

DAFTAR PUSTAKA

- Berger, C, Blauth, R, Boger, D 1993. '*Kano's method for understanding customer-defined quality*', *JCQM*, vol. 2, hh. 3-35.
- Bressolles, Gregory and Durrieu Francois. 2011. *Service Quality, Customer Value And Satisfaction Relationship Revisited For Online Wine Websites*. *AWBR International Conference 9 – 10 June 2011*. Bordeaux Management School – BEM – France.
- Cambridge University. (2016). *Website Meaning in the Cambridge English Dictionary*
- Davis, V. W., Blank, L., Landsbergen, D., Zearfoss, N., Lawton, R. W., & Hoeg, J. (1996). *Telecommunication Service Quality*. Ohio: *The National Regulatory Research Institute*.
- Irmawati, D. (2013). *Pemanfaatan E-Commerce dalam Dunia Bisnis*; Palembang; 1
- Parasuraman, Zeithaml, & Malhotra. (2005). *A Multiple-Item Scale For Assessing Electronic Service Quality*, *Jounal of Service Research*; 2-8
- Kotler, P., & Keller, K. L. (2012). *Marketing Management, 14th Edition*. New Jersey: Prentice Hall.
- Malhotra, N. K., & Birks, D. (2010). *Marketing Research 6th Edition An Applied Orientation*. Prentice Hall: Pearson.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). *SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality*. *Journal of Retailing*, 12-40.
- Prawitra, T. A., & Tan, K. C. (2001). Integrating SERVQUAL and Kano's model into QFD for Service Excellence Development. *Managing Service Quality*, 11, 419-430

- Szymczak, M., & Kowal, K. (2016). *The Kano Model: Identification of Handbook Attributes to Learn in Practice. Journal of Workplace Learning*, 280-293.
- Sekaran, U. (2006). *Metodologi Penelitian Untuk Bisnis*, Jakarta: Salemba Empat
- Sekaran, U. (2011). *Research Methods for Business: A Skill Building Approach*. Canada: John Wiley & sons, Inc.
- Sulistiyono, A., (2006). *Manajemen Penyelenggaraan Hotel*, Bandung: Alfabeta
- Sugiarto, (2002), *Psikologi Pelayanan Dalam Industri Jasa*, PT Gramedia Pustaka Utama, Jakarta.
- Sugiyono, (2009). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Edisi ke-6. Bandung: Alfabeta.
- Suyanto, A.H., (2009). *Step by Step Web Design: Theory and Practices*. Yogyakarta.
- Tan, K. G., & Pawitra, T. A. (2001). *Integrating SERVQUAL and Kano's Model into QFD for service Excellence Development. Managing Service Quality*, 418-430.
- Tontini, G., & Pico, J. D. (2014). *Identifying The Impact of Incremental Innovations on Customer Satisfaction Using a Fusion Method Between Importance-Performance Analysis and Kano Model. Emerald Insight*, 31, 32-52.
- Tjiptono, F. (2014). *Pemasaran Jasa : Prinsip, Penerapan, Penelitian*. Yogyakarta: C.V Andi Offset.
- Ulrich, K. T., & Eppinger, S. D. (2012). *Product Design and Development 5th Edition*. New York: McGraw-Hill Education.
- Widjaya, Marra, (2005). *House Keeping Hotel dan Tata Graha Hotel*, Bandung: Humaniora
- Wang, T., & Ji, P. (2010). *Understanding Customer Needs Through Quantitative Analysis of Kano's Model. Emerald Insight*; 173-176

Zeithaml, V.A., Parasuraman, A., & Berry, L.L., (1990), *Delivering Service Quality*, New York

Zeithaml, V.A. and Bitner, M.J. (1996), *Services Marketing*, McGraw-Hill, New York, NY.

Zeithaml, Leonard L. Berry dan A. Parasuraman. (1993). “*The Nature and Determinants of Customers Expectation of Service*”, *Journal of Academy of Marketing Science*, Vol. 21. No.1, p.1-12.

Zeithaml., V. A., Parasuraman, A., & Malhotra, A., (2002), *Service Quality Delivery Through Web Sites : A Critical Review of Extant Knowledge. Journal of the Academy of Marketing Science.*

Badan Pusat Statistik. (2018) Pariwisata.

<https://www.bps.go.id/subject/16/pariwisata.html#subjekViewTab3> [diakses pada 7 Desember Pukul 06.00]