

## LIST OF REFERENCES

- Sinaga, F. 2018. *Restoran dan Kegiatannya*. Yogyakarta: Penerbit Andi.
- Riadi, M. 2017. *Pengertian, Jenis dan Sistem Pelayanan Restoran*. Retrieved March 12, 2019 from Kajian Pustaka: <https://www.kajianpustaka.com/2017/11/pengertian-jenis-dan-sistem-pelayanan-restoran.html>
- Net Project. 2015. *Klasifikasi Restoran Menurut Para Ahli*. Retrieved March 12, 2019 from Arsitur: <https://www.arsitur.com/2015/10/klasifikasi-restoran-menurut-para-ahli.html>
- Al-Ababneh, M. 2017. *Service Quality in the Hospitality Industry*. Retrieved March 12, 2019 from Research Gate: [https://www.researchgate.net/publication/316881857\\_Service\\_Quality\\_in\\_the\\_Hospitality\\_Industry](https://www.researchgate.net/publication/316881857_Service_Quality_in_the_Hospitality_Industry)
- Thidi, 2019. *Kualitas Pelayanan Jasa dan Dimensi Pelayanan*. Retrieved March 15, 2019 from Thidi Web: <https://thidiweb.com/dimensi-kualitas-jasa/>
- Priansa, D. J. 2017. *Perilaku Konsumen Dalam Persaingan Bisnis Kontemporer*. Bandung: Penerbit Alfabeta.
- Ranabhat, D. 2018. *Customer Loyalty in Business*. Retrieved March 15, 2019 from Thesus: <https://www.theseus.fi/bitstream/handle/10024/142883/Ranabhat%20Durga%20.pdf?sequence=1&isAllowed=y>
- Akhtar, I. 2016. *Research Design*. Retrieved April 16, 2019 from Research Gate: [https://www.researchgate.net/publication/308915548\\_Research\\_Design](https://www.researchgate.net/publication/308915548_Research_Design)
- Techo, V. P. 2016. *Research Methods-Quantitative, Qualitative, and Mixed methods*. Retrieved June 20, 2019 from Research Gate: [https://www.researchgate.net/publication/305215626\\_Research\\_Methods-Quantitative\\_Qualitative\\_and\\_Mixed\\_methods](https://www.researchgate.net/publication/305215626_Research_Methods-Quantitative_Qualitative_and_Mixed_methods)
- Kenton, W. 2019. *Population Definition*. Retrieved April 16, 2019 from Investopedia: <https://www.investopedia.com/terms/p/population.asp>

- Cherry, K. 2019. Sample Types and Errors in Research. Retreved April 17, 2019 from Very Well Mind: <https://www.verywellmind.com/what-is-a-sample-2795877>
- Jalagat, R. Et. Al. 2017. Correlates the Relationship of Service Quality, Customer Satisfaction, and Customer Retention on Selected Restaurants in Muscat City, Sultanate of Oman. Retrieved April 25, 2019 from Research Gate: [https://www.researchgate.net/publication/320020487\\_Correlates\\_the\\_Relationship\\_of\\_Service\\_Quality\\_Customer\\_Satisfaction\\_and\\_Customer\\_Retention\\_on\\_Selected\\_Restaurants\\_in\\_Muscat\\_City\\_Sultanate\\_of\\_Oman](https://www.researchgate.net/publication/320020487_Correlates_the_Relationship_of_Service_Quality_Customer_Satisfaction_and_Customer_Retention_on_Selected_Restaurants_in_Muscat_City_Sultanate_of_Oman)
- Mensah, I & Mensah, R. D. 2018. Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus. Retrieved April 18, 2019 from: <https://jthsm.gr/vol4iss1/4-1-5.pdf>
- Al-Tit, A. 2015. The Effect of Service and Food Quality on Customer Satisfaction and Hence Customer Retention. Retrieved April 18, 2019 from Research Gate: [https://www.researchgate.net/publication/282128914\\_The\\_Effect\\_of\\_Service\\_and\\_Food\\_Quality\\_on\\_Customer\\_Satisfaction\\_and\\_Hence\\_Customer\\_Retention](https://www.researchgate.net/publication/282128914_The_Effect_of_Service_and_Food_Quality_on_Customer_Satisfaction_and_Hence_Customer_Retention)
- Palit, H. C., Kristanti, M., Aysia, D. A. Y., & Priskila, A. 2016. The Effect of Service Quality and Customer Satisfaction on Customer Loyalty of Small Scale Indonesian Food Enterprises in Surabaya. Retrieved April 18, 2019 from: [http://repository.petra.ac.id/17492/1/Publikasi1\\_04005\\_3134.pdf](http://repository.petra.ac.id/17492/1/Publikasi1_04005_3134.pdf)
- Cherry, K. 2019. Forming a Good Hypothesis for Scientific Research. Retrieved April 23, 2019 from Very Well Mind: <https://www.verywellmind.com/what-is-a-hypothesis-2795239>
- Raharjo, S. 2014. *Cara Melakukan Uji Realibitas Alpha Cronbach's dengan SPSS*. Retrieved April 23, 2019 from SPSS Indonesia: <https://www.spssindonesia.com/2014/01/uji-reliabilitas-alpha-spss.html>
- Posinasetti, N. R. 2014. What do we mean by Descriptive Research?. Retrieved May 5, 2019 from Research Gate: [https://www.researchgate.net/post/What\\_do\\_we\\_mean\\_by\\_Descriptive\\_Research](https://www.researchgate.net/post/What_do_we_mean_by_Descriptive_Research)

- Hidayat, A. 2017. *Cara Hitung Rumus Slovin Besar Sampel*. Retrieved July 16, 2019 from Statistikian: <https://www.statistikian.com/2017/12/hitung-rumus-slovin-sampel.html>
- Kabir, S. M. S. 2016. *Methods of Data Collection*. Retrieved May 5, 2019 from Research Gate: [https://www.researchgate.net/publication/325846997\\_METHODS\\_OF\\_DATA\\_COLLECTION](https://www.researchgate.net/publication/325846997_METHODS_OF_DATA_COLLECTION)
- Stephanie, 2018. *Primary Data & Secondary Data: Definition & Example*. Retrieved May 5, 2019 from Statistic How To: <https://www.statisticshowto.datasciencecentral.com/primary-data-secondary/>
- Rowley, J. 2014. *Designing and using research questionnaires*. Retrieved June 17, 2019 from <https://e-space.mmu.ac.uk/579515/1/Designing%20and%20using%20Research%20QuestionnairesREV18042013.pdf>
- Narkhede, S. 2018. *Understanding Descriptive Statistics*. Retrieved May 13, 2019 from Towards Data Science: <https://towardsdatascience.com/understanding-descriptive-statistics-c9c2b0641291>
- Raharjo, S. 2017. *Uji Validitas Data dengan Rumus Pearson SPSS*. Retrieved May 12, 2019 from Konsistensi: <https://www.konsistensi.com/2013/03/uji-validitas-data-dengan-rumus-pearson.html>
- Yaputera, H. 2018. *The Impact of Service Quality Towards The Customer Satisfaction At PT. Deltamas Surya Mulia Indah*.
- Stephanie, 2014. *Cronbach's Alpha: Simple Definition, Use and Interpretation*. Retrieved May 25, 2019 from Statistics How To: <https://www.statisticshowto.datasciencecentral.com/cronbachs-alpha-spss/>
- Unknown, 2014. *Uji Normalitas dengan menggunakan SPSS (Normality Test)*. Retrieved May 25, 2019 from Portal Statistik: <http://www.portal-statistik.com/2014/02/uji-normalitas-dengan-menggunakan-spss.html>
- Raharjo, S. 2019. *Uji Normalitas Rumus Kolmogorov-Smirnov SPSS*. Retrieved May 25, 2019 from Konsistensi: <https://www.konsistensi.com/2013/07/uji-normalitas-rumus-kolmogorov-smirnov.html>

- Nickolas, S. 2018. What does it mean if the correlation coefficient is positive, negative, or zero?. Retrieved May 25, 2019 from Investopedia: <https://www.investopedia.com/ask/answers/032515/what-does-it-mean-if-correlation-coefficient-positive-negative-or-zero.asp>
- Byjus, 2019. Coefficient of Determination Formula. Retrieved May 25, 2019 from: <https://byjus.com/coefficient-of-determination-formula/>
- Raharjo, S. 2019. Cara Melakukan Uji Linearitas dengan Program SPSS. Retrieved May 25, 2019 from SPSS Indonesia: <https://www.spssindonesia.com/2014/02/uji-linearitas-dengan-program-spss.html>
- Devault, G. 2019. What Simple Linear Regression Is and How It Works. Retrieved May 25, 2019 from The BalancesmallBusiness: <https://www.thebalancesmb.com/what-is-simple-linear-regression-2296697>
- SPSS Tutorials, 2019. Simple Linear Regression – Quick Introdcion. Retrieved May 25, 2019 from: <https://www.spss-tutorials.com/simple-linear-regression/>
- Frost, J. 2019. Measures of Central Tendency: Mean, Median, and Mode. Retrieved July 11, 2019 from: <https://statisticsbyjim.com/basics/measures-central-tendency-mean-median-mode/>
- Russel, D. 2019. Calculating the Mean, Median and Mode. Retrieved July 11, 2019 from: <https://www.thoughtco.com/the-mean-median-and-mode-2312604>
- Raharja, H. S. 2017. *Ukuran Pemusatan: Pengertian, Mean, Median, dan Modus dalam Statistika*. Retrieved July 11, 2019 from: <https://statmat.id/pengertian-mean-median-dan-modus/>
- Patnaik, M. 2018. Difference Betwwen Hospitality Management and Hotel Management. Retrieved July 30, 2019 from: <https://www.torontosom.ca/blog/difference-between-hospitality-management-and-hotel-management>