

## DAFTAR PUSTAKA

- Aissa, S. Ben and Goaid, M. (2016) 'Determinants of Tunisian hotel profitability: The role of managerial efficiency', 52, pp. 478–487. Available at: <https://doi.org/10.1016/j.tourman.2015.07.015>.
- Ampofo, E.T. (2020) 'Mediation effects of job satisfaction and work engagement on the relationship between organisational embeddedness and affective commitment among frontline employees of star-rated hotels in Accra', *Journal of Hospitality and Tourism Management*, 44(April), pp. 253–262. Available at: <https://doi.org/10.1016/j.jhtm.2020.06.002>.
- Anderson, D.R. *et al.* (2008) 'Financial Incentives in Driving Employee Engagement in', *ACSM's Health & Fitness Journal*, 12(4), pp. 18–22.
- Authors, F. (2015) 'Article information: Customer Loyalty: A Review and Future Directions with a Special Focus on the Hospitality'. Available at: <https://doi.org/10.1108/IJCHM-03-2014-0151>.
- Babajee, R.B., Seetanah, B. and Nunkoo, R. (2020) 'The determinants of hotel financial performance: an intellectual capital perspective', *Journal of Hospitality Marketing & Management*, 00(00), pp. 1–19. Available at: <https://doi.org/10.1080/19368623.2020.1703870>.
- Bebe, M. (2015) 'Costs, Productivity, Profit, and Efficiency: An Empirical Study Conducted Through the Management Accounting', 191, pp. 574–579. Available at: <https://doi.org/10.1016/j.sbspro.2015.04.260>.
- Bedarkar, M. and Pandita, D. (2014) 'A Study on the Drivers of Employee Engagement Impacting Employee Performance', *Procedia - Social and Behavioral Sciences*, 133, pp. 106–115. Available at: <https://doi.org/10.1016/j.sbspro.2014.04.174>.
- Bernhardt, K.L., Donthu, N. and Kennett, P.A. (2000) *A Longitudinal Analysis of Satisfaction and Profitability*.
- Bin, A.S. (2016) 'The relationship between job satisfaction, job performance and employee engagement: An explorative study', 4(January), pp. 1–8.
- Chanana, N. (2020) 'Employee engagement practices during COVID-19 lockdown', (September). Available at: <https://doi.org/10.1002/pa.2508>.
- Chi, C.G. and Gursoy, D. (2009) 'Employee satisfaction, customer satisfaction, and financial performance: An empirical examination', *International Journal of Hospitality Management*, 28(2), pp. 245–253. Available at: <https://doi.org/10.1016/j.ijhm.2008.08.003>.
- Demski, D. and Arabie, K. (2008) 'Employee competency development and engagement: The surprising impact on sustainability, HSE performance and financial results', *Society of Petroleum Engineers - 9th International Conference on Health, Safety and Environment in Oil and Gas Exploration and Production 2008 - 'In Search of Sustainable Excellence'*, 4, pp. 1785–1800. Available at: <https://doi.org/10.2118/111857-ms>.
- Etichasarie, R.P. (no date) 'PENGARUH KOMPENSASI NON FINANSIAL TERHADAP KEPUASAN KERJA DAN INTENTION TO LEAVE (Studi Pada Karyawan PT

Pembangkitan Jawa Bali Unit Pembangkitan Gresik )', 40(2), pp. 106–113.

- Gieter, S. De, Hofmans, J. and Pepermans, R. (2011) 'International Journal of Nursing Studies Revisiting the impact of job satisfaction and organizational commitment on nurse turnover intention : An individual differences analysis', *International Journal of Nursing Studies*, 48(12), pp. 1562–1569. Available at: <https://doi.org/10.1016/j.ijnurstu.2011.06.007>.
- Guenther, M. and Guenther, P. (2021) 'The complex firm financial effects of customer satisfaction improvements', *International Journal of Research in Marketing*, 38(3), pp. 639–662. Available at: <https://doi.org/10.1016/j.ijresmar.2020.10.003>.
- Gyun, S. and Shawn, S. (2018) 'International Journal of Hospitality Management Restaurant operating expenses and their effects on profitability enhancement', 71(December 2017), pp. 68–76. Available at: <https://doi.org/10.1016/j.ijhm.2017.12.002>.
- Han, H. and Sean, S. (2015) 'Customer retention in the medical tourism industry : Impact of quality , satisfaction , trust , and price reasonableness', *Tourism Management*, 46, pp. 20–29. Available at: <https://doi.org/10.1016/j.tourman.2014.06.003>.
- Helgesen, Ø. (2007) 'Customer accounting and customer profitability analysis for the order handling industry-A managerial accounting approach', *Industrial Marketing Management*, 36(6), pp. 757–769. Available at: <https://doi.org/10.1016/j.indmarman.2006.06.002>.
- How, S.M. and Lee, C.G. (2021) 'Customer satisfaction and financial performance-linear or non-linear relationship: a case study of Marriot International', *Current Issues in Tourism*. Routledge, pp. 1184–1189. Available at: <https://doi.org/10.1080/13683500.2020.1735319>.
- Janssen, O., Yperen, N.W. Van and Yperen, N.W.V.A.N. (2014) 'EMPLOYEES ' GOAL ORIENTATIONS , THE QUALITY OF LEADER-MEMBER EXCHANGE , AND THE OUTCOMES OF JOB PERFORMANCE AND JOB SATISFACTION', 47(3), pp. 368–384.
- Karatepe, O.M. (2013) 'High-performance work practices and hotel employee performance: The mediation of work engagement', *International Journal of Hospitality Management*, 32(1), pp. 132–140. Available at: <https://doi.org/10.1016/j.ijhm.2012.05.003>.
- Kerja, M. *et al.* (2020) 'DAMPAK PANDEMI COVID-19 BAGI PEKERJA “ PHK , PEMOTONGAN GAJI , DAN Pendahuluan', 1(2), pp. 1–10.
- Lambert, A., Jones, R.P. and Clinton, S. (2021) 'Employee engagement and the service profit chain in a quick-service restaurant organization', *Journal of Business Research*, 135(August 2020), pp. 214–225. Available at: <https://doi.org/10.1016/j.jbusres.2021.06.009>.
- Lau, C.M. and Sholihin, M. (2005) 'Financial and nonfinancial performance measures : How do they affect job satisfaction?', 37, pp. 389–413. Available at: <https://doi.org/10.1016/j.bar.2005.06.002>.
- Li, X. *et al.* (2021) 'The effect of revenue diversification on bank profitability and risk during the COVID-19 pandemic', *Finance Research Letters*, (December 2020), p. 101957. Available at: <https://doi.org/10.1016/j.frl.2021.101957>.

- Luoma, G.A. and Jr, E.A.S. (2002) 'Financial accounting return on investment and financial leverage', 20, pp. 131–138.
- Medjoudj, R., Aissani, D. and Haim, K.D. (2013) 'Power customer satisfaction and profitability analysis using multi-criteria decision making methods', *International Journal of Electrical Power and Energy Systems*, 45(1), pp. 331–339. Available at: <https://doi.org/10.1016/j.ijepes.2012.08.062>.
- Miigi, A. and Julander, R. (1996) *Perceived service quality and customer satisfaction in a store performance framework An empirical study of Swedish grocery retailers, Journal of Retailing and Consumer Services*.
- Mittal, V. et al. (2021) 'Improving Business-to-Business Customer Satisfaction Programs: Assessment of Asymmetry, Heterogeneity, and Financial Impact', *Journal of Marketing Research*, 58(4), pp. 615–643. Available at: <https://doi.org/10.1177/00222437211013781>.
- Mohr, L.A. and Bitner, M.J. (1995) 'The Role of Employee Effort in Satisfaction with Service Transactions', 2963(94), pp. 239–252.
- Mollik, A., Talukder, M. and Quazi, A. (2015) 'Exploring the drivers of job satisfaction and performance in financial sectors: Evidence from an emerging Asian economy', *International Journal of Business Performance Management*, 16(1), pp. 44–55. Available at: <https://doi.org/10.1504/IJBPM.2015.066023>.
- Nanu, L. (2020) 'Impact of Employee Meals on Employee Satisfaction and Hotel Financial Performance : An Experimental Study Impact of Employee Meals on Employee Satisfaction and Hotel Financial Performance : An Experimental Study', 28.
- Noone, B. and Gri, P. (1999) 'Managing the long-term pro " t yield from market segments in a hotel environment : a case study on the implementation of customer pro " tability analysis', 18(September 1998), pp. 111–128.
- Orgambidez-ramos, A. and Borrego-alés, Y. (2017) 'Social support and engagement as antecedents of job satisfaction in nursing staff Apoyo social y engagement como antecedentes de la satisfacción laboral en personal de enfermería ABSTRACT ':, pp. 217–225.
- Otero-gonz, L. (2016) 'Impact of location on pro fi tability in the Spanish hotel sector b', 52. Available at: <https://doi.org/10.1016/j.tourman.2015.07.011>.
- Ozturk, A., Karatepe, O.M. and Okumus, F. (2021) 'The effect of servant leadership on hotel employees' behavioral consequences: Work engagement versus job satisfaction', *International Journal of Hospitality Management*, 97(May), p. 102994. Available at: <https://doi.org/10.1016/j.ijhm.2021.102994>.
- Periodicals, W. (2015) 'Spotlight on Service : Integrating Workforce Management With Employee Engagement to Optimize Customer Satisfaction and Profitability', (August), pp. 6–12. Available at: <https://doi.org/10.1002/j>.
- Saks, A.M. (2022) 'Caring human resources management and employee engagement', *Human Resource Management Review*, 32(3), p. 100835. Available at: <https://doi.org/10.1016/j.hrmmr.2021.100835>.
- Satisfaction, E. and Loyalty, C. (1998) 'Journal of Service Research'. Available at: <https://doi.org/10.1177/109467059800100103>.

- Seissian, L.A., Gharios, R.T. and Awad, A.B. (2018) 'ScienceDirect Structural and market-related factors impacting profitability : A cross sectional study of listed companies', *AEBJ*, 13(2), pp. 125–133. Available at: <https://doi.org/10.1016/j.aebj.2018.09.001>.
- Setiawan, L. (2020) 'The effect of emotional intelligence , organizational commitment on the team performance of hospital officers in South Sulawesi and Central Sulawesi province , Indonesia'. Available at: <https://doi.org/10.1108/IJPHM-04-2019-0028>.
- Shah, F.T. and Imam, A. (2014) 'Impact of Job Satisfaction on Organizational Commitment in IT Sector Employees of Pakistan Impact of Job Satisfaction on Organizational Commitment in IT Sector Employees of Pakistan', (November).
- Tarigan, J. and Widjaja, D.C. (2011) 'The Impact of Employee Satisfaction on Profitability of Restaurants And Cafés : A Research in Surabaya , Indonesia', 25, pp. 266–270.
- Terpstra, M. and Verbeeten, F.H.M. (2014) 'Customer satisfaction: Cost driver or value driver? Empirical evidence from the financial services industry', *European Management Journal*, 32(3), pp. 499–508. Available at: <https://doi.org/10.1016/j.emj.2013.07.001>.
- Thi, N.V. *et al.* (2021) 'Guest Online Review : An Extraordinary Focus on Hotel Users ' Satisfaction , Engagement , and Loyalty Guest Online Review : An Extraordinary Focus on Hotel Users ' Satisfaction , Engagement , and Loyalty', *Journal of Quality Assurance in Hospitality & Tourism*, 00(00), pp. 1–32. Available at: <https://doi.org/10.1080/1528008X.2021.1920550>.
- Tkalac Verčič, A. (2021) 'The impact of employee engagement, organisational support and employer branding on internal communication satisfaction', *Public Relations Review*, 47(1). Available at: <https://doi.org/10.1016/j.pubrev.2021.102009>.
- Uchida, E. and Kino, Y. (2021) 'ScienceDirect ScienceDirect Study on the Relationship Between Employee Satisfaction and Corporate Performance in Japan via Text Mining', *Procedia Computer Science*, 192, pp. 1730–1739. Available at: <https://doi.org/10.1016/j.procs.2021.08.178>.
- Widjaja, J. and Devie (2014a) 'Effect of Job Satisfaction on Financial Performance through Employee Engagement and Competitive Advantage as Intervening Variables in Public Retail Companies in Surabaya', *Business Accounting Review*, 2(2), pp. 99–110.
- Widjaja, J. and Devie (2014b) 'Pengaruh Job Satisfaction Terhadap Financial Performance Melalui Employee Engagemexnt dan Competitive Advantage Sebagai Intervening Variable Pada Perusahaan Retail Publik di Surabaya', *Business Accounting Review*, 2(2), pp. 99–110. Available at: email: [ddeviesia@yahoo.com](mailto:ddeviesia@yahoo.com).