

DAFTAR PUSTAKA

- Adha, Z. A. (2016). Pengaruh Store Atmosphere terhadap Emotional response (Studi Pada Konsumen Transmart Carefour Cempaka Putih). *Universitas Indonesia Library*.
- Alma, B. (2016). In *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung: Alfabeta.
- Anonim. (2019, 24 Agustus). *UU 10 Tahun 2009 tentang Kepariwisataaan*. Retrieved 25 Oktober, 2019, from JogloAbang: <https://www.jogloabang.com/pustaka/uu-10-2009-kepariwisataan>
- Avan, A., Ozcan, Z., & Ozmen, A. (2019). The Effects Of Servicescape On The Emotional States And Behavioural Responses Of Hotel Guests. *International Journal of Tourism and Hospitality Research*, 303-315.
- Booking.com. (n.d.). *Arsela Hotel Pangkalan Bun*. Retrieved 24 November, 2019, from Booking.com: <https://www.booking.com/hotel/id/arsela-pangkalan-bun.id.html>
- Caldeira, A. M., & Kastenholtz, E. (2018). It's So Hot: Predicting Climate Change Effects On Urban Tourists' Time-Space Experience. *JOURNAL OF SUSTAINABLE TOURISM*.
- Carneiro, M. J., Eusébio, C., Caldeira, A., & Santos, A. C. (2019). The influence of eventscape on emotions, satisfaction and loyalty: The case of re-enactment events. *International Journal of Hospitality Management* 82, 115.

- Dedeoglu, B. B., Bilgihan, A., Ye, B. H., Piera, B., & Fevzi, O. (2018). The impact of servicescape on hedonic value and behavioral intentions: The importance of previous experience. *International Journal of Hospitality Management* 72.
- Engel, J. (2006). In *Consumer Behaviour*. Mason: Permissions.
- Fitzsimmons, J. A., & Fitzsimmons, M. J. (2008). In *Service Management : Operation, Strategy, Information Technology*. Singapore: McGraw-Hill.
- Ghozali, I., & Latan, H. (2015). *Partial Least Square Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0*. Semarang: Badan Penerbit - Undip.
- Haryono, S. (2016). *Metode SEM Untuk Penelitian Manajemen dengan AMOS LISREL PLS*. Bekasi: Intermedia Personalia Utama.
- Heryanto, I., & Triwibowo, T. (2018). In *Path Analysis menggunakan SPSS dan Excel*. Bandung: informatika.
- Hurriyati, R. (2005). In *Bauran Pemasaran dan Loyalitas Konsumen*. Bandung: Alfabeta.
- Indrawati. (2015). In *Metode Penelitian Manajemen dan Bisnis : Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Refika Aditama.
- Indrawati. (2017). In *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi*. Bandung: Aditama.
- Kaminakis, K., Karantinou, K., Koritos, C., & Gounaris, S. (2019). Hospitality Servicescape Effects on Customer-Employee Interactions: A Multilevel Study. *Tourism Management* 72, 130-131.
- Kotler, & Keller. (2012). In *Manajemen Pemasaran. Edisi 12*. Jakarta: Erlangga.

- Kotler, P. (2005). In *Manajemen Pemasaran*. Jakarta: PT. Indeks. Kelompok Gramedia.
- Kotler, P., & Armstrong, G. (2012). In *Prinsip-prinsip Pemasaran. Edisi. 13*. Jakarta: Erlangga.
- Kotler, P., & Keller, K. L. (2016). In *Marketing Managemen, 15th Edition*. New Jersey: Prentice-Hall Published.
- Krisnadwi, B. (2018). *Revenue Growth*. Pangkalan Bun: Arsela Hotel.
- Latan, H. (2013). *Strucktural Equation Modeling*. Bandung: Alfabeta.
- Lockwood, A., & Pyun, K. (2019). How do customers respond to the hotel servicescape? *International Journal of Hospitality Management*.
- Lockwood, A., & Pyun, K. (2020). Developing a scale measuring customers' servicescape perceptions in upscale hotels. *International Journal of Contemporary Hospitality Management Vol. 32 No. 1*, 44-59.
- Lovelock, C., & Wright, L. K. (2007). In *Manajemen Pemasaran Jasa*. Jakarta: PT. Indeks, Indonesia.
- Lupiyoadi, R. (2013). In *Manajemen Pemasaran Jasa Berbasis Kompetensi*. Jakarta: Salemba Empat.
- Malau, H. (2017). In *Manajemen Pemasaran*. Bandung: CV Alfabeta.
- Park, K.-S., & Park, J.-W. (2018). THE EFFECTS OF AIRPORT DUTY-FREE SHOP SERVICESCAPE ON EMOTIONAL RESPONSE AND LOYALTY WITH AN EMPHASIS ON THE MODERATING EFFECT OF GENDER. *International Journal of Business and Society, Vol. 19 No. 2, 2018*, 429-448.

- Priyatno, D. (2012). In *Belajar Praktis Analisis Parametrik&non Parametrik Dgn Spss*. Yogyakarta: Gava Media.
- Reynaldi, A. B. (2017). PENGARUH SERVICESCAPE DALAM MEMBENTUK WORD OF MOUTH(STUDI PADA RESTORAN. *e-Proceeding of Management : Vol.4, No.3*.
- Riduwan, & Kuncoro, E. A. (2017). In *Cara Menggunakan dan Memaknai Path Analysis*. Bandung: Alfabeta.
- Robinot, E., Ertz, M., & Durif, F. (2017). Jingle bells or ‘green’ bells? The impact of socially responsible consumption principles upon consumer behaviour at Christmas time. *Wiley International Journal of Consumer Studies*, 1-13.
- Sabon, V. L., Perdana, M. T., Koropit, P. C., & Pierre, W. C. (2018). Strategi Peningkatan Kinerja Sektor Pariwisata Indonesia. *Jurnal Bisnis dan Manajemen Volume 8 (2)*, 164.
- Satria, A. N. (2018, Oktober). *Statistik Daerah Kabupaten Kotawaringin Barat 2018*. Retrieved Oktober 17, 2019, from Badan Pusat Statistik Kabupaten Kotawaringin Barat:
<https://kobarkab.bps.go.id/publication/2018/10/15/aebe548b827d41df27e99aab/statistik-daerah-kabupaten-kotawaringin-barat-2018.html>
- Sekaran, U., & Bougie, R. (2010). In *Research Methods for Business: A Skill Building Approach*. Chiches: John Wiley & Sons.
- Sugiyono. (2017). In *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Tjiptono, F. (2009). In *Strategi Pemasaran, edisi kedua, cetakan ketujuh*. Yogyakarta: Andi Offset.

- Vonika, T., & Rahmidani, R. (2020). Pengaruh Servicescape Terhadap Kepuasan Konsumen Uda Fes Kuliner's Cabang Juanda di Kota Padang. *Ecogen*, 108-109.
- Widoyoko, E. P. (2012). In *Teknik Penyusunan Instrumen Penelitian*. Yogyakarta: Pustaka Pelajar.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2009). In *Services Marketing: Integrating Customer Focus across the Firm (5th ed.)*. Singapore: McGraw-Hill and Irwin.
- Zikmund, W. G., & Babin, B. J. (2013). In *Essentials of Marketing Research*. China: South-Wester Cengage Learning.