



DAFTAR PUSTAKA

- Ali, F., Kim, W.G., Li, J., dan Jeon, H.M. (2018). Make It Delightful: Customers Experience, Satisfaction, and Loyalty In Malaysian Theme Parks. *Journal of Destination Marketing & Management*, Vol. 7, No. 1, pp 1-11.
- Andaleeb, S.S. dan Conway, C. (2006). Customer Satisfaction in the Restaurant Industry: An Examination of the Transaction-Specific Model. *Journal of Services Marketing*, Vol. 20, No. 1, pp 3-11.
- Benrit, Parichard dan Trakulmaykee, Numtip. (2016). The Relationships among Food Quality, Service Quality, Physical Environment and Customers' Satisfaction in Thai Dining Restaurant in Malaysia. *Journal of Management Science, Surrathani Rajabhat University*, Vol. 3 No. 1, pp 41-61.
- Berliansyah, Rezha dan Suroso, Agus. (2018). The Influence of Food and Beverage Quality, Service Quality, Place, and Perceived Price to Customer Satisfaction and Repurchase Intention. *Journal Of Research in Management*, Vol. 1, No.1, pp 28-37.
- Carranca, R., Diaz, E., dan Martin-Consuegra, D. (2018). The Influence of Quality On Satisfaction and Customer Loyalty with An Importance-performance Map Analysis: Exploring the Mediating Role of Trust. *Journal of Hospitality and Tourism Technology*, Vol. 9, No. 3, pp 380-396.
- Cooper, D. R., dan Schindler, P. S. 2014. Business Research Methods. New York: Mc Graw Hill 53: 151–66.
- Dharmmesta, B.S., dan Irawan (2005). Manajemen Pemasaran Modern. Yogyakarta: Liberty.



- Gee, R., Coates, G., dan Nicholson, M. (2008). Understanding and Profitably Managing Customer Loyalty. *Marketing Intelligence & Planning*, Vol. 26, No. 4, pp 359-374.
- Ghozali, I. (2016). Aplikasi Analisis Multivariete dengan Program IBM SPSS8/e. Semarang: Badan Penerbit Universitas Diponegoro.
- Ha, J. dan Jang, S. (2010) Perceived Values, Satisfaction, and Behavioral Intentions: The Role of Familiarity in Korean Restaurants. *International Journal of Hospitality Management*, Vol. 29, pp 2-13.
- Ha, Nguyen dan Nguyen, Hoang dan Nguyen, Nhan dan Anh, Phan. (2018). Determinants of Customer Satisfaction and Loyalty in Vietnamese Life-Insurance Setting: Sustainability.
- Ha, Jooyeon dan Jang, Soocheong. (2012). The Effects Of Dining Atmospherics On Behavioral Intentions Through Quality Perception. *Journal of Services Marketing*, Vol. 26, pp 204-215.
- Hair et al. (2010). *Multivariate Data Analysis, Seventh Edition*. Pearson Prentice Hall.
- Han, H., Nguyen, H.N., Song, H., Chua, B.L., Lee, S., dan Kim, W. (2018). Drivers of Brand Loyalty In the Chain Coffee Shop Industry. *International Journal of Hospital Management*, Vol. 72, No.1, pp 86-87.
- Hutchinson, Joe dan Lai, Fujun dan Wang, Youcheng. (2009). Understanding The Relationships of Quality, Value, Equity, Satisfaction, and Behavioral Intentions Among Golf Travelers. *Tourism Management*, Vol. 30, pp 298-308.
- Konuk, F.A. (2015). The Effects of Price Consciousness and Sale Proneness on Purchase Intention Towards Expiration Date-Based



Priced Perishable Foods. *British Food Journal*, Vol. 117, No. 2, pp 793-804.

Kotler, P. dan Keller, K.L. (2016). *Marketing Management*. Pearson Education Limited, England.

Kwon, H., Ha, S., dan Im, H. (2016). The Impact of Perceived Similiarity to Other Customers on Shopping Mall Satisfaction. *Journal of Retailing and Consumer Services*, Vol. 28, No. 1, pp 304-309.

Ladhari, Riadh dan Brun, Isabelle dan Morales, Miguel. (2008). Determinants of Dining Satisfaction And Post-Dining Behavioral Intentions. *International Journal of Hospitality Management*, Vol. 27, pp 563-573.

Li, H., Aham-Anyanwu, N., Tevrizci, C., dan Luo, X. (2015). The Interplay Between Value and Service Quality Experience: E-loyalty Development Process through the eTaliQ Scale and Value Perception. *Electronic Commerce Research*, Vol. 15, No. 4, pp 585-615.

Liu, Y., dan Jang, S. (2009). Perceptions of Chinese Restaurants in the U.S.: What Affects Customer Satisfaction and Behavioral Intentions?. *International Journal of Hospitality Management*, 28, 338-348.

Mannan, M., Chowdhury, N., Sarker, P. dan Amir, R. (2019), Modeling Customer Satisfaction and Revisit Intention In Bangladeshi Dining Restaurants, *Journal of Modelling in Management*, Vol. 14, No. 4, pp. 922-947.

Muskat, Birgit dan Hörtnagl, Tanja dan Prayag, Girish dan Wagner, Sarah. (2019). Perceived Quality, Authenticity, and Price In Tourists' Dining Experiences: Testing Competing Models of Satisfaction and Behavioral Intentions. *Journal of Vacation Marketing*, Vol. 25.



Namkung, Y., dan Jang, S. (2007). Does Food Quality Really Matter In Restaurants? Its Impact On Customer Satisfaction and Behavioral Intentions. *Journal of Hospitality and Tourism Research*, Vol. 31, No. 3, 387-409.

Peri, C. (2006). The Universe of Food Quality. *Food Quality and Preference*, Vol.17, No.1/2, pp 3-8.

Potter, N. N., dan J. H Hotchkiss. (2012). *Food science (5th edition)*. New York: Chapman and Hall.

Pezenka, I. and Weismayer, C. (2020), Which factors influence locals' and visitors' overall restaurant evaluations?. *International Journal of Contemporary Hospitality Management*, Vol. 32 No. 9, pp. 2793-2812.

Ryu, K. (2008). DINESCAPE: A Scale for Customers' Perception of Dining Environments. *Journal of Foodservice Business Research*, Vol. 11, pp 2-22.

Ryu, K. dan Han, H. (2009). The Roles of the Physical Environment, Price Perception, and Customer Satisfaction in Determining Customer Loyalty in the Restaurant Industry. *Journal of Hospitality & Tourism Research*, Vol. 33, pp 487-510.

Ryu, K., Lee, H. dan Gon Kim, W. (2012), The Influence of The Quality of The Physical Environment, Food, and Service On Restaurant Image, Customer Perceived Value, Customer Satisfaction, and Behavioral Intentions. *International Journal of Contemporary Hospitality Management*, Vol. 24, No. 2, pp 200-223.

Ryu, K. dan Han, H. (2010). Influence of the Quality of Food, Service, and Physical Environment on Customer Satisfaction and Behavioral Intention in Quick-Casual Restaurants: Moderating Role of



Perceived Price. *Journal of Hospitality dan Tourism Research - J Hospit Tourism Res*, Vol. 34, pp 310-329.

Santoso, J. E. (2016). Pengaruh Food Quality, Service Quality, Price Promotion, dan Customer Satisfaction Terhadap Repeat Purchase Intention Restoran Solaria. *Jurnal Bisnis dan Manajemen*.

Schiffman, L. G. dan Wisenblit, J. L. (2015). *Consumer Behavior Edisi 11 Global Edition*. England: Pearson Education Limited.

Serhan, Mireille dan Serhan, Carole. (2019). The Impact of Food Service Attributes on Customer Satisfaction in a Rural University Campus Environment. *International Journal of Food Science*. 2019. 1-12.

Slack, N.J., Singh, G., Ali, J., Lata, R., Mudaliar, K. and Swamy, Y. (2021). Influence of Fast-Food Restaurant Service Quality and Its Dimensions on Customer Perceived Value, Satisfaction and Behavioural Intentions. *British Food Journal*, Vol. 123, No. 4, pp 1324-1344.

Singh, G., Slack, N., Sharma, S., Mudaliar, K., Narayan, S., Kaur, R. and Sharma, K.U. (2021), Antecedents Involved in Developing Fast-Food Restaurant Customer Loyalty. *The TQM Journal*, Vol. 33, No. 8, pp 1753-1769.

Uddin, M.B. (2019). Customer Loyalty in the Fast Food Restaurants of Bangladesh. *British Food Journal*, Vol. 121, No. 11, pp 2791-2808.

Zhang, H., Fu, X., Cai, L.A., dan Lu, L. (2014). Destination Image and Tourist Loyalty: A Meta-analysis. *Tourism Management*, Vol. 40, pp 213-223.