

DAFTAR PUSTAKA

- Barnes, R. (2019). *Guest Expectation for Hotel Tech in 2019*. Retrieved from openkey.co: <https://www.openkey.co/2018/12/05/guest-expectations-for-hotel-tech-in-2019-2/>
- Barrows, C., Powers, T., & Reynolds. (2012). *Management in the Hospitality Industry*. John Wiley & Sons, Inc.
- Buhalis, D. (2020). Evaluating the effectiveness of tourist advertising to improve the competitiveness of destinations. *Tourism Economics*, 267-272.
- Chang, S., Pierson, E., & Koh, P. W. (2021). Mobility Network Models of COVID-19. 82-87.
- Colombo, M., Piva, E., Quas, A., & Lamastra, C. (2016). How high-tech entrepreneurial ventures cope with the global crisis: changes in product innovation and internationalization strategies. *Industru and Innovation*.
- Connely, L. (2016). Trustworthiness in Qualitative Research. Medsug Nursing.
- Creswell, J., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. SAGE.
- Customer Expectation and Behavior Survey*. (2017). Retrieved from manetmobile.com: <https://www.manetmobile.com/?lang=en>
- Darvishmotevali, M., Altinay, L., & Koseoglu, M. A. (2020). The link between environmental uncertainty, organizational agility, and. *International Journal of Hospitality Management*.
- Denzin, N. K., & Lincoln, Y. S. (2018). *The SAGE Handbook of Qualitative Research*. SAGE.
- Dessler, G. (2020). *Human Resource Management, 16th Edition*. Florida: Pearson.
- Draskovic, B., & Dzunic, M. (2020). The Importance of HR for Effective Implementation of Crisis Management. *Modern management Tools and Economy of Tourism Sector* .
- Griffin, R. (2013). *Management*. Australia: Mason.
- Guba, E., & Lincoln, Y. (1985). Competing Paradigms in Qualitative Research.
- Hao, F., Xiao, Q., & Chon, K. (2020). COVID-19 and China's Hotel Industry: Impacts, a Disaster Management Framework, and Post-pandemic Agenda. *International Journal of Hospitality Management*.

- Haryanto, A. T. (2020). *Ada 175,2 Juta Pengguna Internet di Indonesia*. Retrieved from INET.DETIK.COM: <https://inet.detik.com/cyberlife/d-4907674/riset-ada-1752-juta-pengguna-internet-di-indonesia>
- Ivanov, S., Seyitoglu, F., & Markova, M. (2020). Hotel managers' perceptions towards the use of robots: a mixed-methods approach. *Information Technology & Tourism*.
- Japutra, A., & Situmorang, R. (2020). The repercussions and challenges of COVID-19 in the hotel industry: . *International Journal of Hospitality Management* .
- Kabadayi, S., & O'Connor, G. (2020). Viewpoint: The impact of coronavirus on. *Journal of Services Marketing*.
- Kesetovic. (2008). Crisis and Crisis Management: a contribution to a conceptual & terminological delimitation. *Applied Economics*, 167-186.
- Kim, M., & Qu, H. (2014). Travelers behavioral intention toward hotel self-service kiosks usage. *Contemporary Hospitality Management*.
- Kinicki, A., & Williams, B. (2019). *Management: A Practical Introduction*. Mc Graw Hill.
- Kemenparekraf (2020). *Rencana Strategis 2020-2024*. Retrieved from kemenparekraf.go.id:
https://www.kemenparekraf.go.id/asset_admin/assets/uploads/media/pdf/media_1598887965_Rencana_strategis_2020-2024.pdf
- Lai, I. K., & Wong, J. W. (2020). Comparing crisis management Practices in the hotel Industru between initial and pandemic stages of COVID-19. *International Journal of Contemporary Hospitality Management*.
- Lewis, G. (2006). *Organizational Crisis Management*. Auerebach.
- Liu, C. (2020). Post-Pandemic Hospitality Trends & Economics in China. Switzerland.
- Lyons, J. B. (2014). Human–Human Reliance in the Context of . Vol. 54/No. 1.
- Maguire, M., & Delahunt, B. (2017). Doing a Thematic Analysis: A Practical, Step-by-Step guide for Learning and Teaching Scholars. *Journal of Teaching and Learning in Higher Education*, Vol. / No. 3.
- Kominfo & Kemenparektaf (2019). *Menteri Kominfo dan Menteri Pariwisata Berikan Tantangan dalam Era Sosial Media*. Retrieved from kominfo.go.id:
https://kominfo.go.id/index.php/content/detail/11536/siaran-pers-no-227hmkominfo112017-tentang-menteri-kominfo-dan-menteri-pariwisata-berikan-tantangan-komunikasi-pemerintah-era-sosial-media/0/siaran_pers
- Merow, C., & Urban, M. c. (2020). Seasonality and uncertainty in global COVID-19 growth rates. 117.

- Merritt, S. (2011). Affective Processes in Human–Automation . *Human Factors and Ergonomics Society*, Vol. 53/No. 4.
- Pine, R., & McKercher, B. (2004). The Impact od SARS on Hong Kong Tourism Industry. *International Journal of Contemporary Hospitality Management*, 139-142.
- Pragholapati, A. (2020). New Normal "Indonesia" after COVID-19 pandemic.
- Ritchie, B., & Campiranon, K. (2015). *Tourism Crisis and Disaster Management in the Asia-Pacific*. CAB.
- Robbins, S., & Coulter, M. (2019). *Management, 14th Edition*. San Diego: Pearson.
- Roser, M. (2019). *International Arrivals by World Region*. Retrieved from ourworldindata.org:
<https://ourworldindata.org/tourism#:~:text=Arrivals%20by%20world%20region,-This%20visualization%20shows&text=The%20United%20Nations%20World%20Tourism,is%20a%2056%2Dfold%20increase>.
- Schermerhorn. (2010). *Human Resource Management*. Colorado: John Wiley & Sons, Inc.
- Scott, N., & Laws, E. (2005). Tourism Crises and Recovery Strategies. *Journal of Travel and Tourism Marketing*, 2-4.
- Seyitoglu, F., & Ivanov, S. (2020). Service robots as a tool for physical distancing in toursim.
- Shin, H., & Kang, J. (2020). Reducing perceived health risk to attract hotel customers in the COVID-19 pandemic era: Focused on technology innovation for social distancing and cleanliness. *Hospitality Management*, 310-318.
- Singh, R., & Ramdeo, S. (2020). *Leading Organizational Development and Change*. Switzerland: Springer Nature.
- Sun, S., Lee, P., Law, R., & Zhong, L. (2020). The impact of cultural values on the acceptance of hotel technology. *Journal of Hospitality and Tourism Management*, 61-69.
- UNTWO. (2018). *International Tourist Arrivals: Seasonality*. Retrieved from unwto.org: <https://www.unwto.org/seasonality>
- Vargas, A. (2020). Covid-19 crisis: a new model of tourism governance for a new time. *Hospitality and Tourism Themes*, 691-699.
- Wang, F. (2020). The Mechanism of Tourism RIsk Perception in Severe Epidemic. *Sustainability*, 12.
- Wen, J., Kozak, M., Yang, S., & Liu, F. (2020). COVID-19: potential effects on Chinese. *Tourism Review*.

- WHO. (2020). *COVID-19 Dashboard*. Retrieved from covid19.who.int:
<https://covid19.who.int/>
- Wotawa, F., Nica, I.-D., & Tazl, O. (2018). Chatbot-based reccomendations using model-based reasoning.
- Xiang, Z., Wang, D., & O'Leary, J. (2015). Adapting to the Internet: Trends in Travelers use of the web for trip planning. *Travel Research*.