

REFERENCES

- Abdullah, F. (2013). Managing the dimensions of relationship marketing in the Food Service Industry. *Jurnal Pengurusan*, 37, 91-103. doi:10.17576/pengurusan-2013-37-09
- Chao, P. (2008). Exploring the nature of the relationships between service quality and customer loyalty: an attribute-level analysis. *The Service Industries Journal*, 28(1), 95–116. <https://doi.org/10.1080/02642060701725610>
- Charbonnier-Voirin, A., & Roussel, P. (2012). Adaptive performance: A new scale to measure individual performance in organizations. *Canadian Journal of Administrative Sciences / Revue Canadienne Des Sciences De L'Administration*, 29(3), 280-293. doi:10.1002/cjas.232
- Dagger, T. S., David, M. E., & Ng, S. (2011). Do relationship benefits and Maintenance Drive commitment and loyalty? *Journal of Services Marketing*, 25(4), 273-281. doi:10.1108/08876041111143104
- Darmawan, D. (2019). The Effect of Service Quality and Trust on Customer Loyalty of Warung Apung Rahmawati of Mojokerto Branch. <https://doi.org/10.31227/osf.io/wsv69>
- Delloite, Ho, E., & Song, S. (2017). Deloitte Consumer Insights Embracing bricks and clicks in Indonesia, (June), 1–34. Retrieved from

<https://www.deloitte.com/content/dam/Deloitte/sg/Documents/consumer-business/sea-cip-deloitte-consumer-insights-embracing-bricks-and-clicks-in-indonesia.pdf>

d, n. (n.d.). *Indonesia Overview*. World Bank. Retrieved July 13, 2021, from <https://www.worldbank.org/en/country/indonesia/overview#1>.

Etuk, S. G. (2018). Two-way communication and customer loyalty. *Journal of Economics and Management Sciences*. doi:10.30560/jems.v1n3p75

Ha, H., & John, J. (2009). Role of customer orientation in an integrative model of Brand Loyalty in Services. *The Service Industries Journal*, 30(7), 1025-1046. doi:10.1080/02642060802311252

Hidayat, A., Adanti, A. P., Darmawan, A., & Setyaning, A. N. (2019). Factors influencing Indonesian customer satisfaction and customer loyalty in local fast-food restaurant. *International Journal of Marketing Studies*, 11(3), 131. doi:10.5539/ijms.v11n3p131

Hossain, M., Jahan, N., & Kim, M. (2020, November 26). A mediation and moderation model of social support, relationship quality and social COMMERCE INTENTION. Retrieved September 11, 2021, from <https://doi.org/10.3390/su12239889>

Huang, Y., Huang, F., Hsu, M. K., & Chang, F. (2009). Determinants and outcomes of relationship quality: An empirical investigation on the Chinese Travel

Industry. *Asia Pacific Journal of Tourism Research*, 14(1), 59-75.

doi:10.1080/10941660902728049

Indonesia: Reaching the consumer. Reaching the Indonesian consumer -

Santandertrade.com. (n.d.). Retrieved July 13, 2021, from <https://santandertrade.com/en/portal/analyse-markets/indonesia/reaching-the-consumers>.

International, P. T. C. B. (2021, April 28). *Food and Beverages Sector in Indonesia.*

Where to Invest. Retrieved July 13, 2021, from <https://www.cekindo.com/sectors/food-beverages>.

Javed, S., Rashidin, M. S., Zhu, M., Xu, Z., Jian, W., & Zuo, S. (2021). Combined effects of drivers and impact of customer satisfaction on Brand Loyalty: The contingent effect of social trust. *SAGE Open*, 11(1), 215824402110035. doi:10.1177/21582440211003566

Jin, N. (., Line, N. D., & Goh, B. (2013). Experiential value, Relationship Quality, and customer loyalty in full-service restaurants: The moderating role of gender. *Journal of Hospitality Marketing & Management*, 22(7), 679-700. doi:10.1080/19368623.2013.723799

Jin, N. (., Line, N. D., & Merkebu, J. (2016). Examining the impact of restaurant innovativeness on relationship quality in luxury restaurants. *International Journal of Hospitality & Tourism Administration*, 17(4), 449-471. doi:10.1080/15256480.2016.1226154

Job performance: Why task and contextual performance matter from an evidence-based management perspective: Cq net - management skills for everyone. (n.d.). Retrieved April 15, 2021, from <https://www.ckju.net/en/dossier/Job-Performance-Evidence-based-Management-Perspective-Why-Task-and-Contextual-Performance-Matters/1258>

Joshi, A., Kale, S., Chandel, S., & Pal, D. (2015). Likert scale: Explored and explained. *British Journal of Applied Science & Technology*, 7(4), 396-403. doi:10.9734/bjast/2015/14975

Jung, H. C. (2016, June 26). Relational benefits, customer satisfaction, and customer citizenship behavior in chain store restaurants. Retrieved September 11, 2021, from <https://www.ijoi-online.org/index.php/back-issues/52-volume-9-number-4-april-2017>

Kazerooni, E. A. (2001). Population and sample. *American Journal of Roentgenology*, 177(5), 993-999. doi:10.2214/ajr.177.5.1770993

Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., De Vet, H. C., & Van der Beek, A. J. (2014). Measuring individual work performance: Identifying and selecting indicators. *Work*, 48(2), 229-238. doi:10.3233/wor-131659

Lan Xia, K. (n.d.). The Price is unfair! A conceptual framework of price fairness perceptions - Lan Xia, Kent B. Monroe, Jennifer L. Cox, 2004. Retrieved September 11, 2021, from <https://journals.sagepub.com/doi/10.1509/jmkg.68.4.1.42733>

Levine, S. (2018, March 12). Motivated employees are key to your company's success in the digital age. Retrieved March 23, 2021, from <https://www.forbes.com/sites/forbesinsights/2018/03/12/motivated-employees-are-key-to-your-companys-success-in-the-digital-age/?sh=4c3a2412ddcc>

Lian, S. B., & Yoong, L. C. (2017). The effectiveness of strategic Relationship Marketing: Exploring relationship Quality towards customer loyalty. *International Business Research*, 10(12), 159. doi:10.5539/ibr.v10n12p159

Lo, A. S., Im, H. H., Chen, Y., & Qu, H. (2017). Building Brand Relationship Quality Among Hotel Loyalty Program members. *International Journal of Contemporary Hospitality Management*, 29(1), 458-488. doi:10.1108/ijchm-06-2015-0283

Locke, E. A. (1968). Toward a theory of task motivation and incentives. *Organizational Behavior and Human Performance*, 3(2), 157-189. doi:10.1016/0030-5073(68)90004-4

Magatef, S. (2015, August). International journal of business and social SCIENCE (ijbss) (ISSN: 2219-1933). Retrieved September 11, 2021, from <http://journalseeker.researchbib.com/view/issn/2219-1933>

Mcleod, S. (2020, December 29). Maslow's hierarchy of needs. Retrieved April 15, 2021, from <https://www.simplypsychology.org/maslow.html#gsc.tab=0>

Mourougan, S., & Sethuraman, D. K. (2017). Hypothesis development and testing. *IOSR Journal of Business and Management*, 19(05), 34-40. doi:10.9790/487x-1905013440

NEGULESCU, O. (n.d.). Knowledge as investment in human resources to increase the company success. Retrieved March 23, 2021, from <https://doi.org/10.26458/1643>

Pradhan, R. K., & Jena, L. K. (2016). Employee performance at workplace: Conceptual model and empirical validation. *Business Perspectives and Research*, 5(1), 69-85. doi:10.1177/2278533716671630

Prayag, G., Hosany, S., Taheri, B., & Ekiz, E. H. (2019). Antecedents and outcomes of relationship quality in casual dining restaurants. *International Journal of Contemporary Hospitality Management*, 31(2), 575-593. doi:10.1108/ijchm-10-2017-0706

Primary sources of data and secondary sources of data. (n.d.). Retrieved April 17, 2021, from https://www.researchgate.net/publication/320010397_Primary_Sources_of_Data_and_Secondary_Sources_of_Data

Published by Hanadian Nurhayati-Wolff, & 8, A. (2021, April 8). *Indonesia: expenditure on prepared food and beverage*. Statista. Retrieved July 13, 2021, from <https://www.statista.com/statistics/1177840/indonesia-expenditure-on-prepared-food-and-beverage/>.

Rahi, S. (2017). Research design and methods: A systematic review of research paradigms, sampling issues and instruments development. *International Journal of Economics & Management Sciences*, 06(02). doi:10.4172/2162-6359.1000403

Rekomendasi 10 Kota Wisata Kuliner di Indonesia. GoTravelly. (2021, May 21). Retrieved July 13, 2021, from <https://www.gotravelly.com/blog/kota-kuliner-di-indonesia/>.

Roopa, S., & Rani, M. (2012). Questionnaire designing for a survey. *The Journal of Indian Orthodontic Society*, 46, 273-277. doi:10.5005/jp-journals-10021-1104

Ruswanti, E., & Lestari, W. P. (2016). The effect of relationship marketing towards customers' loyalty mediated by Relationship Quality (case study in Priority Bank in Niaga). *DeReMa (Development Research of Management): Jurnal Manajemen*, 11(2), 191. doi:10.19166/derema.v11i2.230

Salkind, N. J., & Frey, B. B. (2016). Statistics for people who (think they) hate statistics. In *Statistics for people who (think they) hate statistics* (pp. 95-112). Los Angeles: SAGE.

Santos Ferreira, T. (2017). Motivational factors in sales team management and their ... Retrieved March 23, 2021, from https://www.researchgate.net/publication/320690799_Motivational_factors_in_sales_team_management_and_their_influence_on_individual_performan

ce/fulltext/58c6e0584585150ab4207812/Motivational-factors-in-sales-team-management-and-their-influence-on-individual-performance.pdf

Schumacker, R. E., & Lomax, R. G. (2010). *A beginner's guide to structural equation modeling*. New York: Routledge.

Sudiro, R., & Anandya, D. (2017, January 01). Pengaruh quality of physical environment, Food Quality Dan Service Quality Terhadap restaurant image, customer perceived value, customer satisfaction Dan Behavioral Intentions Pada Hachi-hachi bistro di surabaya: Semantic scholar. Retrieved September 11, 2021, from <https://www.semanticscholar.org/paper/PENGARUH-QUALITY-OF-PHYSICAL-ENVIRONMENT%2C-FOOD-DAN-Sudiro-Anandya/88bc15fdfe4e8209f7e8ff774056a9ae26ff2662>

Sulaiman, A. I., Chusmeru, C., Adi, T. N., Prawoto Jati, P. I., Runtiko, A. G., & Sutikna, N. (2020). Empowerment program design In EDUTOURISM MANAGEMENT Post PANDEMIC Covid 19. *Journal of Economics and Management Sciences*, 3(3). doi:10.30560/jems.v3n3p1

Syafrizal, Abdul Wahid, N., & Ismail, I. (2019). The link between relational benefit to relationship quality in priority banking services in Indonesia. *KnE Social Sciences*. doi:10.18502/kss.v3i22.5043

Taherdoost, H. (2016). Validity and reliability of the research instrument; how to test the validation of a questionnaire/survey in research. *SSRN Electronic Journal*. doi:10.2139/ssrn.3205040

The effect of motivation on employee performance. (n.d.). Retrieved March 23, 2021, from https://www.researchgate.net/publication/341253181_The_Effect_of_Motivation_on_Employee_Performance

The Mind Tools Content Team By the Mind Tools Content Team, Team, T., Wrote, M., Wrote, M., & Wrote, M. (n.d.). Theory X and Theory Y: Understanding people's motivations. Retrieved April 08, 2021, from https://www.mindtools.com/pages/article/newLDR_74.htm

Top Brand Index Beserta Kategori Lengkap. Top Brand Award. (2021, January 27). Retrieved July 11, 2021, from https://www.topbrand-award.com/top-brand-index/?tbi_find=sushi+tei.

Tosi, H. L., Locke, E. A., & Latham, G. P. (1991). A theory of goal setting and task performance. *The Academy of Management Review*, 16(2), 480. doi:10.2307/258875

Tuffaha, M. (2020). The determinants of employee's performance: A literature review. *Journal of Economics and Management Sciences*, 3(3). doi:10.30560/jems.v3n3p14

Tuzunkan, D., & Albayrak, A. (2016). The importance of restaurant physical environment for Turkish Customers. *Journal of Tourism Research & Hospitality*, 05(01). doi:10.4172/2324-8807.1000154

V, S., T, V., & S, R. (2018). A conceptual study of marketing strategy and development of SME. *Journal of Accounting & Marketing*, 07(03).
<https://doi.org/10.4172/2168-9601.1000282>

Yoong, L. C., Lian, S. B., & Subramaniam, M. (2017). Relationship value and relationship quality: An exploration of its antecedents on customer loyalty. *Asian Social Science*, 13(12), 51. doi:10.5539/ass.v13n12p51

Zhang, J. Z., Watson, G. F., Palmatier, R. W., & Dant, R. P. (2016). Dynamic Relationship Marketing. *Journal of Marketing*, 80(5), 53-75.
doi:10.1509/jm.15.0066

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. doi:10.3390/foods9040460