

DAFTAR PUSTAKA

- Badan Pusat Statistik (BPS). 2019. "Survei Sosial Ekonomi Nasional 2019".
- Brady, M. K., & Cronin, J. J. (2001). Some New Thoughts on Conceptualizing Perceived Service Quality: A Hierarchical Approach. *The Journal of Marketing*, 34-49.
- Brady, M. K., Voorhees, J. J., Cronin, Jr., J., & Bourdeau, B. L. (2006). The good guys don't always win: The effect of valence on service perceptions and consequences. *Journal of Services Marketing*, 20, 83-91.
- Bitner, M. J. (1992). Servicescapes: The Impact of Physical Surroundings on Customers and Employees. *Journal of Marketing*, 95-106.
- Bitner, M. J., Booms, B. H., & Mohr, L. A. (1994). Critical Service Encounters: The Employee's Viewpoint . *Journal of Marketing*, 95-106.
- CNN Indonesia, Tim. (2019). *Tiga Kali Digelar, LalalaFest Masih Dapat Kritik Keras*. Tersedia di CNN Indonesia: <https://www.cnnindonesia.com/hiburan/20190225180747-227-372564/tiga-kali-digelar-lalala-fest-masih-dapat-kritik-keras>. Diakses pada 15 Maret 2019
- Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods*. New York: McGraw-Hill Irwin.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gilmore, A. (2003). *Services, Marketing, and Management*. London: SAGE Publications.
- Gronroos, C. (1984). *A service quality model and its marketing implications*. *European Journal of Marketing*, 18, 36-44.
- Hair Jr, J., Black, W., Babin, B., dan Anderson, R. (2010). *Multivariate Data Analysis, 7 edition*. Upper Saddle River, NJ: Pearson Prentice Hall.
- Halidi, R. (2019). *Lifestyle Orang Indonesia Naik Lho, Pilihan Hiburan Makin Banyak*. Tersedia di suara.com: <https://www.suara.com/lifestyle/2019/06/21/115912/lifestyle-orang-indonesia-naik-lho-pilihan-hiburan-makin-banyak>. Diakses pada 4 Mei 2019.
- Kotler, P., & Keller, V. L. (2016). *Marketing Management*. Harlow: Pearson Education Limited.
- LalalaFest. (2019). *Term and Conditions LALALA Festival 2019*. Tersedia di [lalalafest.com: https://lalalafest.com/terms-and-conditions/](https://lalalafest.com/terms-and-conditions/). Diakses pada 20 Agustus 2019.

- Lestari Ayu,M. (2019). Ada Apa Dengan Lalala Festival 2019?. Diakses dari <https://www.thecheesyopcorn.com/2019/02/24/ada-apa-dengan-lalala-festival-2019/>, Diakses pada 4 Mei 2019.
- Oliver, R. L. (1997). Effect of Expectation and Disconfirmation on Postexposure Product Evaluations: An Alternative Interpretation. *Journal of Applied Psychology*, 480-486.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Reserach. *Journal of Marketing*, 41-50.
- Prayitno, N. A. (2019). *Dianggap Mengecewakan, Ini 7 Komentar Lucu Pengunjung Lalala Fest 2019*. Tersedia di Popbela.com: <https://www.popbela.com/career/inspiration/niken-ari/dianggap-mengecewakan-ini-7-komentar-lucu-pengunjung-lalala-fest>. Diakses pada 15 Maret 2019.
- Rust, R. T., & Oliver, R. L. (1994). *Service quality: New directions in theory and practice*. Thousand Oaks, CA: Sage.
- Sekaran, U., dan Bougie, R. (2017). *Metode Penelitian untuk Bisnis edisi 6 Buku 2*. Jakarta: Wiley – Salemba Empat.
- Stevenson, W. J. (2012). *Operations Management - Twelfth Edition*. New York: McGraw-Hill Education.
- Susandijani. (2019). *Lalala Fest, Ramaikan Pariwisata Hutan Pinus di Cikolo Bandung*. Tersedia di Travel.Tempo.co: <https://travel.tempo.co/read/1179106/lalala-fest-ramaikan-pariwisata-hutan-pinus-di-cikole-bandung>. Diakses pada 18 Maret 2019
- Theodorakis, N. D., Kaplanidou, K., & Karabaxoglou, I. (2015). Effect of Event Service Quality and Satisfaction Among Runners of a Recurring Sport Event. *Journal Leisure Sciences*, 87-102.
- Theodorakis, N., Kambitis, C., Laios, A., & Koustelios, A. (2001). Relationship Between Measures of Service Quality and Satisfaction of Spectators in Professional Sport. *Managing Service Quality*, 431-438.
- Wakefield, K.L. and Blodgett, J.G. (1994), "The importance of servicescapes in leisure service settings", *Journal of Services Marketing*, Vol. 8 No. 3, pp. 66-76.
- Westbrook, Robert A. and Richard L. Oliver (1991), "The Dimensionality of Consumption Emotion Patterns and Consumer Satisfaction," *Journal of Consumer Research*, 18 (June), 84-91.
- Widianingtyas, H. (2019). *Siapa Berpesta di Hutan Bersama Lalala Festival 2019?* Tersedia di kumparan.com: <https://kumparan.com/millennial/siap-berpesta-di-hutan-bersama-lalala-festival-2019-1548070126016553002>. Diakses pada 6 Juli 2019.