

DAFTAR PUSTAKA

- (Shawn) Jang, S. C., & Feng, R. (2007). Temporal destination revisit intention: The effects of novelty seeking and satisfaction. *Tourism Management*, 28(2), 580–590. <https://doi.org/10.1016/j.tourman.2006.04.024>
- Barsky, J. D. (1992). Customer Satisfaction in the Hotel Industry: Meaning and Measurement. *Journal of Hospitality & Tourism Research*, 16(1), 51–73. <https://doi.org/10.1177/109634809201600105>
- Buchari, Alma. 2009. *Manajemen Pemasaran dan Pemasaran Jasa*, Cetakan kedelapan, Bandung: Alfabeta.
- Choi, T. Y., & Chu, R. (2000). Levels of satisfaction among Asian and Western travellers. *International Journal of Quality & Reliability Management*, 17, 116–132.
- Dolnicar, S. (2003). Which Hotel attributes Matter ? A review of previous and a framework for future research. *Proceedings of the 9th Annual Conference of the Asia Pacific Tourism Association (APTA)*, 176–188. <https://doi.org/http://ro.uow.edu.au/commpapers/268>
- Engel, James F, et al. (1990) *Customer Behavior*. Diterjemahkan oleh: F X Budyanto. Perilaku Konsumen, Jilid II. Binarupa Aksara, Jakarta.
- Ghozali, Imam. 2011. “*Aplikasi Analisis Multivariate Dengan Program SPSS*”. Semarang: Badan Penerbit Universitas Diponegoro.
- Gilbert, D.C., Morris, L., 1995. The relative importance of hotels and airlines to the business traveler. *International Journal of Contemporary Hospitality Management* 7 (6), 19–23.
- Hair, J.F., Anderson, R., Black, W.C., 1995. *Multivariate Data Analysis with Readings*. Prentice-Hall, Englewood Cliff s, NJ.
- Heung, V.C.S., Mok, C., Kwan, A., 1996. Brand loyalty in hotels: an exploratory study of overseas visitors to Hong Kong. *Australian Journal of Hospitality Management* 3 (1), 1–11.
- Hunt, J.D., 1975. Image as a factor in tourism development. *Journal of Travel Research* 13, 3–7.
- Husein, U. (2011). *Metode Penelitian Untuk Skripsi dan Tesis Bisnis Edisi 11*. Jakarta: PT Raja Grafindo Persada
- Kandampully, J., & Suhartanto, D. (2000). Customer loyalty in the hotel

Raden Ghisa Salsabila, 2018

ANALISIS FAKTOR-ATRIBUT HOTEL DAN PENGARUHNYA TERHADAP KEPUASAN TAMU DI UPSCALE HOTEL DI KOTA BANDUNG

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- industry : The role of customer satisfaction and image Customer loyalty in the hotel industry : the role of customer satisfaction and image. *International Journal of Contemporary Hospitality Management*, 12(6), 346–351. <https://doi.org/10.1108/09596110010342559>
- Kerlinger. 2006. *Asas–Asas Penelitian Behaviour*. Edisi 3, Cetakan 7. Yogyakarta: Gadjah Mada University Press.
- Knutson, B., 1988. Frequent travelers: making them happy and bringing them back. *The Cornell Hotel and Restaurant Administration Quarterly* 29 (1), 83–87.
- Kotler, Philip. (1991). *Manajemen Pemasaran, Analisis, Perencanaan, Implementasi dan Pengendalian*. Jakarta: Erlangga.
- Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th ed.).
- Lawson, Fred, (1976). *Hotel Motels and Condominiums (Design Planning and Maintenance)*, First Publish Great Britain by The Architectural Press LTD, London.
- Lewis, R.C., 1984. Getting the most from marketing research (Part III): the basis of hotel selection. *The Cornell Hotel and Restaurant Administration Quarterly* 54–69.
- Lewis, R.C., Chambers, R.E., 1989. *Marketing Leadership in Hospitality*. Van Nostrand Reinhold, New York.
- Malhotra, N. K. (2010). *Marketing Research an Applied Orientation*. New Jersey: Pearson.
- McCleary, K.W., Weaver, P.A., Lan, L., 1994. Gender-based differences in business travelers lodging preferences. *The Cornell Hotel and Restaurant Administration Quarterly* 32 (2), 51–58.
- Mohd Taher, S. H., Jamal, S. A., Sumarjan, N., & Aminudin, N. (2015). Examining the structural relations among hikers' assessment of pull-factors, satisfaction and revisit intentions: The case of mountain tourism in Malaysia. *Journal of Outdoor Recreation and Tourism*, 12, 82–88. <https://doi.org/10.1016/j.jort.2015.11.012>
- Namukasa, Juliet. (2013). The Influence Of Airline Service Quality On Passenger Satisfaction And Loyalty The Case Of Uganda Airline Industry. *The TQM Journal*, Vol. 25 Iss 5 pp. 520 – 532.
- Oh, H., Parks, S.C., 1997. Customer satisfaction and service quality: a critical review of the literature and research implications for the hospitality industry. *Hospitality Research Journal* 20 (3), 35–64.
- Oliver, R.L. (1981). *Measurement and Evaluation of The Satisfaction*

Raden Ghisa Salsabila, 2018

ANALISIS FAKTOR-FAKTOR ATRIBUT HOTEL DAN PENGARUHNYA TERHADAP KEPUASAN TAMU DI UPSCALE HOTEL DI KOTA BANDUNG

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Process in Retail Setting. *Journal of Retailing*, 57, 25-48.
- Pitt, L.F., Jeantrout, B., 1994. Management of customer expectations in service firms: a study and a checklist. *The Service Industries Journal* 14 (2), 170–189.
- Qu, H., Ryan, B., & Chu, R. (2000). The Importance of Hotel Attributes in Contributing to Travelers' Satisfaction in the Hong Kong Hotel Industry Hailin. *Journal of Quality Assurance in Hospitality & Tourism*, 98(December 2014), 37–41. <https://doi.org/10.1300/J162v01n03>
- Riduwan & Akdon, 2010, Rumus dan Data Dalam Analisis Statistika, Cet 2, Alfabeta. Rivers, Mary, Rex Toh, and Mehdi Alaoui (1991). "Frequent-Stayer hograms: The Demographic, Behavioral, and Attitudinal Characteristics of Hotel Steady Sleepers," *Journal of Travel Research*, 29 (Winter), 73-80.
- Rutherford, D. G., Michael, J. O., Haglund, I. (2006). *Hotel Management and Operations*. John Wiley and Sons Ltd.
- Santoso, (2006), Menggunakan SPSS untuk Statistik Non Parametrik, Jakarta: PT. Elex Media Komputindo.
- Schaefer, A., Illum, S., & Margavio, T. (1995). The Relative Importance of Hotel Attributes to Motorcoach Tour Operators. *Journal of Hospitality & Leisure Marketing*, 3(1), 19–36. <https://doi.org/10.1300/J150v03n01>
- Shanka, T., & Taylor, R. (2008). An Investigation into the Perceived Importance of Service and Facility Attributes to Hotel Satisfaction. *Journal of Quality Assurance in Hospitality ...*, 4(September 2014), 23–35. <https://doi.org/10.1300/J162v04n03>
- Sugiyono, 2009, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, Bandung: Alfabeta
- Sugiyono. (2011). *Metode Penelitian Pendidikan*. Bandung: Alfabeta.
- Sugiyono. (2012). *Metode Penelitian Bisnis*. Alfabeta, Bandung
- Swarbrooke, J., & Horner, S. (2007). *Consumer Behaviour in Tourism* (Second).
- Sekaran, U & Bougie, R. (2013). Edisi 5, *Research Methods for Business: A Skill Building Approach*. New York: John wiley@Sons.
- Sekaran, Uma & Roger Bougie. (2016); *Research Methods for Business- A Skill Building Approach, 7th Edition*.
- Taninecz, George (1990). "1990 Business Traveler Survey," Hotel and

Raden Ghisa Salsabila, 2018

ANALISIS FAKTOR-FAKTOR ATRIBUT HOTEL DAN PENGARUHNYA TERHADAP KEPUASAN TAMU DI UPSCALE HOTEL DI KOTA BANDUNG

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Motel Management, 205 (June 25), 29-32,57.
- Usta, M., Berezina, K., & Cobanoglu, C. (2011). The Impact of Hotel Attributes' Satisfaction on Overall Guest Satisfaction. *Graduate Student Research Conference in Hospitality and Tourism*. Retrieved from http://scholarworks.umass.edu/gradconf_hospitality/2011/Presentation/5
- Verespej, M. A. (1994). *How the best got better*. Industry Week, 243 (5): 27.
- Webster. (1998). *New World Dictionary*. New World Dictionary Company. New York.
- Wibisono, D. 2003. Riset Bisnis, Jakarta: PT. Gramedia Pustaka Utama.
- Worsfold, K. (2016). Satisfaction, value and intention to return in hotels, 28, 1–37. <https://doi.org/10.1108/MBE-09-2016-0047>
- Wuest, B.E.S., Tas, R.F. & Emenheiser, D.A. (1996). What do mature travelers perceive as important hotel/motel customer service? *Hospitality Research Journal*, 20(2), 77-93.
- Yamin, Sofyan & Heri Kurniawan, 2009. *SPSS Complete*, Jakarta: Salemba Empat.
- Yi, Y. (1991). A Critical Review of Consumer Satisfaction. In V. Zeithaml (Ed.), *Review of Marketing*. Chicago: American Marketing Association Yung & Chan, 200
- Zhang, Z. And Ye, Q. (2011). Determinants of hotel room price An exploration of travelers' hierarchy of accomodation needs. *International Journal of Contemporary Hospitality Management*. Vol. 23 No. 7, 2011, pp. 972-981.