

DAFTAR PUSTAKA

- Commission, C. T. (2015). *Canada millennial domestic travel summary report*. Retrieved from destinationcanada.com/sites/default/files/2016-11/Programs_MillennialTravel_DomesticReport_EN.pdf
- Ghozali, I. (2011). Aplikasi Analisis Multivariate dengan Program IBM.
- Hakim, L. (2010, Juli). INDUSTRI PARIWISATA DAN PEMBANGUNAN NASIONAL. *Among Makarti, Vo.3(5)*.
- Hariyani, H. F. (2018, Juni). TOURISM SECTOR PERFORMANCE ON INDONESIA'S ECONOMIC. *Jurnal Ekonomi Pembangunan, vol. 16*.
- Holik, A. (2016). Relationship of Economic Growth with Tourism Sector. *Jurnal Ekonomi dan Kebijakan, Vol 9*, 16-33. Retrieved from <http://dx.doi.org/10.15294/jejak.v9i1.7184>
- Jazuli, M., Samanhudi, D., & Handoyo. (2020). Analisis Kualitas Pelayanan dengan Servqual dan Importance Performance Analysis di PT. XYZ. *Jurnal Manajemen Industri dan Teknologi, Vol. 01(No. 01)*, 67-75. Retrieved from <http://juminten.upnjatim.ac.id/index.php/juminten>
- Jimanto, R. B., & Kunto, Y. S. (2014). Pengaruh Service Quality terhadap Loyalitas Pelanggan dengan Customer Satisfacation sebagai Variabel Intervening . *Manajemen Pemasaran Petra, Vol. 2(1)*, 1-7.
- Kotler, P., & Keller, K. L. (2016). *Marketing Management* (15th edition ed.). Pearson Education Limited.
- Lovelock, C., & Wirtz, J. (2011). *Service Marketing* (Seventh Edition ed.). Pearson.
- Malhotra, N. K., Nunan, D., Birks, D. F., & Will, P. (2017). *Marketing Research: An Applied Orientation* (6th ed.). United Kingdom: Pearson Education Company.
- Narayan, B., Rajendran, C., Sai, L. P., & Gopalan, R. (2009, January). Dimensions of service quality in tourism – an Indian perspective. *Total Quality Management, Vo. 20(1)*, 61-89.
- Narayan, B., Rajendran, C., Sai, P., & Gopalan, R. (2009, January). Dimensions of service quality in tourism – an Indian perspective. *Total Quality Management, Vol. 20*, 61-89.
- Richard, L., & Oliver. (2015).

- Satryanto, R., & Pamungkas, A. (2015). Analisa Faktor-faktor yang Mempengaruhi Pengembangan Kawasan Wisata Bahari Geumplang. *Jurnal Teknik ITS*, Vol. 4(No. 1).
- Sekaran, U. (2017). Metode Penelitian untuk Bisnis.
- Sekaran, U. (2017). Metode Penelitian untuk Bisnis.
- Sugiono. (2015). *Metode Penelitian Pendidikan*. Bandung: Alfabeta.
- Sugiyono. (2015). *Metode Penelitian Pendidikan*. Bandung: Alfabeta.
- Sulistiyawati, Arie, N. M., Seminari, & Ketut, N. (2015). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Restoran Indus Ubud Gianyar. *E-Jurnal Manajemen Unud*, Vol. 4(No. 8).
- Tileng, M. Y., Utomo, W. H., & Latuperissa, R. (2013, May). Analysis of Service Quality using Servqual Method and Importance Performance Analysis (IPA) in Population Departemen, Tomohon City. *International Journal of Computer Applications*, Vol. 70(No.19), 0975-8887.
- Tilley, S., & Houston, D. (2016). The gender turnaround: Young women now travelling more than young men. *Journal of Transport Geography*, 349-358.
- Tjiptono, & Fandy. (2002). Strategi Pemasaran.
- Yudianti, Dewi, Indarti, & Sri. (2016). Analisis Kompratif Ekspetasi Pelanggan, Citra Toko dan Kepuasanpelanggan.
- Zhao, Y. L., & Di Benedetto, C. A. (2013). Designing service quality to survive: Empirical evidence from Chinese. . *Journal of Business Research*, Vol. 66(8), 1098-1107.