

REFERENCES

- Adinugraha, Michael (2015) Analaisa Pengaruh Kualitas Makanan dan Persepsi Harga terhadap Kepuasan Konsumen D'COST Surabaya. <https://media.neliti.com/media/publications/82332-ID-analisis-pengaruh-kualitas-makanan-dan-p.pdf>.
- Andi Riyanto (2018) *Kualitas Pelayanan dan Fasilitas Terhadap Kepuasan Pelanggan Pada Bengkel Mazda di Kota Batam*. <https://ejournal.unsrat.ac.id/index.php/emba/article/viewFile/28051/27524>.
- Wijaya (2017). *Analisa Penerapan Standard Resep dan Kualitas Makanan di Pizza Marzano Kota Kasablanka*. <http://jurnal.usahid.ac.id/index.php/accounting/article/view/94/87>.
- Astuti, H. J. (1970, January 1). *Pengaruh Nilai Yang Dipersepsikan Dan Kualitas Layanan Terhadap loyalitas yang dimediasi Kepuasan Konsumen*. Media Ekonomi Universitas Muhammadiyah Purwokerto. Retrieved October 26, 2021, from <https://www.neliti.com/publications/29590/pengaruh-nilai-yang-dipersepsikan-dan-kualitas-layanan-terhadap-loyalitas-yang-d>
- Arianto (2018) THE EFFECT OF SERVICE AND QUALITY FACILITIES OF CUSTOMER SATISFACTION ON MAZDA WORKSHOP IN BATAM CITY. Retrieved 12 February 2022, <https://ejournal.unsrat.ac.id/index.php/emba/article/viewFile/28051/27524>.
- Byqiscus, Qiscus, *, N., byQiscus, Qiscus, byqiscus2, & qiscus2. (2021, August 3). *5 Elemen Service Quality & Pentingnya Untuk Kepuasan Pelanggan*. Multichannel Conversational Platform. Retrieved February 11, 2022, from <https://www.qiscus.com/id/blog/eleme-service-quality-dan-pentingnya-untuk-kepuasan-pelanggan/>.
- Bunga Asri Yulianti, Irma Satya (2021) *PENGARUH E-SERVICE QUALITY, FOOD QUALITY, DAN CUSTOMER SATISFACTION MELALUI PERCEIVED VALUE TERHADAP BEHAVIORAL INTENTION PADA PELANGGAN GOFOOD DI WILAYAH DKI JAKARTA*. Retrieved 11 November 2021, from <file:///C:/Users/User/Downloads/4335-12353-1-PB.pdf>.
- Citizr.(2020). What Customer Satisfaction indicators should you track? <https://business.citizr.com/en/blog/what-customer-satisfaction-indicators-should-you-track>.
- Customer perceived value*. Eric Wijaya. (2020, September 23). Retrieved October 26,2021, from <https://ericwijaya.com/cash-flow/customer-perceived-value/>.
- Chusnul Rofiah, Dwi Wahyuni (2017). *Kualitas Pelayanan dan Pengaruhnya Terhadap Loyalitas Pelanggan Yang di Mediasi oleh Kepuasan di Bank*

- Muamalat Jombang. <file:///C:/Users/User/Downloads/84-199-1-PB.pdf>.
- Chao, C.-M. (1AD, January 1). *Factors determining the behavioral intention to use mobile learning: An application and extension of the UTAUT model*. Frontiers. Retrieved October 26, 2021, <https://www.frontiersin.org/articles/10.3389/fpsyg.2019.01652/full>.
- Drummond, Brefer (2017). Pengaruh Kualitas Makanan, Kualitas Pelayanan dan Lingkungan Fisik Restoran Terhadap Kepuasan serta Niat Berperilaku. [file:///C:/Users/User/Downloads/10548408.2016%20\(1\).pdf](file:///C:/Users/User/Downloads/10548408.2016%20(1).pdf).
- Dhea Febriana Elmiliasari (2019). The Effect of Price and Product Quality on Purchasing Decisions of Fried Chicken in Rocket Chicken Bandar Kediri City. Retrieved 12 February 2022. From <file:///C:/Users/User/Downloads/1128-Article%20Text-3356-1-10-20200413.pdf>.
- Deane, M. T. (2021, October 25). *Top 6 reasons new businesses fail*. Investopedia. Retrieved October 26, 2021, from <https://www.investopedia.com/financial-edge/1010/top-6-reasons-new-businesses-fail.aspx>
- Disertasi Faktor-Faktor Yang Mempengaruhi ... - core*. (n.d.). Retrieved October 26, 2021, from <https://core.ac.uk/download/pdf/77630802.pdf>.
- Elkana. (2019, July 24). *Elkana*. SUMATERA POST. Retrieved October 26, 2021, from <https://sumaterapost.co/bisnis-kuliner-kian-berkembang-medan/>.
- Erida Sabila, V. (1970, January 1). *Hubungan Antara Kualitas Pelayanan Dengan Kepuasan Pelanggan Pengguna grab bike di mall Palembang icon. (Skripsi*)*. Repository UIN Raden Fatah Palembang. Retrieved October 26, 2021, from <http://repository.radenfatah.ac.id/6953/>.
- Elkana. (2019, July 24). *Elkana*. SUMATERA POST. Retrieved December 10, 2021, from <https://sumaterapost.co/bisnis-kuliner-kian-berkembang-medan/>.
- Faries Hizrian Effendy, Khuzaini, Iman Hidayat (2019). Effect of Service Quality, Price and Atmosphere on Customer Satisfaction (Study on *Cangkir* Coffee Shop in Surabaya). Retrieved August 30, 2019), from [file:///C:/Users/User/Downloads/EFFECT_OF_QUALITY_SERVICE PRICE AND STORE ATMOSPHE.pdf](file:///C:/Users/User/Downloads/EFFECT_OF_QUALITY_SERVICE_PRICE_AND_STORE_ATMOSPHE.pdf).
- Fitri Ameliyani, -. (n.d.). *Pengaruh Asimetri Informasi, job relevant information Dan Efektivitas pengendalian anggaran terhadap kesenjangan anggaran (Budgetary Slack) (Studi Kasus Pada Badan Pengelola Keuangan Dan Aset Daerah Atau BPKAD Kota Pekanbaru)*. Indonesia Onesearch. Retrieved October 26, 2021, from <https://www.onesearch.id/Record/IOS7815.16363>.
- Ferdinand, 2002. *Metode Penelitian Manajemen : Pedoman penelitian untuk Skripsi, Tesis, dan Desertasi Ilmu Manajemen*, Semarang : Badan Penerbit Universitas Diponegoro.

- Food & beverage industry increasingly adopting industry 4.0 methods - artikel: Indonesia development forum.* Artikel | Indonesia Development Forum 2021. (n.d.). Retrieved December 10, 2021, from <https://indonesiadevelopmentforum.com/en/2021/article/detail/153623-food-beverage-industry-increasingly-adopting-industry-40-methods>.
- Fandi Tjiptono (2017). The Effect of Service Quality and Customer Value to Customer Satisfaction. <file:///C:/Users/User/Downloads/16723-33984-1-SM.pdf>.
- Food & beverage industry increasingly adopting industry 4.0 methods - artikel: Indonesia development forum.* Artikel | Indonesia Development Forum 2021. (n.d.). Retrieved October 26, 2021, from <https://indonesiadevelopmentforum.com/en/2021/article/detail/153623-food-beverage-industry-increasingly-adopting-industry-40-methods>.
- Herdiani, M. R. (n.d.). *Pengaruh lifestyle, Brand Image Dan Perceived Value Terhadap Purchase intention pada brand Uniqlo di Indonesia.* Jurnal Ilmiah Mahasiswa FEB. Retrieved February 12, 2022, from <https://jimfeb.ub.ac.id/index.php/jimfeb/article/view/6873/5940>.
- Hermen Jan Van Ree (2010) Service Quality Indicators for Business Support Services. <https://discovery.ucl.ac.uk/id/eprint/19902/1/19902.pdf>
- Hariyanto, K. (2017). *Analisa Pengaruh Service Quality, food quality Dan perceived value Terhadap Customer Loyalty Konsumen restaurant Boncafe Manyar kertoarjo surabaya dengan customer satisfaction sebagai variable intervening.* Jurnal Strategi Pemasaran. Retrieved October 26, 2021, from <https://www.neliti.com/publications/133801/analisa-pengaruh-service-quality-food-quality-dan-perceived-value-terhadap-custo>.
- Habibah Muharmi, Dessy Kurnia Sari (2019). Pengaruh Service Quality, Food Quality, Perceived Value Terhadap Consumer Satisfaction dan Vehavioral Intention. <http://jurnal.unmuhjember.ac.id/index.php/JMBI/article/view/2880>.
- Indonesia Imaji, & *, N. (2019, October 24). *Foodpreneur di Tengah Persaingan bisnis kuliner.* Indonesia Imaji. Retrieved October 26, 2021, from <https://indonesiaimaji.com/foodpreneur/>.
- Indonesia Imaji, & *, N. (2019, October 24). *Foodpreneur di Tengah Persaingan bisnis kuliner.* Indonesia Imaji. Retrieved October 26, 2021, from <https://indonesiaimaji.com/foodpreneur/>.
- Informatika, R. B. S. (n.d.). *Repository universitas Bina Sarana informatika (RUBSI).* Repository Universitas Bina Sarana Informatika (RUBSI). Retrieved January 5, 2022, from <https://repository.bsi.ac.id/>.
- Jajang. (2021, February 27). *Bab 2 Ciri Siswa Yang Memiliki Motivasi Berprestasi*

- tinggi PDF*. page hit counter. Retrieved October 26, 2021, from <https://rumussoalku.blogspot.com/2021/02/bab-2-ciri-siswa-yang-memiliki-motivasi.html>.
- Jurnal Politeknik Negeri sriwijaya - polsri*. (n.d.). Retrieved October 26, 2021, from <https://jurnal.polsri.ac.id/>.
- Jurnal. Neliti*. (n.d.). Retrieved February 11, 2022, from <https://www.neliti.com/id/journals>.
- Kominfo, P. (n.d.). *Industri Makanan Dan Minuman Diakselerasi Menuju transformasi digital*. Website Resmi Kementerian Komunikasi dan Informatika RI. Retrieved October 26, 2021, from <https://www.kominfo.go.id/content/detail/33978/industri-makanan-dan-minuman-diakselerasi-menuju-transformasi-digital/0/berita>.
- Kenton, W. (2021, October 25). *Cashing in on customers*. Investopedia. Retrieved October 26, 2021, from <https://www.investopedia.com/terms/c/customer.asp>.
Kepuasan Pelanggan: Pengertian, Manfaat, Dan Cara Meningkatkan. Payroll, ESS, and Talent Management. (2020, September 7). Retrieved February 11, 2022, from <https://www.linovhr.com/kepuasan-pelanggan/>
- Kotler (2016) *Pengaruh Kualitas Produk dan Kualitas Layanan Terhadap Pembelian Ulang Pelanggan PT Carita Sari Pratama*. file:///C:/Users/User/Downloads/PENGARUH_KUALITAS_PRODUK_DAN_KUALITAS_LAYANANAN_TE.pdf.
- Kominfo, P. (n.d.). *Industri Makanan Dan Minuman Diakselerasi Menuju transformasi digital*. Website Resmi Kementerian Komunikasi dan Informatika RI. Retrieved December 10, 2021, from <https://kominfo.go.id/content/detail/33978/industri-makanan-dan-minuman-diakselerasi-menuju-transformasi-digital/0/berita>.
- Lily Purwianti, Karen Tio (2017). *Faktor-Faktor Yang Mempengaruhi Behavioral Intention*. Retrieved April 23, 2017. From [file:///C:/Users/User/Downloads/415-Article%20Text-453-1-1020171102%20\(5\).pdf](file:///C:/Users/User/Downloads/415-Article%20Text-453-1-1020171102%20(5).pdf). edy
- Narmiati, Sri Rahayu Tri Astuti (2021). *Analisa Kualitas Pengaruh Kualitas Layanan, Kualitas Produk, Brand Image, dan Perceived Value terhadap Minat Beli Ulang dengan Kepuasan Pelanggan sebagai Variable Intervening*. <file:///C:/Users/User/Downloads/30985-67138-1-SM.pdf>.
- N. Te Kuo, Chang, Cheng, Hu (2018). *Physical Environment Terhadap Behavioral Intentions (Survei Terhadap Wisatawan Yang Berkunjung Ke Taman Stawa Taru Jurug Surakarta)*. Retrieved March 1, 2020, from <https://media.neliti.com/media/publications/328575-physical-environment-terhadap-behavioura-a2db3624.pdf>.
- Moon, Yoon, and Han (2016). *The Effect of Airport Atmospheric on Satisfaction*

- and Behavioral Intentions : Telling the Moderating Role of Perceived Safety. [file:///C:/Users/User/Downloads/10548408.2016%20\(1\).pdf](file:///C:/Users/User/Downloads/10548408.2016%20(1).pdf).
- Muharmi, H., & Sari, D. K. (n.d.). *Pengaruh service quality, food quality, Dan Perceived Value Terhadap consumer satisfaction dan behavioral intentions*. JURNAL MANAJEMEN DAN BISNIS INDONESIA. Retrieved October 26, 2021, from <http://jurnal.unmuhsumber.ac.id/index.php/JMBI/article/view/2880>.
- Nanda. (2021, June 15). *Kualitas Pelayanan Adalah: Tujuan, Fungsi Dan Cara Mengukur*. Blog Komerce. Retrieved October 26, 2021, from <https://komerce.id/blog/kualitas-pelayanan-adalah/>.
- Naskah publikasi - eprints.ums.ac.id. (n.d.). Retrieved October 26, 2021, from <http://eprints.ums.ac.id/37143/1/NASKAH%20PUBLIKASI.pdf>.
- Potter and Hotchkiss (2012). *Kajian Literatur Pengaruh Kualitas Makanan Suasana dan Harga Terhadap Kepuasan Pelanggan dan Loyalitas Pada Restoran All You Can Eat*. Retrieved on 11 February, 2020. From <file:///C:/Users/User/Downloads/2460-8835-1-PB.pdf>.
- Person. (2021, September 24). *Types of research design: Perspective and methodological approaches*. Research.com. Retrieved October 26, 2021, from <https://research.com/research/types-of-research-design>.
- Rama. ristekbrin.go.id. (n.d.). Retrieved October 26, 2021, from <https://rama.ristekbrin.go.id/document/detail/oai:e-journal.uajy.ac.id:8083-86>.
- Regan Brian (2020). *Kajian Literatur Pengaruh Kualitas Makanan Suasana dan Harga Terhadap Kepuasan Pelanggan dan Loyalitas Pada Restoran All You Can Eat*. Retrieved on 11 February, 2020. From <file:///C:/Users/User/Downloads/2460-8835-1-PB.pdf>.
- Rini Anggrianti, Anthony Anggrawan, Irwan Cahyadi (2020, October 1). *Structural Analysis of the Equation Model on Store Atmosphere towards Hedonic Value and Consumer Impulsive Buying (Study at Majapahit Food Center)*. Retrieved February 11, 2022. From <file:///C:/Users/User/Downloads/851-Article%20Text-4064-1-10-20200929.pdf>.
- Sugiyono (2017). *The Effect Marketing with AISAS Model (Attention Interest, Search, Action, Share) On Investment Decisions in Fintech Syariah*. <file:///C:/Users/User/Downloads/114-280-1-SM.pdf>.
- Sugiyono (2017). *The Effectiveness of Shared Reading Strategy toward Students Reading Achievement*. <file:///C:/Users/User/Downloads/986-2545-1-SM.pdf>.
- Sugiyono (2017). *Pengaruh City Branding "A Land of Harmony" Terhadap Minat Berkunjung dan Keputusan Berkunjung ke Puncak, Kabupaten Bogor*.

<file:///C:/Users/User/Downloads/182-Article%20Text-396-1-10-20190930.pdf>.

Sugiyono (2019). *Determinan Minat Individu Menggunakan Layanan Financial Technology Link Aja dengan Kerangka Innovation Diffusion Theory*. <http://e-jurnalmitramanajemen.com/index.php/jmm/article/download/407/370>.

Saragih (2017). *Upaya Dosen Kewirausahaan sebagai faktor Determinatif dalam Menumbuhkan Motivasi Wirausaha Mahasiswa IKIP SILIWANGI*. <file:///C:/Users/User/Downloads/1017-8393-1-PB.pdf>. SPSS Tests. (n.d.). *Step by step to test linearity using SPSS*. SPSS Tests. Retrieved October 26, 2021, from <https://www.spsstests.com/2015/03/step-by-step-to-test-linearity-using.html>.

Syachranie, Irwan (2020). *Pengaruh Customer Participation Behavior dan Customer Citizenship Behavior Terhadap Kepuasan Pelanggan Melalui Customer Perceived Value sebagai variable intervening pada Ohm Studi Jepang di kota Bandung*. <https://elibrary.unikom.ac.id/id/eprint/3106/>.

Suciati, L. A. (1970, January 1). *Analisis Kualitas Produk Dan Kualitas Pelayanan Terhadap kepuasan pelanggan pada Industri Kecil Menengah (IKM) batik (Studi Kasus Pada cv. Batik Marem, Yosowilangun Lor, Lumajang)*. ANALISIS KUALITAS PRODUK DAN KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN PADA INDUSTRI KECIL MENENGAH (IKM) BATIK (Studi kasus pada CV. Batik Marem, Yosowilangun Lor, Lumajang) - Institut Teknologi dan Bisnis Widya Gama Lumajang. Retrieved December 10, 2021, from <http://repository.stiewidyagamalumajang.ac.id/570/>.

Trixie Bella Nova Tandijaya (2018) *ANALISA PENGARUH SERVICE QUALITY TERHADAP BEHAVIORAL INTENTIONS DENGAN PERCEIVED VALUE DAN CUSTOMER SATISFACTION SEBAGAI VARIABEL INTERVENING PADA PENDIDIKAN TINGGI*. Retrieved October 2, 2018 from <https://docplayer.info/112272315-Trixie-nova-bella-tandijaya-pengamat-pendidikan-di-surabaya.html>.

Tjiptono (2016) *Pengaruh Kualitas Produk dan Kualitas Layanan Terhadap Pembelian Ulang Pelanggan PT Carita Sari Pratama*. file:///C:/Users/User/Downloads/PENGARUH_KUALITAS_PRODUK_DAN_KUALITAS_LAYANANAN_TE.pdf.

Tersiana (2018). *Penerapan Model Pembelajaran Inkuiri Untuk Meningkatkan Hasil Belajar IPS di Kelas IV SD NEGERI 1 BUTON Kabupaten BUTON*. <file:///C:/Users/User/Downloads/1077-Article%20Text-3024-1-10-20210331.pdf>. *The impact of a pandemic on brand preference ... - diva portal*. (n.d.). Retrieved October 26, 2021, from <https://www.divaportal.org/smash/get/diva2:1444267/FULLTEXT01.pdf>.

- View of Dampak Pandemi Covid-19 Terhadap Bisnis Kuliner Dan Strategi beradaptasi di era New normal. (n.d.). Retrieved October 26, 2021, from <https://jurnal.unidha.ac.id/index.php/JEBD/article/view/169/129>.
- View of analisis faktor-faktor pembentuk customer perceived value e-commerce di Indonesia. (n.d.). Retrieved February 11, 2022, from <http://www.e-jurnalmitramanajemen.com/index.php/jmm/article/view/341/293>.
- View of Dampak Pandemi Covid-19 Terhadap Bisnis Kuliner Dan Strategi beradaptasi di era New normal. (n.d.). Retrieved December 10, 2021, from <https://jurnal.unidha.ac.id/index.php/JEBD/article/view/169/129>.
- Warta Ekonomi. (2019, March 25). *Pertumbuhan Usaha Kuliner di Medan kian berkembang*. Warta Ekonomi. Retrieved October 26, 2021, from <https://www.wartaekonomi.co.id/read220923/pertumbuhan-usaha-kuliner-di-medan-kian-berkembang>.
- Wibowo, A. E. (2017, November 15). *Analisis Faktor Faktor Yang Mempengaruhi behavioural intention*. Rekaman. Retrieved February 12, 2022, from <https://www.neliti.com/publications/231642/analisis-faktor-faktor-yang-mempengaruhi-behavioural-intention>.
- Wikimedia Foundation. (2021, October 25). *Word-of-mouth marketing*. Wikipedia. Retrieved October 26, 2021, from https://en.wikipedia.org/wiki/Word-of-mouth_marketing.
- What is customer satisfaction?* ASQ. (n.d.). Retrieved October 26, 2021, from <https://asq.org/quality-resources/customer-satisfaction#:~:text=Customer%20satisfaction%20is%20defined%20as,changes%20its%20products%20and%20services>.
- Wibowo, H. A. (H. (n.d.). *Moderasi Biaya Beralih Pada Pengaruh Kualitas Layanan Terhadap kepuasan pelanggan Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan (Studi Pada pts x)*. CORE. Retrieved October 26, 2021, from <https://core.ac.uk/display/85088332>.
- What customer satisfaction indicators should you track?* Critizr. (2020, April 1). Retrieved October 26, 2021, from <https://business.critizr.com/en/blog/what-customer-satisfaction-indicators-should-you-track>.
- Zhang, X., & Yu, X. (1AD, January 1). *The impact of perceived risk on consumers' cross-platform buying behavior*. Frontiers. Retrieved October 26, 2021, from <https://www.frontiersin.org/articles/10.3389/fpsyg.2020.592246/full>.