REFERENCES

Klokkenga, B. (2020). How to measure the 5 dimensions of service quality.

- Raghavendra, G. (2019). The influence of physical environment factors of multicuisine restaurants on overall service quality, satisfaction, and loyalty. https://www.ajhtl.com/uploads/7/1/6/3/7163688/article_56_vol_8_5 2019_indi a.pdf
- Desiyanti, N. L., et al. (2018). Effect of Service Quality on Customer Satisfaction, Customer Delight and Customer Loyalty (Study on LPD Desa Adat Sembung and LPD Desa Adat Seseh). DOI: https://doi.org/10.15520/ijcrr/2018/9/03/483

Landman, P. (2021). Hospitality. https://www.xotels.com/en/glossary/hospitality

- Yoopetch C, Nimsai S, Kongarchapatara B. The Effects of Employee Learning, Knowledge, Benefits, and Satisfaction on Employee Performance and Career Growth in the Hospitality Industry. Sustainability. 2021; 13(8):4101. Retrieved from https://doi.org/10.3390/su13084101
- Hendron, A. (2021). The Importance of the Hospitality Industry & Its Four Sectors. Retrieved from https://www.eposnow.com/au/resources/importance-of-thehospitality-industry/
- Ramya, N., Kowsalya, A., Dharanipriya, K. (2019). SERVICE QUALITY AND ITS DIMENSIONS.

- Budur, T., Faraj, K., & Ali Karim, L. (2019). The Benchmarking Operations Strategies via Hybrid Model: A Case study of Café-Restaurant Sector. Amazonia Investiga, 8(23), 842-854.
- Alzoubi, H. M., Vij, M., Vij, A., & Hanaysha, J. R. (2021). WHAT LEADS GUESTS TO SATISFACTION AND LOYALTY IN UAE FIVE-STAR HOTELS? AHP ANALYSIS TO SERVICE QUALITY DIMENSIONS. ENLIGHTENING TOURISM. A PATHMAKING JOURNAL, 11(1), 102-135. https://doi.org/10.33776/et.v11i1.5056
- Service Excellence in Tourism and Hospitality: Insights from Asia. (2021). Germany: Springer International Publishing. Page 15
- Hendriyani, I.G. (2018). The Importance of Physical Environment for Guest at Restaurants in Bali. Tourism hospitality management, 6. Retreived from https://doi.org/10.29259/sijdeb.v3i3.243-256
- Qurnia, Moh & Prabawati, Achadyah. (2021). The Effect of Food Quality and Physical Environment on Revisit Interests with Consumer Satisfaction as Mediation Variable. jmm17. 8. 81-90. 10.30996/jmm17.v8i02.5410.
- Türker, N., Gökkaya, S. & Acar, A. (2019). Measuring the Effect of Restaurant Servicescapes on Customer Loyalty . Turizm Akademik Dergisi , 6 (2) , 255-270.
- Hendriyani, I.G. (2018). The Importance of Physical Environment for Guest at Restaurants in Bali. Tourism hospitality management, 6.

- Sitinjak, M. F., Pangaribuan, C. H., & Tafriza, N. (2019). Do Store Atmosphere and Perceived Value Matter in Satisfying and Predicting the Millennials' Behavioral Intention in a Café Setting? Binus Business Review, 10(1), 31-40. https://doi.org/10.21512/bbr.v10i1.5345
- Ishak, F. A. C., Zainun, N. A. A., Karim, M. S., Ungku Zainal Abidin, U. F., & Mohamad, S. F. (2020). The Multifaceted of Themed Restaurant: Exploring the Unique and Vulnerable Elements in Staging Authentic Dining Experience. International Journal of Academic Research in Business and Social Sciences, 10(3), 855-868.
- ICEASD&ICCOSED 2019: International Conference on Environmental Awareness for Sustainable Development in conjunction with International Conference on Challenge and Opportunities Sustainable Environmental Development, ICEASD & ICCOSED 2019, 1-2 April 2019, Kendari, Indonesia. (2019). (n.p.): European Alliance for Innovation. Page 351 https://doi.org/10.37178/ca-c.23.1.149
- Liao, W.; Intakhan, P. The Relationship Between Service Quality, Positive Word of Mouth and Customer Satisfaction of Foreign Restaurant Customers in Lampang Province, Thailand. J Mgmt Sci PSRU 2022, 3, 119-140.
- Mawa, M., Tumbel, A., & Soegoto, A. S. (2021). Analysis of Service Quality and Brand Image its Influence on Customer Loyalty with Customer Satisfaction as Intervening Variable (Study on Dabu Dabu Lemong Manado Restaurant).

CENTRAL ASIAN JOURNAL OF THEORETICAL & APPLIED SCIENCES, 2(10), 78-89.

- Damayanti, N., Wadud, M., & Roswaty, R. (2020). Pengaruh Kualitas Pelayanan dan Lingkungan Fisik Terhadap Kepuasan Konsumen pada Cafe Unsilent Palembang. Jurnal Bisnis, Manajemen, Dan Ekonomi, 1(1), 23-31. https://doi.org/10.47747/jbme.v1i1.22
- Stefen, Y., & ., E. (2019). Analisis Pengaruh Kualitas Pelayanan, Lingkungan Fisik dan Kualitas Makanan terhadap Kepuasan Konsumen pada Restoran Kampoeng Kita. Ultima Management : Jurnal Ilmu Manajemen, 10(2), 129-143. https://doi.org/https://doi.org/10.31937/manajemen.v10i2.981
- Jenicek, M. (2018). How to Think in Medicine: Reasoning, Decision Making, and Communication in Health Sciences and Professions. United Kingdom: Taylor & Francis.
- Mohr, D. L., Freund, R. J., Wilson, W. J. (2021). Statistical Methods. Netherlands: Elsevier Science.
- Baumeister, R. F., Bushman, B. J. (2020). Social Psychology and Human Nature.United States: Cengage Learning. Page 17 and 18
- Hunziker, S. B. (2021). RESEARCH DESIGN IN BUSINESS AND MANAGEMENT: A Practical Guide for Students and Researchers. (n.p.):

SPRINGER GABLER. Instant Notes on Research Methods. (2019). India: The Readers Paradise.

- Williams, G. (2019). Applied Qualitative Research Design. United Kingdom: EDTECH.
- Andrew, D. P. S., McEvoy, C. D., Pedersen, P. M. (2019). Research Methods and Design in Sport Management. United States: Human Kinetics.
- Wilson, A. (2018). Marketing Research: Delivering Customer Insight. United Kingdom: Bloomsbury Publishing.
- Williams, J. (2020). How to Read and Understand Educational Research. United Kingdom: SAGE Publications.
- Shields, M. (2019). Research Methodology and Statistical Methods. United Kingdom: EDTECH. Higher Education Challenges in South-East Asia. (2020). United States: Information Science Reference.

David, V. (2019). Statistics in Environmental Sciences. United States: Wiley.

- Research Process in Physical Education and Sports Sciences. (2020). (n.p.): Friends Publications (India).
- McBride, D. M. (2019). The Process of Research and Statistical Analysis in Psychology. United States: SAGE Publications.
- Warwick-Booth, L., Bagnall, A., Coan, S. (2021). Creating Participatory Research:Principles, Practice and Reality. United Kingdom: Policy Press.

Research Methods Tips and Techniques. (2019). India: MJP Publisher.

- Quantitative Approaches in Educational Research. (2021). (n.p.): Universiti Malaysia Sabah Press.
- Higher Education Challenges in South-East Asia. (2020). United States: Information Science Reference.
- Karamagi, R. (2021). Scientific Research Methods. United Kingdom: Lulu.com.
- Ajayi, Victor. (2017). Primary Sources of Data and Secondary Sources of Data.
- Pop, M. R., Banchs, R. J. (2021). The Quality Improvement Challenge: A Practical Guide for Physicians. United Kingdom: Wiley.
- Schmierbach, M., Boyle, M. (2019). Applied Communication Research Methods: Getting Started as a Researcher. United Kingdom: Taylor & Francis.
- Mohr, Z., Leland, S., O'Sullivan, E., Rassel, G. (2020). Research Methods for Public Administrators. United Kingdom: Taylor & Francis.
- The Routledge Handbook of Tourism Experience Management and Marketing. (2020). United Kingdom: Taylor & Francis.
- Pride, W. M., Ferrell, O. C. (2018). Marketing 2018, Loose-Leaf Version. United Kingdom: Cengage Learning.
- Maleyeff, J. (2022). Quality Service Management: A Guide to Improving Business Processes. United States: Taylor & Francis.

- Solid, C. A. (2020). Return on Investment for Healthcare Quality Improvement. Germany: Springer International Publishing.
- Mohapatra, S., Tamizhjyothi, K., Bharati, M., Muthukumar, N., Ganesh, K., Nachiappan, R. M. (2022). Organizational Culture and Its Impact on Continuous Improvement in Manufacturing. United Kingdom: Emerald Publishing Limited.

Karaca, Y., Cattani, C. (2018). Computational Methods for Data Analysis.

- Germany: De Gruyter. Jiang, Q. (2019). Internet Addiction Among Cyberkids in China: Risk Factors and Intervention Strategies. Germany: Springer Singapore.
- Gravetter, F. J., Forzano, L. B. (2018). Research Methods for the Behavioral Sciences. United States: Cengage Learning.
- Vallabhaneni, S. R. (2019). Wiley CIA Exam Review 2020, Part 2: Practice of Internal Auditing. United Kingdom: Wiley.
- ICOCIT-MUDA 2019: Proceedings of the First International Conference on Science, Technology and Multicultural Education, ICOCIT-MUDA, July 25th-26th, 2019, Sorong, Indonesia. (2019). (n.p.): EAI Publishing.
- Dudley, J. R. (2020). Social Work Evaluation: Enhancing What We Do. United States: Oxford University Press.
- Guindon, M. H., Lane, J. J. (2019). A Counseling Primer: An Orientation to the Profession. (n.p.): Taylor & Francis.

- Sürücü, L. & Maslakçı, A., Validity And Reliability In Quantitative Research, BMIJ, (2020), 8(3): 2694-2726, doi: http://dx.doi.org/10.15295/bmij.v8i3.1540
- Rizaldy, Intan, The Effect of Self-Effectiveness, Learning Achievement and Managerial Ability on Student's Work Readiness, State University of Jakarta (January 16, 2021).

Statistics with R Programming. (2018). (n.p.): McGraw-Hill Education.

- Business Innovation and Development in Emerging Economies: Proceedings of the 5th Sebelas Maret International Conference on Business, Economics and Social Sciences (SMICBES 2018), July 17-19, 2018, Bali, Indonesia. (2019). Netherlands: CRC Press.
- Forzano, L. B., Witnauer, J. E., Gravetter, F. J., Wallnau, L. B. (2020). Essentials of Statistics for the Behavioral Sciences. United States: Cengage Learning.
- Zhang, N. (2020). A Tour of Data Science: Learn R and Python in Parallel. United Kingdom: CRC Press.
- Anastasopoulos, P., Karlaftis, M. G., Mannering, F., Washington, S. (2020). Statistical and Econometric Methods for Transportation Data Analysis. United States: CRC Press.
- CFA Program Curriculum 2020 Level I Volumes 1-6 Box Set. (2019). United States: Wiley. ICoSMI 2020: Proceedings of the 1st International Conference on Sustainable Management and Innovation, ICoSMI 2020, 14-

16 September 2020, Bogor, West Java, Indonesia. (2020). (n.p.): EAI Publishing.

- ICBLP 2019: Proceedings of the 1st International Conference on Business, Law And Pedagogy, ICBLP 2019, 13-15 February 2019, Sidoarjo, Indonesia. (2019). Slovakia: EAI Publishing.
- Asare, D. S., So, A., Worsley, A., Joseph, T. V., John, R. T. (2020). The The Data Science Workshop: A New, Interactive Approach to Learning Data Science. United Kingdom: Packt Publishing.
- Increasing Management Relevance and Competitiveness: Proceedings of the 2nd Global Conference on Business, Management and Entrepreneurship (GC-BME 2017), August 9, 2017, Universitas Airlangga, Surabaya, Indonesia. (2018). United States: CRC Press.
- Memon, Mumtaz & Ting, Hiram & Hwa, Cheah & Ramayah, T. & Chuah, Francis & Cham, Tat-Huei. (2020). Sample Size for Survey Research: Review and Recommendations.
- Nawi, F.A.M., Tambi, A.M.A., Samat, M.F., Mustapha, W.M.W. (2020). A Review on The Internal Consistency of a Scale: The Empirical Example of The Influence of Human Capital Investment on Malcom Baldridge Quality Principles in TVET Institutions. Asian People Journal, 3(1), 19-29.
- Memon, Mumtaz & Ting, Hiram & Hwa, Cheah & Ramayah, T. & Chuah, Francis & Cham, Tat-Huei. (2020). Sample Size for Survey Research: Review and Recommendations. 4. i-xx. 10.47263/JASEM.4(2)01.

Research Design for the Behavioral Sciences: An Applied Approach. (2021). Amerika Serikat: Springer Publishing Company. Stephen Flynn, PhD, LPC, LMFT, Stephen V. Flynn

