

## REFERENCES

- Aboazoum, H. M. E., Nimran, U., & Musadieg, M. A. (2015). Analysis Factors Affecting Employees Job Performance in Libya. *IOSR Journal of Business and Management*, 17(7), 42–49. <https://doi.org/10.9790/487X-17714249>
- Adnan, N. A. binti, & Latif, S. A. bin A. (2018). *The Effects of Hotel Image, Brand Image and Employee Performance on Customer Satisfaction of Muslim Youths towards Muslim-Friendly Hotels*. Presented at the International Conference on Halal Tourism, Products and Services ICHTPS, Lombok, Indonesia. Retrieved from [https://www.researchgate.net/publication/330507649\\_The\\_effects\\_of\\_Hotel\\_Image\\_Brand\\_Image\\_and\\_Employee\\_Performance\\_on\\_Customer\\_Satisfaction\\_of\\_Muslim\\_Youths\\_towards\\_Muslim-Friendly\\_Hotels](https://www.researchgate.net/publication/330507649_The_effects_of_Hotel_Image_Brand_Image_and_Employee_Performance_on_Customer_Satisfaction_of_Muslim_Youths_towards_Muslim-Friendly_Hotels)
- American Hospitality Academy. (n.d.). *Why Hospitality is Important?* <https://www.ahaworldcampus.com/b/why-hospitality-is-important>
- Bevans, R. (2020, February 28). *An Introduction to Simple Linear Regression*. Scribbr. <https://www.scribbr.com/statistics/simple-linear-regression/>
- Bhat, A. (n.d.). *Nominal, Ordinal, Interval, Ratio Scales with Examples*. QuestionPro. <https://www.questionpro.com/blog/nominal-ordinal-interval-ratio/>

- Bhat, A. (2020, March 23). *Descriptive Research: Definition, Characteristics, Methods, Examples and Advantages*. QuestionPro. <https://www.questionpro.com/blog/descriptive-research/>
- Bi, J.-W., Liu, Y., Fan, Z.-P., & Zhang, J. (2020). Exploring asymmetric effects of attribute performance on customer satisfaction in the hotel industry. *Tourism Management*, 77, 1–18. <https://doi.org/10.1016/j.tourman.2019.104006>
- Bolarinwa, O. (2015). Principles and methods of validity and reliability testing of questionnaires used in social and health science researches. *Nigerian Postgraduate Medical Journal*, 22(4), 195–201. <https://doi.org/10.4103/1117-1936.173959>
- Chen, J. (2019, November 19). *Skewness*. Investopedia. <https://www.investopedia.com/terms/s/skewness.asp>
- Crossman, A. (2019, July 18). *Convenience Samples for Research*. ThoughtCo. <https://www.thoughtco.com/convenience-sampling-3026726>
- Crossman, A. (2019, February 16). *Linear Regression Analysis*. ThoughtCo. <https://www.thoughtco.com/linear-regression-analysis-3026704>
- Debois, S. (2019, August 20). *10 Advantages and Disadvantages of Questionnaires*. SurveyanyPlace. <https://surveyanyplace.com/questionnaire-pros-and-cons/>

- Diamantidis, A. D., & Chatzoglou, P. (2019). Factors Affecting Employee Performance: An Empirical Approach. *International Journal of Productivity and Performance Management*, 68(1), 171–193. <https://doi.org/10.1108/ijppm-01-2018-0012>
- Donges, N. (2018, February 14). *Intro to Descriptive Statistics*. TowardsDataScience. <https://towardsdatascience.com/intro-to-descriptive-statistics-252e9c464ac9>
- Donohoe, A. (2019, June 7). *Employee Performance Definition*. BizFluent. <https://bizfluent.com/facts-7218608-employee-performance-definition.html>
- Ed. (2019, October 7). *Testing Multivariate Normality in SPSS*. StatisticsSolutions. <https://www.statisticssolutions.com/testing-multivariate-normality-in-spss/>
- Ellen, S. (2018, May 29). *Slovin's Formula Sampling Techniques*. Sciencing. <https://sciencing.com/slovins-formula-sampling-techniques-5475547.html>
- Frost, J. (2019, March 15). *Heteroscedasticity in Regression Analysis*. StatisticbyJim. <https://statisticsbyjim.com/regression/heteroscedasticity-regression/>
- Glimpse Team. (2019, August 12). *Optimizing Restaurant Employee Performance*. Glimpsecorp. <https://www.glimpsecorp.com/optimizing-restaurant-employee-performance/>

Gohar. (2015). Impact of Employee Performance on Customer Satisfaction in Restaurant Industry: Case of Nando's UK. *Scribd*, 3–11. Retrieved from <https://www.scribd.com/document/291211556/impact-of-employee-performance>

Good Data. (n.d.). *Normality Testing -Skewness and Kurtosis*. <https://help.gooddata.com/doc/en/reporting-and-dashboards/maql-analytical-query-language/maql-expression-reference/aggregation-functions/statistical-functions/predictive-statistical-use-cases/normality-testing-skewness-and-kurtosis>

Hill, N., & Alexander, J. (2017). *The Handbook of Customer Satisfaction and Loyalty Measurement* (3rd ed.). <https://books.google.co.uk/books?id=Gd5ADgAAQBAJ&printsec=frontcover&dq=customer+satisfaction&hl=en&sa=X&ved=0ahUKEwjKvvH13YjnAhXF8HMBHasPBpMQ6AEIMzAB#v=onepage&q=customer%20satisfaction&f=false>

Hill, N., & Brierley, J. (2017). *How to Measure Customer Satisfaction* (2nd ed.). <https://books.google.co.uk/books?id=OTsrDwAAQBAJ&printsec=frontcover&dq=customer+satisfaction&hl=en&sa=X&ved=0ahUKEwjKvvH13YjnAhXF8HMBHasPBpMQ6AEIKTAA#v=onepage&q=customer%20satisfaction&f=false>

- Hu, H.-H. (Sunny), Parsa, H. G., Chen, C.-T., & Hu, H.-Y. (2016). Factors affecting employee willingness to report customer feedback. *The Service Industries Journal*, 36(1–2), 21–36. <https://doi.org/10.1080/02642069.2016.1138471>
- Huda, F. A. (2018, January 28). *Pengertian Dan Contoh Kasus Uji Regresi Linear Sederhana Dan Berganda*. Fatkhan. <http://fatkhan.web.id/pengertian-dan-contoh-kasus-uji-regresi-linear-sederhana-dan-berganda/>
- Indriantoro, N., & Supomo, B. (2018). *Metodologi Penelitian Bisnis untuk Akuntansi dan Manajemen*. ANDI.
- IntroBooks. (2018). *Restaurant Business*. <https://books.google.co.id/books?id=sF9NDwAAQBAJ&pg=PT11&dq=casual+dining+restaurant&hl=en&sa=X&ved=0ahUKEwjzcCV8vbnAhXSTX0KHdBPBZ0Q6AEIQTAD#v=onepage&q=casual%20dining%20restaurant&f=false>
- Irawati. (2015). Pengaruh Kualitas Produk dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pengguna Modem Smartfren pada Mahasiswa Fakultas Ekonomi Universitas Medan Area. *Universitas Medan Area*, 6–19. Retrieved from <http://repository.uma.ac.id/handle/123456789/493>
- Justin. (2020, February 26). *Understanding the Differences between Constructs, Variables, and Operational Definitions*. StatisticsSolution. <https://www.statisticssolutions.com/understanding-the-differences-between-constructs-variables-and-operational-definitions/>

- Kasmir. (2016). *Manajemen Sumber Daya Manusia (Teori dan Praktik)*. Rajawali Pers.
- Kenton, W. (2019, June 27). *Descriptive Statistics*. Investopedia. [https://www.investopedia.com/terms/d/descriptive\\_statistics.asp](https://www.investopedia.com/terms/d/descriptive_statistics.asp)
- Kenton, W. (2019, February 17). *Kurtosis*. Investopedia. <https://www.investopedia.com/terms/k/kurtosis.asp>
- Kowalczyk, A., & Derek, M. (2020). *Gastronomy and Urban Space: Changes and Challenges in Geographical Perspective*. <https://doi.org/10.1007/978-3-030-34492-4>
- Krüger, F. (2016). *The Influence of Culture and Personality on Customer Satisfaction: An Empirical Analysis across Countries*. <https://doi.org/10.1007/978-3-658-12557-8>
- Kurniawan, R., & Yuniarto, B. (2016). *Analisis Regresi: Dasar dan Penerapannya dengan R*. <https://books.google.co.id/books?id=KcY-DwAAQBAJ&pg=PA46&dq=koefisien+determinasi&hl=en&sa=X&ved=0ahUKEwjs1taTrJPpAhVJT30KHSrUARwQ6AEIKzAA#v=onepage&q&f=false>
- Laerd. (2020). *Pearson's Product-Moment Correlation using SPSS Statistics*. <https://statistics.laerd.com/spss-tutorials/pearsons-product-moment-correlation-using-spss-statistics.php>

- Legrand, W., et al. (2017). *Sustainability in the Hospitality Industry: Principles of Sustainable Operations*. (3rd ed.).  
[https://books.google.co.id/books?id=qDolDwAAQBAJ&pg=PA16&dq=hospitality+industry+definition&hl=en&sa=X&ved=2ahUKEwii\\_ITJkarqAhVz7XMBHYFSDMUQ6AEwAHoECAMQA#v=onepage&q=hospitality%20industry%20definition&f=false](https://books.google.co.id/books?id=qDolDwAAQBAJ&pg=PA16&dq=hospitality+industry+definition&hl=en&sa=X&ved=2ahUKEwii_ITJkarqAhVz7XMBHYFSDMUQ6AEwAHoECAMQA#v=onepage&q=hospitality%20industry%20definition&f=false)
- Liedke, L. (2020, May 8). *What Is a Likert Scale? (How to Use It + Examples)*. Wpforms. <https://wpforms.com/beginners-guide-what-is-a-likert-scale-and-how-to-use-it/>
- Magiya, J. (2019, May 27). *Pearson Coefficient of Correlation Explained*. Towards Data Science. <https://towardsdatascience.com/pearson-coefficient-of-correlation-explained-369991d93404>
- Majaski, C. (2020, January 27). *Hypothesis Testing*. Investopedia. <https://www.investopedia.com/terms/h/hypothesistesting.asp>
- Martinaityte, I., Sacramento, C., & Aryee, S. (2016). Delighting the Customer: Creativity-Oriented High-Performance Work Systems, Frontline Employee Creative Performance, and Customer Satisfaction. *Journal of Management*, 45(2), 728–751. <https://doi.org/10.1177/0149206316672532>
- Maryadi, T. (2018). Pengaruh Kualitas Pelayanan, Harga dan Lokasi Terhadap Kepuasan Pelanggan Pada Muslimah Boutique Sungai Pagar. *UIN SUSKA*

Riau, 10–35. Retrieved from [http://repository.uin-suska.ac.id/14674/7/7.%20BAB%20II\\_\\_2018786MEN.pdf](http://repository.uin-suska.ac.id/14674/7/7.%20BAB%20II__2018786MEN.pdf)

McCombes, S. (2019, May 15). *Descriptive Research*. Scribbr. <https://www.scribbr.com/methodology/descriptive-research/>

Mcleod, S. (2019, August 1). *What are Independent and Dependent Variables*. Simplypsychology. <https://www.simplypsychology.org/variables.html>

McQuerrey, L. (2018, June 29). *What Are the Key Performance Indicators for Employee Job Appraisal?* WorkChron. <https://work.chron.com/key-performance-indicators-employee-job-appraisal-21592.html>

Menon, P. (2017, July 30). *Data Science Simplified Part 4: Simple Linear Regression Models*. Towardsdatascience. <https://towardsdatascience.com/data-science-simplified-simple-linear-regression-models-3a97811a6a3d>

Merriam-Webster. (n.d.). Restaurant. In *Merriam-Webster.com dictionary*. Retrieved February 29, 2020, from <https://www.merriam-webster.com/dictionary/restaurant>

Middleton, F. (2019, July 3). *Reliability vs Validity: what's the difference?* Scribbr. <https://www.scribbr.com/methodology/reliability-vs-validity/>

- Narkhede, S. (2018, June 6). *Understanding Descriptive Statistics*.  
Toowardsdatascience. <https://towardsdatascience.com/understanding-descriptive-statistics-c9c2b0641291>
- Nguyen, P., & Hoang, T. M. (2017). *Factors Affecting Customer Satisfaction and customer Loyalty The Case of Binh Duong Ceramic Product*. Presented at the NIDA International Business Conference, Bangkok, Thailand.  
[https://www.researchgate.net/publication/319482431\\_FACTORS\\_AFFECTING\\_CUSTOMER\\_SATISFACTION\\_AND\\_CUSTOMER\\_LOYALTY\\_THE\\_CASE\\_OF\\_BINH\\_DUONG\\_CERAMIC\\_PRODUCT](https://www.researchgate.net/publication/319482431_FACTORS_AFFECTING_CUSTOMER_SATISFACTION_AND_CUSTOMER_LOYALTY_THE_CASE_OF_BINH_DUONG_CERAMIC_PRODUCT)
- Novak, P. (2017, April 24). *What are the 4 Segments of the Hospitality Industry*. Hospitalitynet. <https://www.hospitalitynet.org/opinion/4082318.html>
- Pattajoshi, B. (2018). *Entrepreneurship in the Hospitality, Tourism and Leisure Industries: Maverick Minds*.  
<https://books.google.co.id/books?id=t1RwDwAAQBAJ&pg=PA400&dq=hospitality+sector+industry&hl=en&sa=X&ved=0ahUKEwj60szV1OXnAhXkwTgGHZKkDskQ6AEIMjAB#v=onepage&q=hospitality%20sector%20industry&f=false>
- Pawar, B. S. (2020). *Employee Performance and Well-being: Leadership, Justice, Support, and Workplace Spirituality*.  
<https://books.google.co.id/books?id=F0agDwAAQBAJ&pg=PT17&dq=employee+performance&hl=en&sa=X&ved=0ahUKEwia4rT1t->

XnAhW7yJgGHVi1CRYQ6AEINDAB#v=onepage&q=employee%20performance&f=false

Raharjo, S. (2018, November 18). *Uji Linearitas Data dengan Program SPSS. Konsistensi.* <https://www.konsistensi.com/2013/04/uji-linearitas-data-dengan-program-spss.html>

Raharjo, S. (2019, January 25). *Cara Melakukan Uji Normalitas Kolmogorov-Smirnov dengan SPSS.* SPSSIndonesia. <https://www.spssindonesia.com/2014/01/uji-normalitas-kolmogorov-smirnov-spss.html>

Raharjo, S. (2019). *Panduan Uji Heteroskedastisitas dengan Gambar Scatterplots SPSS.* SPSSIndonesia. <https://www.spssindonesia.com/2017/03/uji-heteroskedastisitas-scatterplots.html>

Raharjo, S. (2019, January 30). *Tutorial Uji Heteroskedastisitas dengan Glejser SPSS.* SPSSIndonesia. <https://www.spssindonesia.com/2014/02/uji-heteroskedastisitas-glejser-spss.html>

Reese, C. D. (2018). *Handbook of Safety and Health for the Service Industry - 4 Volume Set.* [https://books.google.co.id/books?id=F2G1DwAAQBAJ&pg=RA3-PA55&dq=types+of+restaurant+services&hl=en&sa=X&ved=0ahUKEwiX1Nb67vbnAhXPYysKHZ\\_dDYoQ6AEIMTAB#v=onepage&q=types%20of%20restaurant%20services&f=false](https://books.google.co.id/books?id=F2G1DwAAQBAJ&pg=RA3-PA55&dq=types+of+restaurant+services&hl=en&sa=X&ved=0ahUKEwiX1Nb67vbnAhXPYysKHZ_dDYoQ6AEIMTAB#v=onepage&q=types%20of%20restaurant%20services&f=false)

- Samoszuk, S., & Shinn, J. (n.d.). *Hospitality Industry: Definition & Overview*. Study. <https://study.com/academy/lesson/hospitality-industry-definition-overview.html>
- Sampson, E. (2018). *Hospitality Management: An Introduction*. <https://books.google.co.id/books?id=R-PEDwAAQBAJ&printsec=frontcover&dq=hospitality+management&hl=en&sa=X&ved=2ahUKEwj9r72E-anqAhVJU30KHVezAaEQ6AEwAXoECAYQAg#v=onepage&q=hospitality%20management&f=false>
- Santosa, P. I. (2018). *Metode Penelitian Kuantitatif: Pengembangan Hipotesis dan Pengujiannya Menggunakan SmartPLS*. ANDI.
- Sanyal, S., & Hisam, M. W. (2018). The Impact of Teamwork on Work Performance of Employees: A Study of Faculty Members in Dhofar University. *IOSR Journal of Business and Management*, 20(3), 15–22. <https://doi.org/10.9790/487X-2003011522>
- Setiawan, D., & Setiawan, R. I. (2018). Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan Servis (Studi Kasus Ahas Kenari Motor). *Jurnal Penelitian Manajemen Terapan (PENATARAN)*, 3(1), 93–107. Retrieved from <http://journal.stieken.ac.id/index.php/penataran/article/view/372/473>

Shields, J., et al. (2015). *Managing Employee Performance & Reward: Concepts, Practices, Strategies* (2nd ed.).

<https://books.google.co.id/books?id=mqKNCgAAQBAJ&pg=PA33&dq=employee+performance+theory&hl=en&sa=X&ved=0ahUKEwiFnYbA94rmAhX-6nMBHXCADgUQ6AEIKTAA#v=onepage&q=employee%20performance%20theory&f=false>

Siu, R. C. S. (2019). *Economic Principles for the Hospitality Industry*.

<https://books.google.co.id/books?id=OZqfDwAAQBAJ&pg=PT13&dq=hospitality+industry&hl=en&sa=X&ved=0ahUKEwiQ066drYPmAhVyzDgGHcj-#v=onepage&q=hospitality%20industry&f=false>

Söderlund, M. (2018). The proactive employee on the floor of the store and the impact on customer satisfaction. *Journal of Retailing and Consumer Services*, 43, 46–53. <https://doi.org/10.1016/j.jretconser.2018.02.009>

Statistics Solutions. (n.d.). *Assumptions of Linear Regression*. <https://www.statisticssolutions.com/assumptions-of-linear-regression/>

Stephanie. (2018, July 31). *Primary Data & Secondary Data: Definition & Example*. Statisticshowto. <https://www.statisticshowto.com/primary-data-secondary/>

Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. ALFABETA.

Sukmawati, R. (2017). Pengaruh Kualitas Produk, Harga, dan Pelayanan Terhadap Kepuasan Konsumen Garden Cafe Koperasi Mahasiswa Universitas Negeri Yogyakarta. *Universitas Negeri Yogyakarta*, 51–53. Retrieved from [https://eprints.uny.ac.id/54015/1/Rina%20Sukmawati\\_13804241063\\_Skripsi.pdf](https://eprints.uny.ac.id/54015/1/Rina%20Sukmawati_13804241063_Skripsi.pdf)

Suyono. (2018). *Analisis Regresi untuk Penelitian*. <https://books.google.co.id/books?id=3vIRDwAAQBAJ&printsec=frontcover&dq=rumus+uji+t+regresi+linear+sederhana&hl=en&sa=X&ved=0ahUKewiI6s7925XpAhUkzTgGHZZNC18Q6AEIKzAA#v=onepage&q&f=false>

Swaminathan, S. (2018, February 26). *Linear Regression- Detailed View*. Towardsdatascience. <https://towardsdatascience.com/linear-regression-detailed-view-ea73175f6e86>

Taber, K. S. (2017). The Use of Cronbach's Alpha When Developing and Reporting Research Instruments in Science Education. *Research in Science Education*, 48(6), 1273–1296. <https://doi.org/10.1007/s11165-016-9602-2>

Taylor, C. (2020, February 17). *The Difference Between Descriptive and Inferential Statistics*. ThoughtCo. <https://www.thoughtco.com/differences-in-descriptive-and-inferential-statistics-3126224>

Tjiptono, F., & Chandra, G. (2019). *Service Quality & Customer Satisfaction* (5th ed.). ANDI.

Trochim, W. M. K. (2020, March 10). *Descriptive Statistics*. Conjointly.

<https://conjointly.com/kb/descriptive-statistics/>

WishDesk. (2018, June 13). *6 reasons why Customer Satisfaction is Important*.

Medium. <https://medium.com/@wishdesk.com/6-reasons-why-customer-satisfaction-is-important-69900307b9ed>

