

DAFTAR PUSTAKA

- Apichatvullop, W., & Wolenski, M. (2003). *Case Analysis Project: Mid Scale Hotels*.
- Arnold, M. J., & Reynolds, K. E. (2003). Hedonic shopping motivations. *Journal of retailing*, 79(2), 77-95.
- Babin, B.J., Darden, W.R. and Griffin, M. (1994) *Work and/or Fun: Measuring Hedonic and Utilitarian Shopping Value*. *Journal of Consumer Research*, 20, 644-656.
- Batra, R., & Ahtola, O. T. (1991). *Measuring the Hedonic and Utilitarian Sources of Consumer Attitudes*. *Marketing Letters*, 159-170.
- Bauminger, N., Finzi-Dottan, R., Chason, S. and Har-Even, D. (2008), "Intimacy in adolescent friendship: the roles of attachment, coherence, and self-disclosure", *Journal of Social and Personal Relationships*, Vol. 25 No. 3, pp. 409-428.
- Bhattacherjee, A. (2002). *Individual Trust in Online Firms: Scale development and initial test*, *Journal of Management Information Systems* 19: 211–241.
- Bridges, E., & Florsheim, R. (2008). *Hedonic and utilitarian shopping goals: The online experience*. *Journal of Business Research*, 61(4), 309-314.
- Brock, J.K.U. and Zhou, J.Y. (2012), "Customer intimacy", *Journal of Business & Industrial Marketing*, Vol. 27 No. 5, pp. 370-383.
- Chen, S. H., & Lee, K. P. (2008). *The role of personality traits and perceived values in persuasion: An elaboration likelihood model perspective on online shopping*. *Social Behavior and Personality: an international journal*, 36(10), 1379-1399.
- Doney, P.M. and Cannon, J.P. (1997). *An Examination of the Nature of Trust in Buyer–Seller Relationships*, *Journal of Marketing* 61(2): 35–51.

- Dholakia, U. M., Bagozzi, R. P., & Pearo, L. K. (2004). *A social influence model of consumer participation in network- and small-group-based virtual communities*. *International Journal of Research in Marketing*, 21(3), 241-263.
- Ervina, E., & Octaviany, V. (2018, September). *E-Service Quality Web Reservation Pada Hotel Bintang IV Di Kota Bandung*. In *National Conference of Creative Industry*.
- Escalas, J. E., & Bettman, J. R. (2003). *You Are What They Eat: The Influence of Reference Groups on Consumers' Connections to Brands*. *Journal of Consumer Psychology*, 339-348.
- Evelina, T. Y., Kusumawati, A., Nimran, U., & Sunarti. (2020). *The influence of utilitarian value, hedonic value, social value, and perceived risk on customer satisfaction: survey of e-commerce customers in Indonesia*. *Business: Theory and Practice*, 21(2), 613-622.
- Ganesan, S. (1994) *Determinants of Long-Term Orientation in Buyer-Seller Relationships*. *The Journal of Marketing*, 58, 1-19.
- Han, H., & Hyun, S. S. (2017). *Impact of hotel-restaurant image and quality of physical-environment, service, and food on satisfaction and intention*. *International Journal of Hospitality Management*, 63, 82-92.
- Hanzaee, K. H., & Rezaeyeh, S. P. (2013). *Investigation of the Effects of Hedonic Value and Utilitarian Value on Customer Satisfaction and Behavioural Intentions*. *African Journal of Business Management*, 818-825.
- Hirschman, E. C., & Holbrook, M. B. (1982). *Hedonic Consumption : Emerging Concepts, Methods and Propositions*. *Journal of Marketing*, 92-101.
- Homburg, C., & Giering, A. (2001). *Personal characteristics as moderators of the relationship between customer satisfaction and loyalty—an empirical analysis*. *Psychology & Marketing*, 18, 43-66.

- Huang, C. &. (2019). *Hedonic motivations and online hotel booking: A moderated mediation model*. *Journal of Travel & Tourism Marketing*, 798-811.
- Jones, M. A., Reynolds, K. E., & Arnold, M. J. (2006). *Hedonic and Utilitarian Shopping Value: Investigating Differential Effects on Retail Outcomes*. *Journal of Business Research*, 974-981.
- Kacen, J. J., & Lee, J. A. (2002). The Influence of Culture on Consumer Impulsive Buying Behavior. *Journal of Consumer Psychology*, 12(2), 163-176.
- Kusmaharani, A.S., & Halim, R.E. (2020). *Social Influence And Online Impulse Buying Of Indonesian Indie Cosmetic Products*. *Mix Jurnal Ilmiah Manajemen*.
- Lee, S., & Kim, D. Y. (2018). *The effect of hedonic and utilitarian values on satisfaction and loyalty of Airbnb users*. *International Journal of Contemporary Hospitality Management*.
- Moon, M. A., Khalid, M. J., Awan, H. M., Attiq, S., Rasool, H., & Kiran, M. (2017). Consumer's perceptions of website's utilitarian and hedonic attributes and online purchase intentions: A cognitive-affective attitude approach. *Spanish Journal of Marketing-ESIC*, 21(2), 73-88.
- Morgan, R. M., & Hunt, S. D. (1994). *The Commitment-Trust Theory of Relationship Marketing*. *Journal of Marketing*.
- Iqbal Rosyidi, Muhammad. (2019). *Indonesian Online Travel Agencies: Profiling the services, employment, and users*. 10.2991/isot-18.2019.47.
- McKnight, D.H., Choudhury, V., & Kacmar, C.J. (2002). *Developing and Validating Trust Measures for e-Commerce: An Integrative Typology*. *Inf. Syst. Res.*, 13, 334-359.
- Pramita, M. W., & Danibrata, A. (2021). *Hedonic Value Dan Utilitarian Value Terhadap Customer Satisfaction Serta Dampaknya Terhadap Behavior*

- Intentions. E-Jurnal Manajemen Trisakti School of Management (TSM), 1(1), 1-8.*
- Pribadi, A. A., & Rachmawati, I. *Analysis Of The Effect Of "Hedonic And Utilitarian Features Generation Y On Trivago Customer Loyalty In Indonesia".*
- Rohm, A.J. and Swaminathan, V. (2004) *A Typology of Online Shoppers Based on shopping Motivations. Journal of Business Research*, 57, 748-757.
- Rosh, L., Offermann, L.R. and Van Diest, R. (2012), "Too close for comfort? Distinguishing between team intimacy and team cohesion", *Human Resource Management Review*, Vol. 22 No. 2, pp. 116-127.
- Sukmadinata Nana S. 2010. Metode Penelitian Pendidikan. Jakarta. Program Pasca Sarjana Universitas Indonesia dengan PT. Rosdakarya
- Tarmoezi, T. (2000). Hotel *Front Office*, Jakarta : Kesaint Blanc.
- Voss, K. E., Spangenberg, E. R., & Grohmann, B. (2003). *Measuring the Hedonic and Utilitarian Dimensions of Consumer Attitude. Journal of Marketing Research*.
- Yoon, Y. and Uysal, M. (2005) *An Examination of the Effects of Motivation and Satisfaction on Destination Loyalty: A Structural Model. Tourism Management*, 26, 45-56.