

## Daftar Pustaka

- Abanto, R. A., Abanto, T., Fajutagana, R., & Moreno, D. K. (2019, Oktober). Measuring Service Quality of Rose and Grace Restaurant - Sto. Tomas Batangas Branch Using DINESERV Scale. *Laguna Journal of Business and Accountancy*, 3(2), 79-92. Dipetik Februari 27, 2022, dari <https://lpulaguna.edu.ph/wp-content/uploads/2019/10/10.-Measuring-Service-Quality-of-Rose-and-Grace-Restaurant-Sto.Tomas-Batangas-Branch-Using-DINESERV-Scale.pdf>
- Abezie, H. W. (2019). *Assessing a restaurant service quality using the DINESERV model: A quantitative study on Pizza Hut*. Master's Thesis, UMEA School of Business, Economics, and Statistics. Dipetik Juni 6, 2022, dari <https://www.diva-portal.org/smash/get/diva2:1484109/FULLTEXT01.pdf>
- Adeinat, I. (2019). Measuring Service Quality Efficiency Using Dineserv. *International Journal for Quality Research*, 13(3), 591-604. Dipetik Maret 10, 2022, dari <http://ijqr.net/journal/v13-n3/wm/10.24874IJQR13.03-06%20-%20draft.pdf>
- Badan Pusat Statistik Kabupaten Sragen. (2021). *Kabupaten Sragen Dalam Angka 2021*. Badan Pusat Statistik Kabupaten Sragen.
- Barrows, C. W., Powers, T., & Reynolds, D. (2012). *Introduction to Management in the Hospitality Industry* (10th ed.). New Jersey: John Wiley & Sons, Inc.
- Choi, H., Kong, E., & Ann, S. (2021). Young College Students' Perception of DINESERV: A Study of on-Campus Dining in The USA. *Tourism and Hospitality Management*, 27(3), 529-554. Dipetik Februari 27, 2022, dari <https://doi.org/10.20867/thm.27.3.4>
- Chun, S.-H., & Nyam-Ochir, A. (2020, September 10). The Effects of Fast Food Restaurant Attributes on Customer Satisfaction, Revisit Intention, and Recommendation Using DINESERV Scale. *Sustainability*, 12, 1-19. doi:<https://www.researchgate.net/deref/http%3A%2F%2Fdx.doi.org%2F10.3390%2Fsu12187435>
- Clemes, M. D., Mohi, Z., Li, Z., & Hu, B. (2018). Synthesizing moderate upscale restaurant patrons' dining experiences. *Asia Pacific Journal of Marketing and Logistics*, 30(3), 627-651. doi:<https://doi.org.ezproxy.ugm.ac.id/10.1108/APJML-06-2017-0115>
- Data Industri. (2022). *Pertumbuhan Industri Restoran, 2011 - 2022*. Retrieved Februari 20, 2022, from Data Industri: <https://www.dataindustri.com/produk/tren-data-pertumbuhan-industri-penyediaan-makanan-minuman-restoran-dan-sejenisnya/>

- Ford, R., Sturman, M., & Heaton, C. (2012). *Managing Quality Service in Hospitality Industry: How Organization Achieve Excellence in the Guest Experience*. New York: Delmar Cengage Learning.
- Heizer, J., Render, B., & Munson, C. (2017). *Operations Management: Sustainability and Supply Chain Management* (10th ed.). Harlow: Pearson Education Limited.
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing* (17th ed.). London: Pearson Education Limited.
- Lee, E. (2019). Indoor environmental quality (IEQ) of LEED-certified home: Importance performance analysis (IPA). *Building and Environment*, 571-581. Dipetik Maret 1, 2022, dari <https://doi.org/10.1016/j.buildenv.2018.12.038>
- Liu, P., & Tse, E. C.-Y. (2018). Exploring factors on customer's restaurant choice: an analysis of restaurant attributes. *British Food Journal*, 120(10), 2289-2303. Dipetik Maret 15, 2022, dari <https://doi-org.ezproxy.ugm.ac.id/10.1108/BFJ-10-2017-0561>
- Lupo, T. (2015, Januari). Fuzzy ServPerf model combined with ELECTRE III to comparatively evaluate service quality of international airports in Sicily. *Journal of Air Transport Management*, 42, 249-259. Dipetik Maret 12, 2022, dari <https://doi.org/10.1016/j.jairtraman.2014.11.006>
- Lupo, T., & Bellomo, E. (2019). DINESERV along with fuzzy hierarchical TOPSIS to support the best practices observation and service quality improvement in the restaurant context. *Computers & Industrial Engineering*, 1-11. Dipetik Maret 2, 2022, dari <https://doi.org/10.1016/j.cie.2019.106046>
- Marković, S., Raspor, S., & Šegarić, K. (2010). Does Restaurant Performance Meet Customer's Expectations? An Assessment of Restaurant Service Quality Using a Modified Dineserv Approach. *Tourism and Hospitality Management*, 16(2), 181-195. Dipetik Februari 28, 2022, dari [https://www.researchgate.net/publication/256020020\\_Does\\_Restaurant\\_Performance\\_Meet\\_Customers%27\\_Expectations\\_An\\_Assessment\\_of\\_Restaurant\\_Service\\_Quality\\_Using\\_a\\_Modified\\_Dineserv\\_Approach](https://www.researchgate.net/publication/256020020_Does_Restaurant_Performance_Meet_Customers%27_Expectations_An_Assessment_of_Restaurant_Service_Quality_Using_a_Modified_Dineserv_Approach)
- Mendocilla, M., Miravittles, P., & Matute, J. (2021). QUICKSERV: a service quality assessment tool for the quick-service restaurant industry. *British Food Journal*, 123(13), 241-259. Dipetik Juni 6, 2022, dari <https://doi-org.ezproxy.ugm.ac.id/10.1108/BFJ-12-2020-1108>
- Menteri Pariwisata dan Ekonomi Kreatif Republik Indonesia. (2014, Juli 10). *Salinan Peraturan Menteri Pariwisata dan Ekonomi Kreatif Republik Indonesia Nomor 12 Tahun 2014 Tentang Standar Usaha Rumah Makan*.

Dipetik Februari 24, 2022, dari JDIH Kementerian Pariwisata dan Ekonomi Kreatif:

[https://jdih.kemendparekraf.go.id/asset/data\\_puu/regulation\\_subject\\_1593601098\\_12\\_tahun\\_2014.pdf](https://jdih.kemendparekraf.go.id/asset/data_puu/regulation_subject_1593601098_12_tahun_2014.pdf)

Menteri Perindustrian Republik Indonesia. (2018). *Peraturan Menteri Perindustrian Republik Indonesia Nomor 64/M-IND/PER/7/2016 Tentang Besaran Jumlah Tenaga Kerja dan Nilai Investasi untuk Klasifikasi Usaha Industri*. Dipetik Juni 6, 2022, dari Regulasip: <https://www.regulasip.id/book/7963/read>

merdeka.com. (2021, Agustus 9). *72 Persen Masyarakat Pesan Makanan Lewat Layanan Pesan-Antar selama Pandemi*. Dipetik Februari 20, 2022, dari merdeka.com: <https://www.merdeka.com/teknologi/72-persen-masyarakat-pesan-makanan-lewat-layanan-pesan-antar-selama-pandemi.html>

Nguyen, Q., Nisar, T., Knox, D., & Prabhakar, G. P. (2018). Understanding Customer Satisfaction in the UK Quick Service Restaurant Industry: The Influence of the Tangible Attributes of Perceived Quality. *British Food Journal*, 120(6), 1207-1222. doi:10.1108/BFJ-08-2017-0449

Parasuraman, A., Zeithaml, V., & Berry, L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12-40. Dipetik Februari 28, 2022, dari <http://mkm.helvetia.ac.id/wp-content/uploads/2018/04/SERVQUAL-Parasuraman.pdf>

Russell, R., & Taylor, B. (2011). *Operations Management: Creating Value Along the Supply Chain* (7th ed.). Hoboken: John Wiley and Sons.

Saunders, M., Lewis, P., & Thornhill, A. (2019). *Research Methods for Business Students* (8th ed.). Harlow: Pearson Education Limited.

Schneider, B., & White, S. (2004). *Service Quality: Research Perspectives*. London: Sage Publication Ltd.

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach* (Edisi Ketujuh ed.). Chichester: John Wiley & Sons.

Stevens, P., Knutson, B., & Mark, P. (1995). DINESERV: A tool for measuring service quality in restaurant. *The Cornell Hotel and Restaurant Administration Quarterly*, 36(2), 56-60. Dipetik Desember 6, 2021, dari [https://doi.org/10.1016/0010-8804\(95\)93844-K](https://doi.org/10.1016/0010-8804(95)93844-K)

Tsaur, S.-H., & Yen, C.-H. (2019). Service redundancy in fine dining: evidence from Taiwan. *International Journal of Contemporary Hospitality Management*,

31(2), 830-854. Dipetik Februari 27, 2022, dari <https://doi-org.ezproxy.ugm.ac.id/10.1108/IJCHM-09-2017-0574>

Tuncer, I., Unusan, C., & Cobanoglu, C. (2021). Service Quality, Perceived Value and Customer Satisfaction on Behavioral Intention in Restaurants: An Integrated Structural Model. *Journal of Quality Assurance in Hospitality & Tourism*, 22(4), 447-475. Dipetik Juni 6, 2022, dari <https://doi-org.ezproxy.ugm.ac.id/10.1080/1528008X.2020.1802390>