

Daftar Pustaka

- Ara, A. (2019). Effect of Demographic Variables on Service Quality Dimensions: An Empirical Assessment of Hotel Industry. *International Journal of Management Studies*, VI(1), 12. <https://doi.org/10.18843/ijms/v6si1/02>
- Bijmolt, T. H. A., Huizingh, E. K. R. E., & Krawczyk, A. (2014). Effects of complaint behaviour and service recovery satisfaction on consumer intentions to repurchase on the internet. <https://doi.org/10.1108/IntR-03-2012-0056>
- Blut, M., Beatty, S. E., Evanschitzky, H., & Brock, C. (2014). The Impact of Service Characteristics on the Switching Costs – Customer Loyalty Link. *Journal of Retailing*. <https://doi.org/10.1016/j.jretai.2014.04.003>
- Bouranta, N., & Psomas, E. (2018). The effect of service recovery on customer loyalty: the role of perceived food safety. <https://doi.org/10.1108/IJQSS-10-2017-0093>
- BP Batam. (2018). Sejarah Batam. Retrieved April 20, 2019, from BP BATAM website: https://bpbatam.go.id/ini/batamGuide/batam_history.jsp
- Carmen-Maria, A. S. H. T. B. W. D. H. (2016). Article information :
- Christia, D. J., & Ard, D. A. (2016). The Influence of Demographic Characteristics on Service Quality Perceptions. *Journal of Marketing Management (JMM)*, 4(2), 57–62. <https://doi.org/10.15640/jmm.v4n2a5>
- Famiyeh, S., Asante-Darko, D., & Kwarteng, A. (2017). Service quality, customer satisfaction, and loyalty in the banking sector: the moderating role of organizational culture.
- Famiyeh, S., Kwarteng, A., & Asante-Darko, D. (2016). *Journal of Quality in Maintenance Engineering* Article information :

Fitriya, F. (2017). Mengapa Banyak 'Departement Store' di Indonesia Tutup?

Ghozali, I., & Latan, H. (2015). PARTIAL LEAST SQUARES : Konsep, Teknik, dan Aplikasi menggunakan program SmartPLS 3.0 (2nd ed.). Semarang.

Ha, N. T., Minh, N. H., Anh, P. C., & Matsui, Y. (2014). The relationship between service quality and customer loyalty in specialty supermarkets : Empirical evidence in. 3(5), 178–186.
<https://doi.org/10.11648/j.ijber.20140305.13>

Ha, N. T., Minh, N. H., Anh, P. C., & Matsui, Y. (2017). Retailer Service Quality and Customer Loyalty : Empirical Evidence in. 11(4), 90–101.
<https://doi.org/10.5539/ass.v11n4p90>

Hagan, E. (2015). Service Quality Perceptions and Socio-demographic Characteristics of Hotel Guests in the Western Region of Ghana. *Journal of Tourism Hospitality and Sport*, 10, 16–30.

Hasan, A. (2014). *Marketing dan Kasus-Kasus Pilihan*. CAPS. Yogyakarta.

Indriantoro, N., & Supomo, B. (2014). *Metodologi Penelitian Bisnis Untuk Akuntansi & Manajemen* (1st ed.). Yogyakarta.

Kandampully, J., Zhang, T., & Bilgihan, A. (2015). Customer loyalty: a review and future directions with a special focus on the hospitality industry.

Kitapci, O., Dortyol, I. T., Yaman, Z., & Gulmez, M. (2014). The paths from service quality dimensions to customer loyalty An application on supermarket customers. <https://doi.org/10.1108/01409171311306391>

Lanka, S., Ceylon, B. O., & Lanka, S. (2018). Customer Perception and Expectations on the Service Quality ; With Reference To State Banks in Sri Lanka. 48–54.

Matahari.co.id. (2017). Tentang Matahari Departement Store.

Min, S., & Khoon, C. C. (2014). Demographic Factors in the Evaluation of Service Quality in Higher Education: A Structural Equation Model (SEM) Approach. *International Journal of Marketing Studies*, 6(1), 994–1010. <https://doi.org/10.5539/ijms.v6n1p90>

Nguyen, T. N., Nguyen, H. L., Cao, T. K., Thu, T., & Phan, H. (2017). The Influence of Service Quality on Customer Loyalty Intentions : A Study in the Vietnam Retail Sector. 12(2), 112–119. <https://doi.org/10.5539/ass.v12n2p112>

Ogba. (2018). Service quality, customer satisfaction and loyalty in automobile maintenance services. *Journal of Quality in Maintenance Engineering*, 24(3), 262–279. <https://doi.org/10.1108/jqme-10-2016-0056>

Saleem, M. A., Zahra, S., Ahmad, R., & Ismail, H. (2016). Predictors of customer loyalty in the Pakistani banking industry: a moderated-mediation study. *International Journal of Bank Marketing*, 34(3), 411–430. <https://doi.org/10.1108/IJBM-12-2014-0172>

Salem, M. Z., Baidoun, S., Walsh, G., & Salem, M. Z. (2019). Factors affecting Palestinian customers ' use of online banking services. <https://doi.org/10.1108/IJBM-08-2018-0210>

- Santouridis, I., & Trivellas, P. (2010). Investigating the impact of service quality and customer satisfaction on customer loyalty in mobile telephony in Greece. *TQM Journal*, 22(3), 330–343
<https://doi.org/10.1108/17542731011035550>
- Sivapalan, A., Jebarajakirthy, C., & Jebarajakirthy, C. (2017). toward retailers An application of retailing service quality practices influencing customer loyalty toward retailers. <https://doi.org/10.1108/MIP-09-2016-0178>
- Srivastava, M., & Kaul, D. (2016). Journal of Retailing and Consumer Services Exploring the link between customer experience – loyalty – consumer spend. *Journal of Retailing and Consumer Services*, 31, 277–286.
<https://doi.org/10.1016/j.jretconser.2016.04.009>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sultan, P., & Wong, H. Y. (2014). An integrated-process model of service quality , institutional brand and behavioural intentions The case of a University. <https://doi.org/10.1108/MSQ-01-2014-0007>
- Sundayana, R. (2016). *statistika penelitian pendidikan*. Bandung: Alfabeta.
- Syafina, D. C. (2019). *Matahari Department Store Kian Meredup*.
- Vohra, A., & Bhardwaj, N. (2019). comparison of alternate models Customer engagement in an e-commerce brand community An empirical comparison of alternate models. <https://doi.org/10.1108/JRIM-01-2018-0003>
- Widarjono, A. (2015). *Analisis Multivariat Terapan (2nd ed.)*. Yogyakarta.

Yarimoglu, E. K. (2017). Demographic differences on service quality and perceived value in private online shopping clubs. *Journal of Strategic Marketing*, 25(3), 240–257. <https://doi.org/10.1080/0965254X.2017.1299784>