



DAFTAR PUSTAKA

- Al Halbusi, Hussam & Estévez, Pedro & Eleen, Tan & T., Rmayah & Hossain Uzir, Md. (2020). The Roles of The Physical Environment, Social Servicescape, Co-Created Value, and Customer Satisfaction in Determining Tourists' Citizenship Behavior: Malaysian Cultural and Creative Industries. *Sustainability*. 12.10.3390/su12083229.
- Andrés, B.T.; Cervera-Taulet, A.; García, H.C. (2016). Social servicescape effects on post-consumption behavior. *J. Serv. Theory Pract.* 26, 590–615.
- Baker, J., Cameron, M. (1996) The effects of the service environment on affect and consumer perception of waiting time: An integrative review and research propositions. *JAMS* 24, 338
- Berry, Leonard & Zeithaml, Valarie & Parasuraman, A Parsu. (1985). Quality counts in services, too. *Business Horizons*. 28. 44-52.
- Bitner, M. (1992). Servicescape: the impact of physical surroundings on pelanggan and employess. *Journal of marketing*. 56 (2). 57-71
- Christoper Lovelock & Lauren K Wright, (2007). *Manajemen Pemasaran Jasa*, PT. Indeks, Indonesia
- Cooper, D. R., dan Schindler, P. S. (2014). *Business Research Methods* 12th Edition. In *Business Research Methods*.
- Edvardsson, B. (2005). Service quality: beyond cognitive assessment. *Managing Service Quality: An International Journal*, 15(2), 127–131.
- Grant, A. M. (2007). Relational job design and the motivation to make a prosocial difference. *Academy of Management Review*, 32(2), 393–417.
- Hanks, L.; Line, N.; Yang, W. (2017) Status seeking and perceived similarity: A consideration of homophily in the social servicescape. *Int. J. Hosp. Manag.* 60, 123–132.
- Hanks, L., Line, N., & Kim, W. (2017). The impact of the social servicescape, density, and restaurant type on perceptions of interpersonal service quality. *International Journal of Hospitality Management*, 61, 35-44.
- Line, N., Hanks, L., & Kim, W. G. (2018). An expanded servicescape framework as the driver of place attachment and word of mouth. *Journal of Hospitality & Tourism Research*, 42, 476-499.
- Hatfield, E., Cacioppo, J. T., & Rapson, R. L. (1993). *Emotional Contagion*. Current Directions in Psychological Science, 2(3), 96–100.
- Heizer, Jay dan Barry Render. 2009. *Manajemen Operasi* Buku 1 Edisi 9. Jakarta: Salemba Empat.
- Hooper, D., Coughlan, J. and R. Mullen, M. (2013), "The servicescape as an antecedent to service quality and behavioral intentions", *Journal of Services Marketing*, 27 (4) 271-280.
- Haming, Murdifin dan Mahfud Nurnajamuddin. (2011). *Manajemen Produksi Modern: Operasi Manufaktur dan Jasa* (Edisi Kedua), PT. Bumi Aksara. Jakarta.



- Islami Vina, (2019). Pengaruh kualitas pelayanan, servicescape dan harga terhadap kepuasan konsumen. *Jurnal Sekretari dan Manajemen*. 3(2) 203-208.
- Johnstone, M.L. (2012) The servicescape: The social dimensions of place. *J. Mark. Manag.* 28, 1399–1418.
- Karatepe, O.M. (2011). Service quality, satisfaction and loyalty: The moderating role of gender. *J. Bus. Econ. Manag.* 12, 278–300.
- Kesimpulan (def.2) (n.d) Dalam Kamus Besar Bahasa Indonesia (KBBI) Online. Diakses melalui <https://kbbi.kemdikbud.go.id/entri/kesimpulan>, 22 Februari 2021
- Kotler, Philip; Armstrong, Garry, (2008). *Prinsip-prinsip Pemasaran*, Jilid 1, Erlangga, Jakarta
- Line, Nathaniel & Hanks, Lydia. (2018). The Social Servicescape: A Multidimensional Operationalization. *Journal of Hospitality & Tourism Research*. 43
- Lee, S.A.; Jeong, (2012). M. Effects of e-servicescape on consumers' flow experiences. *J. Hosp. Tour. Technol.* 3, 47–59.
- Levy, D. A., & Nail, P. R. (1993). Contagion: A theoretical and empirical review and reconceptualization. *Genetic, Social, and General Psychology Monographs*, 119(2), 233–284.
- Lovelock & Wright. (2007) *Manajemen Pemasaran Jasa* (Cetakan II). Jakarta: PT. Indeks.
- Lovelock, Christopher & Wirtz, Jochen. (2011). *Services Marketing: People, Technology, Strategy*, 7th edition.
- Lucia-Palacios, L.; Pérez-López, R.; Polo-Redondo, Y. (2018) Can social support alleviate stress while shopping in crowded retail environments? *J. Bus. Res.* 90, 141–150.
- Lupiyoadi, Rambat. (2013). *Manajemen Pemasaran Jasa (Teori dan Praktik)*. Edisi Pertama. Jakarta : Salemba Empat.
- Manoppo, F. (2013). Kualitas Pelayanan dan Servicescape Pengaruhnya Terhadap Kepuasan Konsumen Pada Hotel Grand Puri Manado. *Jurnal EMBA*, 1(4).
- Marwiyah, (2009). Peran Pendidikan Kejuruan Dalam Pengembangan Industri Kreatif. *Prosiding Seminar Nasional Program Studi Teknik Busana*.
- Morkūnas, Mangirdas & Rudienė, Elzė. (2020). The Impact of Social Servicescape Factors on Pelanggans' Satisfaction and Repurchase Intentions in Mid-Range Restaurants in Baltic States. *Journal of Open Innovation: Technology, Market, and Complexity*. 6. 77.
- Musawir, A. ul, Martins Serra, C. E., Zwikael, O., & Ali, I. (2016). Project Governance, Benefits Management and Project Success - *Research Summary*.
- Nguyen, N. and Leblanc, G. (2002), "Contact personnel, physical environment and the perceived corporate image of intangible services by new clients", *International Journal of Service Industry Management*, 13 (3) 242-262.



- Nguyen, D.T., DeWitt, T. and Russell-Bennett, R. (2012), "Service convenience and social servicescape: retail vs hedonic setting", *Journal of Services Marketing*,
- Ozge Yalinay, Ian W F Baxter, Elaine Collinson, Ross Curran, Martin Joseph Gannon, Sean Lochrie, Babak Taheri & Jamie Thompson (2018) Servicescape and shopping value: the role of negotiation intention, social orientation, and recreational identity at the Istanbul Grand Bazaar, Turkey, *Journal of Travel & Tourism Marketing*, 35(9), 1132-1144,
- Nilsson, E.; Ballantyne, D. (2014) Reexamining the place of servicescape in marketing: A service-dominant logic perspective. *J. Serv. Mark.* 28, 374–379.
- Rashid, Norhidayah & Maamor, Hairunnisa & Ariffin, Norafifa & Achim, Nur'ain. (2015). Servicescape: Understanding how Physical Dimensions Influence Exhibitors Satisfaction in Convention Centre. *Procedia - Social and Behavioral Sciences*. 211. 776-782.
- Ruki, Ulli Aulia. (2011). Pengenalan Teori Servicescape dan Penerapannya dalam Desain Interior. *Jurnal HUMANIORA* 2 (2) 1225-1235.
- Ryu, & Jang, S. (2007). The Effect of Environmental Perception on Behavioral Intention Through Emotion: The Case of Upscale Restaurant. *Journal of Hospital and Tourism Research*, 31(1)
- Sekaran, Uma. (1992). "Research Methods for Business". Third Edition. Southern Illionis University.
- Shashikala R. and Suresh, A.M (2013). "Building Consumer Loyalty through Servicescape in Shopping Malls", *Journal of Business and Management Marketing*, 10(6) 11-17
- Silvestro, R. (2002). Dispelling the modern myth: Employee satisfaction and loyalty drive service profitability. *International Journal of Operations and Production Management*, 22(1), 30–49.
- Tankovic, A.C.; Benazic, D. (2018) The perception of e-servicescape and its influence on perceived e-shopping value and pelanggan loyalty. *Online Inf. Rev.* 42, 1124–1145.
- Theron, E.; Pelser, A. (2017) Using servicescape to manage student commitment towards a higher education institution. *South. Afr. J. High. Educ.* 31, 225–245.
- Tjiptono, Fandy (2007). *Strategi Pemasaran*. Yogyakarta: Andi Offset.
- Tombs, Alastair & McColl-Kennedy, Janet. (2003). *Social-Servicescape Conceptual Model*. Marketing Theory.
- Wakefield, K.L.; Blodgett, J.G. The Importance of Servicescapes in Leisure Service Settings. *J. Serv. Mark.* 1994, 8, 66–76
- Wright, Lauren & Bitner, Mary & Zeithaml, Valarie. (1994). Paradigm Shifts in Business Education: Using Active Learning to Deliver Services Marketing Content. *Journal of Marketing Education*. 16. 5-19.
- Yuksel, A.; Yuksel, F. (2001) Measurement and Management Issues in Pelanggan Satisfaction Research: Review, Critique and Research Agenda: Part Two. *J. Travel Tour. Mark.* 10, 81–111



Zeithaml, Valarie & Berry, Leonard & Parasuraman, A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing*. 60.

Zeithaml, Valarie & Bitner, Mary & Gremler, Dwayne. (2010). Services Marketing Strategy. 10.

Zerjav, V., Edkins, A., & Davies, A. (2018). Project capabilities for operational outcomes in inter-organisational settings: The case of London Heathrow Terminal 2. *International Journal of Project Management*, 36(3), 444–459

Zwikael, O., & Meredith, J. R. (2018). Who's who in the project zoo? The ten core project roles. *International Journal of Operations and Production Management*.