

## Bibliography

- Agmasari, S. (2021, March 10). *Kompas.com*. Retrieved from Kompas.Com:  
<https://www.kompas.com/food/read/2021/03/10/100800575/kisah-salah-satu-kopitiam-tertua-di-singapura-killiney-kopitiam-dari-1919?page=all>
- AnswerMiner. (2016). *Data Collecting Methods - Primary Data*. Retrieved from Answerminer.com: <https://www.answerminer.com/blog/data-collecting-methods-primary-data>
- Ash, E. (2018). *Seven Dimensions*. Retrieved from 7dimensions.com:  
<https://7dimensions.com.au/index.cfm?fuseaction=public.productTitlePage&productsID=304>
- Augustine, W. (2019). Organisational change and employee performance. *East African Scholars Journal of Economics, Business and Management*, 227.  
*business/human-resource-management/project-report-on-restaurant.html*. (2020). Retrieved from <https://www.assignmentpoint.com/>.
- Chaudhary, K. (2019, June 7 ). *Heteroscedasticity in Regression Analysis*. Retrieved from <https://www.geeksforgeeks.org/>:  
<https://www.geeksforgeeks.org/heteroscedasticity-in-regression-analysis/>
- Chien, M. (2015). An Investigation of the Relationship of Organizational Structure, employee's personality and organizational citizenship behaviours. *Journal of American of Business*, 428-431.
- Ciner, L. (2019, October 31). *Walkmblog*. Retrieved from blog.walkme.com:  
<https://blog.walkme.com/how-to-improve-employee-performance/#:~:text=Employee%20performance%20is%20defined%20as,employee%20is%20to%20the%20organization.>
- David. (2017). *What is the Difference Between Population and Sample?* Retrieved from www.statisticssolutions.com: <https://www.statisticssolutions.com/what-is-the-difference-between-population-and-sample/>
- Doyle, A. (2020, September 26). *What Are Soft Skills?* Retrieved from The Balance Careers: <https://www.thebalancecareers.com/what-are-soft-skills-2060852>
- Farhani. (2019). Building Employee Performance. *Econ Journals*, 52.

- Feldman, E. (2015, November 3). Retrieved from Medium.com: <https://medium.com/from-the-kitchen/why-the-restaurant-industry-is-the-most-important-industry-in-today-s-america-5f76d5da4da3>
- Feloni, R. (2014, October 10). *How the Michelin Guide made a tire company the world's fine dining authority*. Retrieved from [www.businessinsider.com](http://www.businessinsider.com): <https://www.businessinsider.com/history-of-the-michelin-guide-2014-10?r=US&IR=T>
- Frost, J. (2019). *Measures Central Tendency Mean, Median, Mode*. Retrieved from [statisticsbyjim.com](http://statisticsbyjim.com): <https://statisticsbyjim.com/basics/measures-central-tendency-mean-median-mode/>
- Galeshita, A. (2018, August 02). *Begini Sejarah Restoran Cepat Saji di Indonesia. Ternyata yang Pertama Udah Ada dari Tahun 1959 Lho*. Retrieved from [www.hipwee.com](http://www.hipwee.com): <https://www.hipwee.com/feature/begini-sejarah-restoran-cepat-saji-di-indonesia-ternyata-yang-pertama-udah-ada-dari-tahun-1959-lho/>
- Ghasemi, A. (2012). *Normality Test for Statistical Analysis: A Guide for Non-Statisticians*. Retrieved from [Researchgate.net](http://Researchgate.net): [https://www.researchgate.net/publication/248398138\\_Normality\\_Tests\\_for\\_Statistical\\_Analysis\\_A\\_Guide\\_for\\_Non-Statisticians](https://www.researchgate.net/publication/248398138_Normality_Tests_for_Statistical_Analysis_A_Guide_for_Non-Statisticians)
- Halawa, W. (2019). Pengaruh Keterampilan dan Efektivitas Kerja Terhadap Kinerja Karyawan Pada PT. Jefrindo Consultant.
- Halawi, A. (2018). Effects of Training on Employee Performance: A Case Study of Bonjus and Khatib & Alami Companies. *International Humanities Studies* , 24.
- Hermawan, H. (2018). *Pengantar Manajemen Hospitality*. Yogyakarta.
- Ibrahim, S. B. (2018). Impact of employee skills on service performance . *International Journal of Science and Research ( IJSR )* .
- Informasi, K. (2016). *Pengertian Data Primer dan Data Sekunder*. Retrieved from [Kanalinfo.web.id](http://Kanalinfo.web.id): <https://www.kanalinfo.web.id/pengertian-data-primer-dan-data-sekunder>
- Kenton, M. (2019). *Coefficient of Determination*. Retrieved from [Investopedia.com](http://Investopedia.com): <https://www.investopedia.com/terms/c/coefficient-of-determination.asp>

- Lang, G. (2020, March 21). Retrieved from <https://www.britannica.com/topic/restaurant>
- Leonard, K. (2019, March 6). *Chron*. Retrieved from [smallbusiness.chron.com: https://smallbusiness.chron.com/importance-employee-performance-business-organizations-1967.html](https://smallbusiness.chron.com/importance-employee-performance-business-organizations-1967.html)
- Mealey, L. (2018, December 13). Retrieved from [thebalancesmb.com: https://www.thebalancesmb.com/a-history-of-the-restaurant-2888319](https://www.thebalancesmb.com/a-history-of-the-restaurant-2888319)
- Ramroop, T. (2020, June 13). *blog/customer-service-skills/*. Retrieved from [www.zendesk.com: https://www.zendesk.com/blog/customer-service-skills/](https://www.zendesk.com/blog/customer-service-skills/)
- Revfine. (2020). *Revfine*. Retrieved from [Revfine.com: https://www.revfine.com/hospitality-management/](https://www.revfine.com/hospitality-management/)
- Riadi, M. (2017). *Pengertian Jenis dan Cara Menghitung Validitas*. Retrieved from [www.kajianpustaka.com: https://www.kajianpustaka.com/2017/04/pengertian-jenis-dan-cara-menghitung-validitas.html](https://www.kajianpustaka.com/2017/04/pengertian-jenis-dan-cara-menghitung-validitas.html)
- Roches, L. (2015, June 17). *les roches* . Retrieved from [lesroches.edu: https://lesroches.edu/blog/what-is-hospitality-management/](https://lesroches.edu/blog/what-is-hospitality-management/)
- Rong, K. (2020, August 03). Retrieved from [waitrr.com: https://waitrr.com/customer-service-important-restaurants/](https://waitrr.com/customer-service-important-restaurants/)
- Roos, D. (2020, May 18). Retrieved from [history.com: https://www.history.com/news/first-restaurants-china-france](https://www.history.com/news/first-restaurants-china-france)
- Sasidaran, S. (2018). Impact of Training on Employee Performance: A Case Study of Private Organizational in Sri Lanka . *IOSR Journal of Business and Management* , 13.
- SPSS. (2018). *Step by Step to Test Linearity*. Retrieved from [spsstests.com: https://www.spsstests.com/2015/03/step-by-step-to-test-linearity-using.html](https://www.spsstests.com/2015/03/step-by-step-to-test-linearity-using.html)
- Taherdoost, H. (2016). *Sampling Methods in Research Methodology; How to Choose a Sampling Technique for Research*. Retrieved from [Researchgate.net: https://www.researchgate.net/publication/319998246\\_Sampling\\_Methods\\_in\\_Research\\_Methodology\\_How\\_to\\_Choose\\_a\\_Sampling\\_Technique\\_for\\_Research](https://www.researchgate.net/publication/319998246_Sampling_Methods_in_Research_Methodology_How_to_Choose_a_Sampling_Technique_for_Research)

- Taherdoost, H. (2016). *Validity and Reliability of the Research Instrument*. Retrieved from Researchgate.net: [https://www.researchgate.net/publication/319998004\\_Validity\\_and\\_Reliability\\_of\\_the\\_Research\\_Instrument\\_How\\_to\\_Test\\_the\\_Validation\\_of\\_a\\_QuestionnaireSurvey\\_in\\_a\\_Research](https://www.researchgate.net/publication/319998004_Validity_and_Reliability_of_the_Research_Instrument_How_to_Test_the_Validation_of_a_QuestionnaireSurvey_in_a_Research)
- Taylor, D. (2019, August 20). *Capterra*. Retrieved from [blog.capterra.com/what-is-hospitality-management-and-is-it-the-career-for-you/](http://blog.capterra.com/what-is-hospitality-management-and-is-it-the-career-for-you/)
- TNEED. (2019, October 22). *TNEED*. Retrieved from [medium.com/https://medium.com/@TNEED\\_/what-is-job-performance-and-why-is-it-important-1ce7b3db8fce](https://medium.com/@TNEED_/what-is-job-performance-and-why-is-it-important-1ce7b3db8fce)
- Wiley, J. (2014). *Remarkable Service*. New Jersey: Wiley.
- Wiratna, V. (2018). *Metodologi Penelitian Bisnis dan Ekonomi*. Yogyakarta.
- Yulius, M. (2015, November 24). *Media Wisata*. Retrieved from [mediawisata.net/http://www.mediawisata.net/2015/11/format-penulisan-makalah-untuk-ujian.html](http://www.mediawisata.net/2015/11/format-penulisan-makalah-untuk-ujian.html)