



## DAFTAR PUSTAKA

- Akbaba, A. (2006). Measuring service quality in the hotel industry: A study in a business hotel in Turkey. *International Journal of Hospitality Management*, 25(2), 170–192. <https://doi.org/10.1016/j.ijhm.2005.08.006>
- Akhaya, P. (2022, November 1). *Upaya Petskita Permudah Pet Parenting dengan One-Stop Solution App*. Tech in Asia. <https://id.techinasia.com/petskita-personalisasi-pemeliharaan-hewan>
- Alfian, R., Senorita, Z., Sari, F. M., Kahfi, K., & Harini, F. (2021, November 13). *Gurih Bisnis Perawatan Si Manis*. Valid News. <https://validnews.id/ekonomi/gurih-bisnis-perawatan-si-manis>
- Allen, V. (2022, February 24). *Cats and dogs may protect owners from memory loss in later life by helping them stay stress-free and mentally sharp, research shows*. Daily Mail UK. <https://www.dailymail.co.uk/news/article-10545317/Cats-dogs-protect-owners-memory-loss-later-life-research-shows.html>
- Ananda, P. (2022, September 3). *Ini Dampak Memiliki Hewan Peliharaan bagi Otak Selama Pandemi*. Okezone. <https://www.okezone.com/tren/read/2022/03/08/620/2558281/ini-dampak-memiliki-hewan-peliharaan-bagi-otak-selama-pandemi>
- Andaresta, L. (2022, December 8). *Minat Masyarakat Merawat Anabul Tinggi, Bisnis Pet Grooming Menjanjikan*. Hypeabis,Id. <https://hypeabis.id/read/19810/minat-masyarakat-merawat-anabul-tinggi-bisnis-pet-grooming-menjanjikan>
- Anderson, C. R., & Zeithaml, C. P. (1984). Stage of the Product Life Cycle, Business Strategy, and Business Performance. In *Source: The Academy of Management Journal* (Vol. 27, Issue 1). <https://about.jstor.org/terms>
- Anggraini, A. P., & Wisnubrata. (2018, November 30). *Hasil Riset Membuktikan 4 Manfaat Dalam Memelihara Hewan*. Asuransi Simas Insurtech. <https://simasinsurtech.com/manfaat-memelihara-hewan/>
- Attallah, N. F. (2015). Evaluation of perceived service quality provided by tourism establishments in Egypt. *Tourism and Hospitality Research*, 15(3), 149–160. <https://doi.org/10.2307/26478272>
- AVMA. (2023). *Pet Care*. American Veterinary Medical Association. <https://www.avma.org/resources-tools/pet-owners/petcare>
- Babakus, E., & Boller, G. W. (1992). An Empirical Assessment of the SERVQUAL Scale. *Journal of Business Research*, 24, 253–268.
- BaliViralNews. (2022, January 15). *Market Size Rp21,81 Triliun, Industri Pet Care Indonesia Terbesar di Asia Tenggara*. Bali Viral News. <https://www.baliviralnews.com/market-size-rp2181-triliun-industri-pet-care-indonesia-terbesar-di-asia-tenggara/#>
- Bens, M., & Forbes Finance Council. (2023, January 11). *How The Pet Economy Is Working To Be An Investor's Best Friend*. Forbes. <https://www.forbes.com/sites/forbesfinancecouncil/2023/01/11/how-the-pet-economy-is-working-to-be-investors-best-friend/>



- BeritaSatu. (2011, October 18). *Pemilik Anjing St Bernard Gugat Planet Pet Shop*. Berita Satu. <https://www.beritasatu.com/nasional/14056/pemilik-anjing-st-bernard-gugat-planet-pet-shop>
- Bindy. (2022, October 25). *6 Tren yang Mendorong Industri Perawatan Hewan Peliharaan*. Bindy. <https://blog.bindy.com/id/6-tren-mendorong-industri-perawatan-hewan-peliharaan/>
- Bloemer, J., de Ruyter, K., & Wetzels, M. (1999). Linking perceived service quality and service loyalty: a multi-dimensional perspective. *European Journal of Marketing*, 33(11–12), 1082–1106.  
<https://doi.org/10.1108/03090569910292285>
- Boonlertvanich, K. (2019). Service quality, satisfaction, trust, and loyalty: the moderating role of main-bank and wealth status. *International Journal of Bank Marketing*, 37(1), 278–302. <https://doi.org/10.1108/IJBM-02-2018-0021>
- Boulding, W., Kalra, A., Staelin, R., & Zeithaml, V. A. (1993). A Dynamic Process Model of Service Quality: From Expectations to Behavioral Intentions. *Journal of Marketing Research*, 30(1), 7–27.
- Brohi, M. A., & Shaikh, A. A. (2019). Assessment of perceived service quality using servqual model: a case study of Pakistan international airline (PIA) in-flight hospitality. *International Journal of Basic and Applied Sciences*, 8(2), 11–19.
- CaesarJc'o. (2019). *Training For Your Lovely Dog & Cat*. CaesarJc'o. <https://www.caesarjaco.co.id/jasa-pelatihan-anjing-kucing/>
- Carranza, R., Díaz, E., & Martín-Consuegra, D. (2018). The influence of quality on satisfaction and customer loyalty with an importance-performance map analysis: Exploring the mediating role of trust. *Journal of Hospitality and Tourism Technology*, 9(3), 380–396. <https://doi.org/10.1108/JHTT-09-2017-0104>
- Caruana, A. (2002). Service loyalty: The effects of service quality and the mediating role of customer satisfaction. *European Journal of Marketing*, 36(7–8), 811–828. <https://doi.org/10.1108/03090560210430818>
- Cholby, C. N., & Ananta, Y. (2021, June 16). *Tak Sekadar Peliharaan, Anjing Kini Dianggap Anak Sendiri*. Valid News. <https://validnews.id/kultura/tak-sekadar-peliharaan-anjing-kini-dianggap-anak-sendiri>
- Chung, Y.-C. (2019). Study on Demand for Service Quality of Pet Shops by Kano Model. *IOSR Journal of Business and Management*, 21, 44–46. <https://doi.org/10.9790/487X-2104034446>
- Cong, L. C. (2016). A formative model of the relationship between destination quality, tourist satisfaction and intentional loyalty: An empirical test in Vietnam. *Journal of Hospitality and Tourism Management*, 26, 50–62. <https://doi.org/10.1016/j.jhtm.2015.12.002>
- Cronin, J. J., & Taylor, S. A. (1992). Measuring Service Quality: A Reexamination and Extension. *Journal of Marketing*, 56(3), 55–68.
- Diallo, M. F., Diop-Sall, F., Djelassi, S., & Godefroit-Winkel, D. (2018). How Shopping Mall Service Quality Affects Customer Loyalty Across Developing Countries. *Journal of International Marketing*, 26(4), 69–84. <https://doi.org/10.2307/26979337>



- Dianti, T. (2023, April 21). *Bisnis Menjanjikan, Pet Hotel Kian Diminati Saat Liburan*. DW.Com. <https://www.dw.com/id/bisnis-menjanjikan-pet-hotel-kian-diminati-saat-liburan/a-65391444>
- EdisiMedan. (2015, October 21). *Siksa Anjing sampai Mati, Pemilik Petshop Diseret ke Pengadilan*. Edisi Medan. <https://edisimedan.com/2015/10/21/siksa-anjing-sampai-mati-pemilik-petshop-diseret-ke-pengadilan/>
- FaunaFella. (2023). *Jasa Sekolah Pelatihan Anjing Profesional*. FaunaFella. <https://www.faunafella.com/jasa-sekolah-pelatihan-anjing-profesional/>
- Fida, B. A., Ahmed, U., Al-Balushi, Y., & Singh, D. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 10(2). <https://doi.org/10.1177/2158244020919517>
- FMI. (2023, April). *Indonesia Pet Care Market*. Future Market Insights. <https://www.futuremarketinsights.com/reports/indonesia-pet-care-market>
- Golder, P. N., Mitra, D., & Moorman, C. (2012). What Is Quality? An Integrative Framework of Processes and States. *Journal of Marketing*, 76, 1–23.
- Grönroos, C. (1982). An Applied Service Marketing Theory. *European Journal of Marketing*, 16(7), 30–41.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *MULTIVARIATE DATA ANALYSIS EIGHTH EDITION* (8th ed.). Cengage. [www.cengage.com/highered](http://www.cengage.com/highered)
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (3rd ed.). Sage Publications, Inc.
- Hair, J. F. J., Hult, G. T. M., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Classroom Companion: Business Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R* (A Workbook). Springer. <http://www.springer.com>
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Gudergan, S. P. (2018). *Advanced Issues in Partial Least Squares Structural Equation Modeling*. Sage Publications, Inc.
- Hawkins, D. I., & Mothersbaugh, D. L. (2016). *Consumer behavior: building marketing strategy* (13th ed.). Mc Graw Hill.
- Himma, F. (2023, April 27). *Pentingnya Menjaga Kepuasan Pelanggan ala Papa Pet Shop*. Majoo.Id. <https://majoo.id/blog/detail/kepercayaan-pelanggan-papa-pet-shop>



- Ibrahim, H., Mohd Taufik, N. K., Mohd Adzmir, A. S., & Saharuddin, H. (2016). Customer Satisfaction on Reliability and Responsiveness of Self Service Technology for Retail Banking Services. *Procedia Economics and Finance*, 37, 13–20. [https://doi.org/10.1016/s2212-5671\(16\)30086-7](https://doi.org/10.1016/s2212-5671(16)30086-7)
- Infonews.id. (2023, June 12). *PET & PLAY, Petshop Premium dengan Pelayanan Terbaik di Surabaya*. Infonews.Id. <https://infonews.id/baca-5297-pet-and-play-petshop-premium-dengan-pelayanan-terbaik-di-surabaya>
- JDIH BPK RI. (2019, October 15). *Perubahan atas Undang-undang Nomor 1 Tahun 1974 tentang Perkawinan*. JDIH BPK RI Database Peraturan. <https://peraturan.bpk.go.id/Home/Details/122740/uu-no-16-tahun-2019>
- Kazmier, L. J. (2009). *SCHAUM'S OUTLINE OF Theory and Problems of BUSINESS STATISTICS* (4th ed.).
- Kerwin, N. (2023, March 2). *Pet industry contributes billions to US economy*. Pet Food Processing. [https://www.petfoodprocessing.net/articles/16616-pet-industry-contributes-billions-to-us-economy#:~:text=Total%20economic%20output%20increased%2018,\(GDP\)%20to%20the%20economy](https://www.petfoodprocessing.net/articles/16616-pet-industry-contributes-billions-to-us-economy#:~:text=Total%20economic%20output%20increased%2018,(GDP)%20to%20the%20economy)
- Khoo, K. L. (2022). A study of service quality, corporate image, customer satisfaction, revisit intention and word-of-mouth: evidence from the KTV industry. *PSU Research Review*, 6(2), 105–119. <https://doi.org/10.1108/PRR-08-2019-0029>
- Kompas. (2020, December 14). *Manfaat Luar Biasa Memelihara Hewan Peliharaan*. Kompas. <https://www.kompas.com/homey/read/2020/12/14/102000076/manfaat-luar-biasa-memelihara-hewan-peliharaan-apa-itu?page=all>
- Kompas. (2021, December 20). *Pentingnya Rutin Konsultasi Kesehatan Hewan Peliharaan ke Dokter Hewan*. Kompas. <https://www.kompas.com/homey/read/2021/12/20/140607576/pentingnya-rutin-konsultasi-kesehatan-hewan-peliharaan-ke-dokter-hewan?page=all>
- Kompas. (2022, May 22). *Awal Mula Munculnya Petisi Online Warga TangSel yang Minta Sebuah Pet Shop Ditutup*. Kompas. <https://megapolitan.kompas.com/read/2022/05/22/07000061/awal-mula-munculnya-petisi-online-warga-tangsel-yang-minta-sebuah-pet>
- Kotler, P., & Keller, K. L. (2016). *Marketing management* (15th ed.). Pearson.
- Kretzler, B., König, H. H., & Hajek, A. (2022). Pet ownership, loneliness, and social isolation: a systematic review. *Social Psychiatry and Psychiatric Epidemiology*, 57(10), 1935–1957. <https://doi.org/10.1007/s00127-022-02332-9>
- Lee, D., & Kim, K. K. (2017). Assessing healthcare service quality: a comparative study of patient treatment types. *International Journal of Quality Innovation*, 3(1). <https://doi.org/10.1186/s40887-016-0010-5>
- Makarim, F. R. (2021, December 23). *Hewan Peliharaan Bisa Bantu Jaga Kesehatan Mental, Benarkah?* Halodoc. <https://www.halodoc.com/artikel/hewan-peliharaan-bisa-bantu-jaga-kesehatan-mental-benarkah>



- Masterson, B. (2022, January 17). *New Research Confirms the Strong Bond Between People and Pets is a Global Phenomenon, 95% Worldwide Say Pets Are Family*. Good News for Pet. <https://goodnewsforpets.com/new-research-confirms-the-strong-bond-between-people-and-pets-is-a-global-phenomenon-95-worldwide-say-pets-are-family/>
- Megna, M., & Tilford, A. (2023, June 21). *Pet Ownership Statistics 2023*. Forbes. [https://www.forbes.com/advisor/pet-insurance/pet-ownership-statistics/#:~:text=Pet%20ownership%20by%20generation&text=among%20the%20generations%3A-,Millennials%20make%20up%20the%20largest%20percentage%20of%20current%20pet%20owners,ands%20baby%20boomers%20\(24%25\).](https://www.forbes.com/advisor/pet-insurance/pet-ownership-statistics/#:~:text=Pet%20ownership%20by%20generation&text=among%20the%20generations%3A-,Millennials%20make%20up%20the%20largest%20percentage%20of%20current%20pet%20owners,ands%20baby%20boomers%20(24%25).)
- Murray, J., Elms, J., & Curran, M. (2019). Examining empathy and responsiveness in a high-service context. *International Journal of Retail and Distribution Management*, 47(12), 1364–1378. <https://doi.org/10.1108/IJRDM-01-2019-0016>
- Nambisan, P., Gustafson, D. H., Hawkins, R., & Pingree, S. (2014). Social support and responsiveness in online patient communities: Impact on service quality perceptions. *Health Expectations*, 19(1), 87–97. <https://doi.org/10.1111/hex.12332>
- Oakes, K., & BBC Future. (2022, July 10). *Bagaimana hewan peliharaan mengasah rasa tanggung jawab, empati dan kemampuan otak anak?* BBC. <https://www.bbc.com/indonesia/vert-fut-61985280>
- Ojo, Y., & Majebi, E. C. (2018). Lodging Quality Index Approach: Exploring the Relationship Between Service Quality and Customer Satisfaction in Hotel Industry. *Journal of Tourism and Heritage Studies*. <https://doi.org/10.33281/JTHS20129.2017.1.4>
- Oparah, P. C., Amah, A. U., Ifeanyichukwu, C. D., Aghara, V., & Ndubisi, E. (2018). Service Quality: An Empirical Study of Expectations versus Perception of National Health Insurance Scheme Enrollees in Federal Universities in South East, Nigeria. *International Journal of Academic Research in Economics and Management Sciences*, 7(3). <https://doi.org/10.6007/ijarems/v7-i3/4494>
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The service quality dimensions that affect customer satisfaction in the Jordanian banking sector. *Sustainability (Switzerland)*, 11(4). <https://doi.org/10.3390/su11041113>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of Marketing*, 49(4), 41–50.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-Item Scale for measuring consumer perceptions of service quality Cost-Effective Service Excellence View project Cloud-based Business Process Management View project. *Journal of Retailing*, 64, 12–40. <https://www.researchgate.net/publication/225083802>
- PelitaNusantara. (2023, March 27). *Anjing JJ Diduga Meninggal Heat Stroke Saat Dititipkan, LBH PSI Dampingi Pemilik Lapor Polisi*. Pelita Nusantara.



- <https://pelitanusantara.com/anjing-jj-diduga-meninggal-heart-stroke-saat-dititipkan-lbh-psi-dampingi-pemilik-lapor-polisi/#.ZClBQS8RpN0>
- Pet n Pop. (2021). *Berbagai Keuntungan & Fitur untuk Bisnis Pet Anda*. Pet n Pop. <http://petnpop.com/features>
- PetshopIndonesia. (2022). *A Good Dog is Born, A Great Dog is Trained*. Petshop Indonesia. <https://petshopindonesia.com/dog-training/>
- Pramita, T. H., & Nurcahyo, I. (2019, December 5). *Peran dan Pentingnya Dokter Hewan bagi Manusia*. Kumparan. <https://kumparan.com/beritabojonegoro/peran-dan-pentingnya-dokter-hewan-bagi-manusia-1sNxEkxLKC8/full>
- RakutenInsight. (2018, July 13). *Pet Market in Asia*. Rakuten Insight. <https://insight.rakuten.com/pet-market-in-asia/>
- RakutenInsight. (2021, February 27). *Pet ownership in Asia*. Rakuten Insight. <https://insight.rakuten.com/pet-ownership-in-asia/>
- Reichheld, F. F., & Sasser, W. E. (1990). *Zero Defections: Quality Comes to Services*. Harvard Business Review. <https://hbr.org/1990/09/zero-defections-quality-comes-to-services>
- Rezkisari, I. (2019, April 11). *Pet Shop Harus Beroperasi dengan Rekomendasi Dokter Hewan*. Republika. <https://news.republika.co.id/berita/pps7jk328/pet-shop-harus-beroperasi-dengan-rekomendasi-dokter-hewan>
- Riyandi, V. (2022, August 5). *Industri Baru: Menangkap Peluang Pet Economy di 2022*. LandX. <https://landx.id/blog/infografik-menangkap-peluang-pet-economy-di-2022/>
- Ryall, J. (2021, May 27). *Bosan Saat Corona, Picu Meningkatnya Hewan Peliharaan Jepang*. DW.Com. <https://www.dw.com/id/bosan-saat-corona-picu-meningkatnya-hewan-peliharaan-jepang/a-57679814>
- Ryu, K., Lee, H.-R., & Kim, W. G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 200–223. <https://doi.org/10.1108/09596111211206141>
- Schindler, P. S. (2019). *Business Research Methods Thirteenth Edition* (13th ed.). McGrawHill.
- Schindler, P. S. (2022). *Business Research Methods* (13th ed.). McGrawHill.
- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business A Skill Building Approach*. Wiley.
- Setyaningsih, L. (2022, January 2). *Pandemi Covid-19 Membuat Populasi Peliharaan Kucing dan Anjing Meningkat*. Warta Kota Live. <https://wartakota.tribunnews.com/2022/01/02/pandemi-covid-19-membuat-populasi-peliharaan-kucing-dan-anjing-meningkat>
- Seyal, & Rahim. (2011). Customer Satisfaction with Internet Banking in Brunei Darussalam: Evaluating the Role of Demographic Factors. *E-Service Journal*, 7(3), 47. <https://doi.org/10.2979/eservicej.7.3.47>
- Smith, L., & Luo, R. (2016, April 27). *8 signs pets are becoming a big consumer class*. CNBC. <https://www.cnbc.com/2014/03/23/8-signs-pets-are-becoming-a-big-consumer-class.html>



- Smith, S. (2022, January 8). *Meet the people who view their pets as ‘substitute children’ – and why there’s nothing selfish about it*. Metro.Co.Uk. <https://metro.co.uk/2022/01/08/meet-the-people-who-view-their-pets-as-substitute-children-15881778/>
- SouthernMethodistUniversity. (2021, July 18). *Sociologist confirms what pet parents know: Pets really are part of the family*. Phys.Org. <https://phys.org/news/2021-07-sociologist-pet-parents-pets-family.html>
- Statista. (2023). *Pet Food - Indonesia*. Statista. <https://www.statista.com/outlook/cmo/food/pet-food/indonesia>
- Tam, J. L. M. (2004). Customer Satisfaction, Service Quality and Perceived Value: An Integrative Model. *Journal of Marketing Management*, 20(7–8), 897–917. <https://doi.org/10.1362/0267257041838719>
- Tarigan, E. R. (2020). Analysis of The Relationship Between Customer Satisfaction and Service Quality of a Pet Shop in Depok, East Java. *Arthavidya Jurnal Ilmiah Ekonomi Oktober*, 2020, 220.
- TheAnimalFoundation. (2018, January 23). *The Basic Necessities of Proper Pet Care*. The Animal Foundation. <https://animalfoundation.com/whats-going-on/blog/basic-necessities-proper-pet-care>
- Theodosiou, M., Katsikea, E., Samiee, S., & Makri, K. (2019). A Comparison of Formative Versus Reflective Approaches for the Measurement of Electronic Service Quality. *Journal of Interactive Marketing*, 47, 53–67. <https://doi.org/10.1016/j.intmar.2019.03.004>
- Wang, Z. (2022, December 21). *Sector Trend Analysis – Pet food in Indonesia*. Agriculture.Canada.Ca. <https://agriculture.canada.ca/en/international-trade/market-intelligence/reports/sector-trend-analysis-pet-food-indonesia>
- Weerasiri, S., & Dassanayake, P. S. (2016). *The Impact of Service Quality on Customer Satisfaction: A Case Study Based on Sri Lankan Veterinary Hospitals*. <https://www.researchgate.net/publication/295656704>
- Yang, V. (2022, November 9). *JD Health Integrates Pet Pharmacy and Hospital for One-Stop Service*. JD.Com. <https://jdcorporateblog.com/jd-health-integrates-pet-pharmacy-and-hospital-for-one-stop-service/>
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1993). *The Nature and Determinants of Customer Expectations of Service*.
- Zeithaml, V. A., Berry, L. L., & Parasuraman A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing*, 60, 31–46.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). *Services marketing : integrating customer focus across the firm* (7th ed.). McGraw-Hill.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1985). Problems and Strategies in Services Marketing. In *Source: Journal of Marketing* (Vol. 49, Issue 2).
- Zygiaris, S., Hameed, Z., Ayidh Alsubaie, M., & Ur Rehman, S. (2022). Service Quality and Customer Satisfaction in the Post Pandemic World: A Study of Saudi Auto Care Industry. *Frontiers in Psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.842141>