

REFERENCE

- Dimitriou, C. K. (2022). The critical role that national culture and ethical leadership play in fostering employee commitment to service quality in the hotel industry. *Research in Hospitality Management*, 12(3), 255–271.
<https://doi.org/10.1080/22243534.2022.2133770>
- Hotel Tentrem – tentrem in your heart. (n.d.). <https://www.hoteltentrem.com/>
- <https://www.facebook.com/CNNIndonesia>. (2021, July 10). Jejak Etnik dan Idealisme Nusantara di Hotel Mewah Yogyakarta. *Gaya Hidup*.
<https://www.cnnindonesia.com/gaya-hidup/20210708093145-269-664809/jejak-etnik-dan-idealisme-nusantara-di-hotel-mewah-yogyakarta>
- Khairune Nisa, A. N. (2024). COVID-19 and the Future of the Hospitality Industry: An Indonesian Case Study on the Industry’s Adaptation, Recovery Plan, and Resilience. *Jurnal Toursci*, 1(5).
<https://doi.org/10.62885/toursci.v1i5.251>
- Mohammed Abu Hussein, A., Montaser Mohammad, A., Alheet, A., Hussein Abu Joma, M., & Abu Lehyeh, S. (2023). Relationships between human resource management practices, employee satisfaction, service quality, and employee service behavior in the hotel industry. *Problems and Perspectives in Management*, 21(1), 242–252.
[https://doi.org/10.21511/ppm.21\(1\).2023.21](https://doi.org/10.21511/ppm.21(1).2023.21)

- Primus. (2010, April 29). Dari Jamu Berkembang ke Hotel. *KOMPAS.com*.
<https://ekonomi.kompas.com/read/2010/04/29/2155294/Dari.Jamu.%20Berkembang.ke.Hotel>
- Ratnayaka, R. M., Kumara, P. A. P. S., & Silva, M. W. S. W. (2020). Impact of Organizational Citizenship Behavior on Perceived Service Quality in Hotel Industry. *Journal of the University of Ruhuna*, 7(1), 25–42.
<https://doi.org/10.4038/jur.v7i1.7932>
- Sanjaya, Y. S., Andanwerti, N., & Meliana, S. (2021). *The Inspiration of Umbul Binangun Taman Sari on Interior Design of Hotel Tentrem Yogyakarta Lobby*: International Conference on Economics, Business, Social, and Humanities (ICEBSH 2021), Jakarta, Indonesia.
<https://doi.org/10.2991/assehr.k.210805.168>
- Simarmata, B. M. P., & Utomo, B. (2022). *INFLUENCE OF CSR ACTIVITY, SERVICE QUALITY AND BRAND ATTITUDE TO CUSTOMER'S RE-VISIT INTENTION IN HOTEL INDUSTRY*. 4(1).