate dengan SPSS*. Semarang : Badan Penerbit Universitas Diponegoro.
- Giese, J., & Cote, J. (2000). Defining consumer satisfaction. *Academy of Marketing Science Review*, 1(1), 1–22.
- Kotler, P., Keller, L., K. (2012). *Manajemen pemasaran*. Jakarta : Erlangga
- Kotler, P., & Armstrong, G. (2017). *Principles of marketing*. United Kingdom : Pearson.
- Marketing Research Indonesia, (2015) *Apa yang menjadi daya tarik travel agent*. (2015) Retrieved from <http://www.mri-research-ind.com>
- Menpar ingatkan travel agent beralih ke digital tourism. (2018). Retrieved from <http://www.cnnindonesia.com>.

- Naik, C., N., K., Gantasala, S., B., & Prabhakar, G., V. (2010). Service quality (servqual) and its effect on customer satisfaction in retailing. *European Journal of Social Sciences*, 16(2), 231–243.
- Pambagio, A. (2018). *Data, target, dan implementasi sektor pariwisata*. Retrieved from <https://news.detik.com/kolom/d-3886618/data-target-dan-implementasi-sektor-pariwisata>
- Parasuraman, A., Zeithaml, V., A., & Berry, L., L. (1988). Servqual a multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
- Reyhan, Caleb., & Hilda, Angelica. (2017). Pengaruh service quality terhadap Repurchase Intention dengan Customer Satisfaction sebagai Variabel Intervening di PT Dwidaya Tour & Travel Surabaya. (TA No. 35010290/MAN/2017). Unpublished. Universitas Kristen Petra, Surabaya.
- Silvestri, C., Aquilani, B., & Ruggieri, A. (2017). Service quality and customer satisfaction in thermal tourism. *Total Quality Management Journal*, 29(1), 55–81.
- Sugiyono. (2010). *Metode penelitian bisnis. pendekatan kuantitatif, kualitatif dan research and development*. Bandung : Alfabeta.
- Tjiptono, Fandy dan Chandra, Gregorius. 2011. *Service, quality & satisfaction*. Edisi Ketiga, Yogyakarta: ANDI