UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

DAFTAR REFERENSI

Abughoush, M., Olaimat, A. N., Al-Holy, M. A., Al-Dabbas, M., Alavi, S., Maghaydah, S., Choudhury, I., Nour, M., & Abu - Ghoush, L. (2023). Evaluation of food quality and safety parameters and food safety knowledge and practices of food handlers at fast foods restaurants at universities in Jordan during COVID-19. *Heliyon*, *9*(8). https://doi.org/10.1016/j.heliyon.2023.e18936

Alikhani, E., Gholipour, H. F., Abbasinejad, H., & Rafat Nezhad, R. (2025). Review content and customer satisfaction: a textual analysis of Yelp restaurant reviews. British Food Journal, 127(13), 649-673.

Ahmed, S., Al Asheq, A., Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostofa, M. G. (2023). The intricate relationships of consumers' loyalty and their perceptions of service quality, price and satisfaction in restaurant service. *TQM Journal*, *35*(2), 519–539. https://doi.org/10.1108/TQM-06-2021-0158

Pease, Allan & Barbara. (2007). Why men don't listen and women can't read maps. Jakarta Selatan: Tama Printer Indonesia.

Amani, D. (2025). When servers serve sweethearts: investigating the mechanisms behind service sweethearting in the restaurant industry. *SAM Advanced Management Journal*. https://doi.org/10.1108/SAMAMJ-05-2024-0023

Anggraeni, D., & Ali, H. (n.d.). *Pengaruh Kualitas Produk, Harga dan Kepuasan Konsumen terhadap Strategi Penjualan*. https://doi.org/10.38035/dit.v2i4

Badan Pusat Statistik (BPS). (2025). Penduduk Berumur 15 Tahun ke Atas yang Bekerja Selama Seminggu yang Lalu Menurut Status Pekerjaan Utama dan Lapangan Pekerjaan, 2008–2023. Diakses pada 5 April 2026 dari https://www.bps.go.id/id/statistics-table/1/MTkxMSMx/penduduk-berumur-15-tahun-ke-atas-yang-bekerja-selama-seminggu-yang-lalu-menurut-status-pekerjaan-utama-dan-lapangan-pekerjaan--2008---2023.html

Badan Pusat Statistik (BPS). (2025). Jumlah Penduduk Menurut Kelompok Umur dan Jenis Kelamin, 2023. Diakses pada 5 April 2026 dari https://www.bps.go.id/id/statistics-

UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

table/3/WVc0%20MGEyMXBkVFUxY25KeE9HdDZkbTQzWkVkb1p6MDkjMw==/jumlah-penduduk-menurut-kelompok-umur-dan-jenis-kelamin--2023.html

Braganza, E. E. (2025). Measuring Service Quality and Customer Satisfaction: An Empirical Evidence from Fast-food Restaurants in Davao Region, Philippines. Review of Integrative Business and Economics Research, 14(3), 213-225.

Cao, Y., Raab, C., & Bergman, C. (2025). Mapping the Landscape of Restaurant Research: A Bibliometric Analysis of Consumer Behavior, Organizational Behavior, and Finance Studies. *Businesses*, *5*(1), 11. https://doi.org/10.3390/businesses5010011

Chatterjee, S., Ghatak, A., Nikte, R., Gupta, S., & Kumar, A. (2023). Measuring SERVQUAL dimensions and their importance for customer-satisfaction using online reviews: a text mining approach. Journal of Enterprise Information Management, 36(1), 22-44.

Dinas Kependudukan dan Pencatatan Sipil Provinsi DKI Jakarta. (2025). Laporan Kinerja Instansi Pemerintah (LKIP) Tahun 2024. Diakses pada 5 April 2026 dari https://kependudukancapil.jakarta.go.id/wp-content/uploads/2025/06/lkip_2024.pdf

Dhisasmito, P. P., & Kumar, S. (2020). Understanding customer loyalty in the coffee shop industry (A survey in Jakarta, Indonesia). British Food Journal, 122(7), 2253-2271.

Etrata Jr, A. E., Macatual, S. S., Lee, J. M. M., & Raborar, J. L. O. (2025). Service Quality of Quick Service Restaurants as Perceived by Millennials Using the SERVQUAL Model: The Mediating Effects of Corporate Image and Customer Trust. Review of Integrative Business and Economics Research, 14(1), 498-518.

Febryanto, & Bernarto, I. (2018). The effects of service quality, competitive prices and product quality on customer satisfaction. *Journal of Environmental Management and Tourism*, *9*(6), 1165–1171. https://doi.org/10.14505/jemt.v9.6(30).04

Gabrow, R. Y. (2021). Evaluation of customer satisfaction and service quality using SERVQUAL model: the case of fast-food restaurants in Iraq. Periodicals of Engineering and Natural Sciences (PEN), 9(1), 336-345.

UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Ghimire, S. R., Yadav, M. U., & Agarwal, N. (2025). Service quality and customer satisfaction: Empirical evidence from the Nepalese banking industry. Banks and Bank Systems, 20(1), 205.

GoodStats. (2024). Tingkat Pendidikan Masyarakat Indonesia 2024. Diakses pada 5 April 2026 dari https://www.instagram.com/p/DIK6SsZysyQ/

GoodStats. (2026). Jenis Pekerjaan Utama Penduduk Bekerja Indonesia Tahun 2025. Diakses pada 5 April 2026 dari https://goodstats.id/article/jenis-pekerjaan-utama-penduduk-bekerja-indonesia-tahun-2025-NHyTk

Hanaysha, J. (2016). Testing the effects of food quality, price fairness, and physical environment on customer satisfaction in fast food restaurant industry. Journal of Asian Business Strategy, 6(2), 31-40.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) (3rd ed.). Sage Publications.

Henseler, J., Hubona, G., & Ray, P. A. (2016). Using PLS path modeling in new technology research: Updated guidelines. Industrial Management & Data Systems, 116(1), 2–20.

KARAMAN, D., & SARIKAN, M. (2022). Bibliometric Analysis of Consumer Behaviour Research Conducted During the Covid-19 Pandemic Period. *Alanya Akademik Bakış*, *6*(3), 2943–2959. https://doi.org/10.29023/alanyaakademik.1141274

Katadata.co.id & Databoks. (2025). Upah Minimum 2026 Jakarta dan Kota Sekitarnya. Diakses pada 5 April 2026 dari https://www.instagram.com/p/DSr6MbGFJwm/

Keloay, G., Rumawas, W., & Asaloei, S. (2019). Pengaruh kualitas produk, harga, dan kualitas pelayanan terhadap kepuasan konsumen pada Rumah Makan Dabu-Dabu Iris Fresh Wenang Manado. Jurnal Administrasi Bisnis (JAB), 8(2), 26-33.

Kurniawan, G. (2020). *Buku Referensi PERILAKU KONSUMEN DALAM MEMBELI PRODUK BERAS ORGANIK MELALUI ECOMMERCE Oleh*.

Kontan.co.id. (2025). Konsumsi Bergeser, Milenial dan Gen Z Lebih Pilih Hiburan, Kuliner, serta Gaya Hidup. Diakses pada 5 April 2026 dari https://nasional.kontan.co.id/news/konsumsi-bergeser-milenial-dan-gen-z-lebih-pilih-hiburan-kuliner-serta-gaya-hidup

UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Liputan6.com. (2025). 12 Menu Solaria yang Wajib Dicoba, Rekomendasi Saat Bingung Mau Pesan Apa. Diakses pada 5 April 2026 dari https://www.liputan6.com/hot/read/6246810/12-menu-solaria-yang-wajib-dicoba-rekomendasi-saat-bingung-mau-pesan-apa

Mendocilla, M., Miravitlles, P., & Matute, J. (2026). Unveiling the role of service quality in the quick service restaurant sector: An integrative review. International Journal of Hospitality Management, 132, 104367.

Mubarok, E. S., Subarjo, B., Raihan, R., Wiwin, W., & Bandawaty, E. (2023). Determinants of customer satisfaction and loyalty Waroeng Steak Restaurant in DKI Jakarta. *Cogent Business and Management*, *10*(3). https://doi.org/10.1080/23311975.2023.2282739

Mulady, R., & Sumadi. (2023). The influence of service quality, product quality, price, and innovation on customer loyalty at satay restaurant with the customer satisfaction as an intervening variable. *International Journal of Research in Business and Social Science (2147- 4478)*, *12*(4), 115–122. https://doi.org/10.20525/ijrbs.v12i4.2613

Naylor, G. S. (2024). A half-century of SERVQUAL: Exploring its impact and future directions in service quality research. Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior, 37(2), 43-68.Ngaliman, E., & Suharto, M. (2019). The effect of tangibles, responsiveness, and reliability on customer satisfaction of delivery services. International Journal of Economics and Management Studies, 6(5), 86-92.

Nguyen, Q., Nisar, T. M., Knox, D., & Prabhakar, G. P. (2018). Understanding customer satisfaction in the UK quick service restaurant industry: The influence of the tangible attributes of perceived service quality. British Food Journal, 120(6), 1207-1222.

Omar, M. S., Ariffin, H. F., & Ahmad, R. (2016). Service quality, customers' satisfaction and the moderating effects of gender: A study of Arabic restaurants. Procedia-Social and Behavioral Sciences, 224, 384-392.

Ong, A. K. S., Prasetyo, Y. T., Mariñas, K. A., Perez, J. P. A., Persada, S. F., Nadlifatin, R., ... & Buaphiban, T. (2022). Factors affecting customer satisfaction in fast food restaurant "Jollibee" during the COVID-19 pandemic. Sustainability, 14(22), 15477.

UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Pan, H., & Ha, H. Y. (2021). Service quality and satisfaction in the context of varying levels of restaurant image and customer orientation during the COVID-19 pandemic. Sustainability, 13(17), 9694.

Praditbatuga, P., Treetipbut, S., & Chantarak, S. (2022). The influence of service and food quality and perceived value on customer satisfaction of Thai Casual Dining Restaurants in The United Arab Emirates. Abac Journal, 42(2), 52-69.

Puti Aliffa, S., Wardani, S., Kunci, K., Harga, :, Produk, K., & Pembelian, K. (2025). Pengaruh Harga dan Kualitas Produk terhadap Keputusan Pembelian pada J.Co Donuts & Coffee Ramayana Mall Kota Serang. *Cakrawala: Jurnal Ekonomi*, *2*(1), 189–199. https://jurnalamanah.com/index.php/cakrawala/index

Rigdon, E. E. (2012). Rethinking Partial Least Squares Path Modeling: In Praise of Simple Methods. Long Range Planning, 45(5–6), 341–358. https://doi.org/10.1016/j.lrp.2012.09.010

Husna, K. F., Nugraha, R. J., & Hilmawan, H. (2025). Analisis Kualitas Layanan Pengiriman Menggunakan Model SERVQUAL: Studi Kasus Layanan Pengiriman IKEA di Indonesia. Jurnal Organisasi dan Manajemen Indonesia, 3(1), 11-18.

Sekaran, U., & Bougie, R. (2016). Research methods for business: A skill building approach. john wiley & sons

Sarstedt, M., Hair Jr, J. F., Cheah, J. H., Becker, J. M., & Ringle, C. M. (2019). How to specify, estimate, and validate higher-order constructs in PLS-SEM. Australasian Marketing Journal (AMJ), 27(3), 197-211

Solaria Indonesia (2025). Dari Visi & Misi menjadi Kebanggaan Indonesia. Diakses pada 6 Mei 2025 dari https://solariaresto.co.id/About

Sugiarto, S., & Octaviana, V. (2021). Service quality (SERVQUAL) dimensions on customer satisfaction: Empirical evidence from bank study. Golden Ratio of Marketing and Applied Psychology of Business, 1(2), 93-106.

Statistik Penyediaan BADAN PUSAT STATISTIK BPS-STATISTICS Makanan dan Minuman, (2024).

UNIVERSITAS
GADJAH MADA
Analisis SERVQUAL terhadap Kepuasan Konsumen (Studi pada Restoran Solaria Blok M Plaza)
DEVY RAMADHANI, Widya Paramita, S.E., M.Sc., Ph.D
Universitas Gadjah Mada, 2026 | Diunduh dari http://etd.repository.ugm.ac.id/

Sivapitak, S., & Sangpikul, A. (2024). Understanding the relationship between service quality, service outcomes, and satisfaction in the spa industry. Tourism and hospitality management, 30(4), 597-606.

Tempo.co (2024). Inilah Daftar 10 Restoran Terlaris di Indonesia. Diakses pada 28 April 2025 dari https://www.tempo.co/gaya-hidup/inilah-daftar-10-restoran-terlaris-di-indonesia-220573

Unilever Food Solutions (2024). 6 Jenis-Jenis Restoran yang Perlu Diketahui Sebelum Anda Memperluas Bisnis Kuliner!. Diakses pada 6 Mei 2025 dari https://www.unileverfoodsolutions.co.id/id/inspirasi-chef/bisnis-makanan-barat/ketahui-jenis-jenis-restoran-ini-sebelum-membuka-cabang-baru.html#:~:text=Biasanya%20menyajikan%20makanan%20melalui%20prasmanan,suasana%20yang%20hangat%20dan%20menyenangkan.

Veas-González, I., Carrión-Bósquez, N. G., Serrano-Malebran, J., Veneros-Alquinta, D., García-Umaña, A., & Campusano-Campusano, M. (2024). Exploring the moderating effect of brand image on the relationship between customer satisfaction and repurchase intentions in the fast-food industry. *British Food Journal*, *126*(7), 2714–2731. https://doi.org/10.1108/BFJ-01-2024-0077

Wireko-Gyebi, S., Baah, N. G., Nustugbodo, R. Y., Zaazie, P., Senya, E. K., Bosomefi, V., & Amankona, S. (2024). Service quality, satisfaction and loyalty among sharing economy vehicle users. Cogent Social Sciences, 10(1), 2327130.

Zhong, Y., & Moon, H. C. (2020). What drives customer satisfaction, loyalty, and happiness in fast-food restaurants in China? Perceived price, service quality, food quality, physical environment quality, and the moderating role of gender. Foods, 9(4), 460.