# DAFTAR PUSTAKA

[1]     J. Suleri, R. T. Meijer, and E. Tarus, "Exploring hotel identity by focusing on customer experience analysis," Research in Hospitality Management, vol. 11, no. 2, pp. 113-120, 2021. DOI: 10.1080/22243534.2021.1917178.

[2]     M. Sigala, et al., "Journal of Hospitality and Tourism Management," The University of Newcastle Newcastle Business School, Callaghan, NSW, Australia. Print ISSN: 1447-6770, Online ISSN: 1839-5260.

[3]     M. A. Preziosi, A. Acampora, M. Lucchetti, and R. Merli, "Delighting Hotel Guests with Sustainability: Revamping Importance-Performance Analysis in the Light of the Three-Factor Theory of Customer Satisfaction," Sustainability (Switzerland), vol. 14, no. 6, 2022. DOI: 10.3390/su14063575.

[4]     N. Akhtar, N. Zubair, A. Kumar, and T. Ahmad, "Aspect based Sentiment Oriented Summarization of Hotel Reviews," Procedia Computer Science, vol. 115, pp. 563-571, 2017. DOI: 10.1016/j.procs.2017.09.115.

[5]     M. A. F. Reis, J. Favretto, N. M. Favretto, L. M. H. Favretto, and R. P. Dos Santos, "Knowledge management in the classroom using Mendeley technology," The Journal of Academic Librarianship, vol. 48, no. 1, Jan. 2022, 102486. DOI: 10.1016/j.acalib.2021.102486.

[6]     F. Fatkhuri, D. Dharmawan, W. D. Febrian, S. Karyadi, and I. Sani, "Application of Heuristic Evaluation Method to Evaluate User Experience and User Interface of Personnel Management Information Systems to Improve Employee Performance," Journal of Innovation in Digital Technology, vol. 6, no. 1, Jan. 14, 2024. DOI: 10.60083/jidt.v6i1.466.

[7]     T. Espino-Rodríguez, "Research on Outsourcing by Hotel Firms: Current State and Future Directions," Tourism and Hospitality, 2024. DOI: 10.3390/tourhosp4010002.

[8]     M. Gusriani and S. Rohyanti, "Implementasi Model Golden Rules Of User Interface Design Oleh Theo Mandel Pada Aplikasi Diary Sumsel," UIN Sunan Kalijaga Yogyakarta, 2023. DOI: https://doi.org/10.24036/124536-0934.

[9]     H. Türkkan, "The significance of typography in data visualisation," Global Journal of Arts Education, vol. 10, no. 1, pp. 75-84, 2020. DOI: 10.18844/gjae.v10i1.4736.

[10]     W. Grant, M. Gençer, J. Hewitson, Usability Matters: Mobile-First UX for developers and other accidental designers: Introducing Bootstrap 4, 2020.

[11]     M. E. K. Dick and M. Woloszyn, "Influence of typographic properties on user experience in digital interfaces," Estudos em Design, vol. 31, no. 2, pp. 99-109, July 2023. DOI: 10.35522/eed.v31i2.1711. License CC BY-NC 4.0.

[12]     H. Nguyen, H. K. Manh, and T. Kim, "Classifying Different Levels of Customer Satisfaction With Vietnamese Hotel Services by Analyzing Customer Feedback," International Journal of Asian Business and Information Management, vol. 15, no. 1, 2024. DOI: 10.4018/IJABIM.335855.

[13]     R. Suprina, H. Hendrayati, V. Gaffar, and R. Hurriyati, "Understanding Customer Satisfaction toward Hotel Service: A Systematic Literature Review," Jurnal Manajemen dan Organisasi (JMO), vol. 13, no. 3, pp. 233-243, Sep. 2022. DOI: 10.29244/jmo.v13i3.39338.

[14]     M. Isradi, Y. A. Sari, A. I. Rifai, A. Rosyid, A. Hamid, and J. Prasetijo, "Mendeley Management Reference Application and Scientific Writing Strategy," *Scientific Journal of Mercu Buana University*, vol. 6, no. 1, Sep. 2022. DOI: https://doi.org/10.29138/scj.v6i1.2002.

[15]     D. İnce, "Visualization of the revolution: Symbols, typography and page design in the early republican journalism," in Peter Lang AG, pp. 135-157, 2020.

[16]     C. Ariadi and D. 2, "Implementation and Analysis on Color Theory Usage in Website User Interface to Develop Brand Image," *International Journal of Information System & Technology*, vol. 6, no. 4, pp. 495-511, 2022. ISSN: 2580-7250. DOI: 10.158/E/KPT/2021.