

## REFERENCES

- Abdullah, D., Hamir, N., Nor, N. M., Krishnaswamy, J., & Rostum, A.M. M. (2018). *Food Quality, Service Quality, Price Fairness and Restaurant Re-Patronage Intention: The Mediating Role of Customer Satisfaction*. International Journal of Academic Research in Business and Social Sciences, 8(17), 211-226.
- Aimee, R. (2019). International Journal of Advanced Research (IJAR). *A Thorough Literature Review of Customer Satisfaction Definition, Factors Affecting Customer Satisfaction and Measuring Customer Satisfaction*.
- Alaboodi, S. A. (2019). *The Effect of Customer Satisfaction on Service Quality: The Case of Iraqi Banks*. Journal of Applied Research, 5(1), pp 146-152.
- Ali, F. and Amin, M. (2019). *The influence of physical environment on emotions, customer satisfaction and behavioural intentions in Chinese resort hotel industry*. J. Global Business Advancement, Vol. 7, No. 3, pp. 249-266.
- Bevans, R. (2020, February 20). From An introduction to multiple linear regression: <https://www.scribbr.com/statistics/multiple-linear-regression/>
- Cristo, M., Saerang, D.P.E., & Worang, F.G. (2017). *The Influence of Price, Service Quality, and Physical Environment on Customer Satisfaction. Case Study Markobar Cafe Mando*, Jurnal EMBA, 5 (2), 678-686.
- El-Adly, M. (2018). Journal of Retailing and Consumer Services. *Modelling the Relationship between Total Perceived Value, Customer Satisfaction, and Customer Loyalty*.
- Githiri, M.N. (2017). *Influence of Physical Environment on Customer Satisfaction and Return Intention in Kenyan Rated Restaurants*.

- Hanaysha, J. (2016). *Testing the Effects of Food Quality, Price Fairness, and Physical Environment on Customer Satisfaction in Fast Food Restaurant Industry.*
- Hannan, S., Suharjo, B., Kirbrandoko., & Nurmalina, R. (2017). *The Influence of Customer Satisfaction , Trust and Information Sharing on Customer Loyalty of Professional Services Company: An Empirical Study on Independent Surveyor Services Industry in Indonesia. Abstract of Economic, Finance and Management Outlook, Conscientia Beam, 11(1), 344–353.* Retrieved from [.https://ideas.repec.org/a/pkp/ecfmao/2016p9vol5.html](https://ideas.repec.org/a/pkp/ecfmao/2016p9vol5.html)
- Hidayat, D., Bismo, A., & Basri, A. (2020). Manajemen Bisnis Vol. 10. *The Effect of Food Quality and Service Quality Towards Customer Satisfaction and Repurchase Intention (Case Study of Hot Plate Restaurants).*
- Imron. (2019). Analisa Pengaruh kualitas Produk Terhadap Kepuasan Konsumen Menggunakan Metode Kuantitatif Pada CV. Meubele Berkah Tangerang.
- Intan Fildzah Wijayati, Ronald Suryaputra & Amelia (2020). *Effect of Physical Environment Quality on the Customer Loyalty through Perceived Value and Customer Satisfaction in De Soematra 1910 Restaurant in Surabaya.* International Journal of Science and Business, 4(1), 48-65. doi: 10.5281/zenodo.3597969
- Javed, F., & Cheema, S. (2017). *Customer Satisfaction And Customer Perceived Value And Its Impact On Customer Loyalty. Journal of Internet Banking and Commerce, 22(58), 1–15.* Retrieved from <https://www.semanticscholar.org/paper/CustomerSatisfaction-and-Customer-Perceived-Value -JavedCheema/00a21eb6207aa45ff39f6c8bd5caf8a596e2232b>
- Juliana, Agatha N, Felicia (2020), *Pengaruh Desain Interior Terhadap Minat Pengunjung Di Restoran The Garden Pantai Indah Kapuk20 (1), 28-34 .*Retrieved from

<https://doi.org/10.31294/jc.v19i2>

Katadata. *85% Penduduk Dewasa Indonesia Memiliki Kekayaan Di Bawah Rp 150 Juta.*

(2018). Available: <https://databoks.katadata.co.id/datapublish/2018/10/25/85-penduduk-dewasaindonesia-memiliki-kekayaan-di-bawah-rp-150-juta>

Kementerian Perindustrian Indonesia. *Industri Makanan dan Minuman Jadi Sektor Kampiun.* (2019). Available: <http://www.kemenperin.go.id/artikel/20298/Industri-Makanan-dan-MinumanJadi-Sektor-Kampiun-> (July 17, 2019)

Kementerian Perindustrian Indonesia. *Program Restrukturisasi Mesin/Peralatan Untuk Pelaku IKM.* (2018). Available: <https://kemenperin.go.id/gpr> (July 17, 2019)

Kaura, V., Durga Prasad, C. S. & Sharma, S. (2015). “*Service quality, service convenience, price and fairness, customer loyalty, and the mediating role of customer satisfaction*”, International Journal of Bank Marketing, Vol. 33 No. 4, pp. 404-422. <https://doi.org/10.1108/IJBM-04-2014-0048>.

Kim Jeong Moon. (2020). *The effect of relationship benefits of restaurant customers on customer satisfaction, word of mouth, and store loyalty.* PhD thesis, Youngsan University Graduate School.

Kim Min Hyuk. (2021). *The effect of the relationship benefit of the Optician on the repurchase intention.* PhD thesis, Konkuk University Graduate School.

Kumar, S., & Bhatnagar , D. (2017). *EFFECT OF FOOD AND SERVICE QUALITY ON CUSTOMER SATISFACTION A STUDY OF 3 STAR HOTELS IN PUNJAB REGION.*

Lee, S., Alzoubi, H., & Kim, S. (2017). *The Effect of Interior Design Elements and Lighting Layouts on Prospective Occupants' Perceptions of Amenity and Efficiency in Living Rooms.*

- Lestari, M., Djaelani, A. K., & Millanintyas, R. (2020). *Pengaruh Kualitas Makanan, Suasana Dan Kewajaran Harga Terhadap Kepuasan Pelanggan (Studi pada Cafe Photokopi di Kota Malang)*
- Liu, W., Lee, Y., & Hung, L. (2016). Journal of Foodservice Business Research. *The Interrelationships Among Service Quality, Customer Satisfaction, and Customer Loyalty: Examination of The Fast Food Industry*
- Mahalingam, S. Jain, B., & Sahay, M. (2016). *Role of Physical Environment (Dinescape Factors) Influencing Customers' Revisiting Intention to Restaurants*, Intl. Conference on Advances in Computing, Communications and Informatics (ICACCI), Sept. 21-24, 2016, Jaipur, India
- Majid, M. A. A., Samsudin, A., Noorkhizan, M. H. I., Zaki, M. I. M., & Bakar, A. M. F. A.(2018). *Service Quality, Food Quality, Image and Customer Loyalty: An Empirical Study at a Hotel Restaurant*. International Journal of Academic Research in Business and Social Sciences, 8(10), 1432-1446.
- Messaoud, A.B., Debabi, M. (2016). *The Role of Physical Environment in Consumers' Relationship with a Retail Outlet Offering a Regional Product*, International Business and Management, 13 (1), 22-28.
- Muharmi, H., & Sari, D. K. (2019). *Pengaruh Service Quality, Food Quality, Dan Perceived Value Terhadap Consumer Satisfaction Dan Behavioral Intentions*, 195.
- Nair, G. (2016). Journal of Tourism, Hospitality, and Sports. *Impact of Service Quality on Business Performance in Hospitality Industries: An Empirical Study*.
- Namkung, Y., Jang, S., (2017). *Does food quality really matter in restaurant? Its impact on customer satisfaction and behavioral intentions*. Journal of Hospitality and Tourism Research 31 (3), 387–410.

- Nuryani, I. (2018). *Analysis Food Quality, Price, and Service to Customer Satisfaction.*
- Özdemir-Güzel, S. & Dinçer, M. Z. (2018). *The Effect of Restaurant's Physical Environment on Perceived Value, Customer Satisfaction and Loyalty: Case of Istanbul*, Journal of Tourism and Gastronomy Studies, 6(4), 626-643.
- Othman, A., Shehata, A., Mahmoud, S., & Mohamed, A.-R.-F. (2016). *The Effect of Restaurant Atmosphere on Customer Satisfaction - As Applied to Ethnic Restaurants.*
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). *The Service Quality Dimensions that Affect Customer Satisfaction in the Jordanian Banking Sector.*
- Pribadi, S. (2018). *The Influence of Food Quality, Atmosphere, Service Quality, and Price on Customer Satisfaction and Its Impact on Return Intention (A Case of McDonalds Cikarang)*. Cikarang.
- Rajput, A., & Gahfoor, R. (2020). *Future Business Journal. Satisfaction and Revisit Intentions at Fast Food Restaurants.*
- Rofiah, C., & Wahyun, D. (2017). *Kualitas Pelayanan Dan Pengaruhnya Terhadap Loyalitas Pelanggan Yang Di Mediasi Oleh Kepuasan Di Bank Muamalat Jombang.*
- Rozekhi, N., Hussin, S., Siddige, A., Rashid, P., & Salmi, N. (2016). International Academic Research Journal of Business and Technology. *The Influence of Food Quality on Customer Satisfaction in Fine Dining Restaurant: Case in Penang.*
- Ryu, K., Han, H.S., Kim, T.H., (2018). *The relationships among overall quick casual*

- restaurant image, perceived value, customer satisfaction, and behavioral intentions.* International Journal of Hospitality Management 27 (3), 459–469.
- Ryu, K., Lee, H., & Kim, W. (2019). “*The Influence of the Quality of the Physical Environment, Food, and Service on Restaurant Image, Customer Perceived Value, Customer Satisfaction, and Behavioral Intentions*”, International Journal of Contemporary Hospitality Management, Vol. 24, No. 2, pp. 200-223. <https://doi.org/10.1108/09596111211206141>
- Statistic Indonesia. Publikasi Berita Resmi Statistik Tabel Statistik Kegiatan Istilah. (2018). <https://www.bps.go.id/index.php/pencarian?searching=Mobilitas&yt1=Cari&page=2>
- Suchánek, P., & Králová, M. (2018). Economic Research-Ekonomska Istraživanja. Customer Satisfaction and Different Evaluation of It by Companies.
- Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. . Bandung: Alfabeta, CV. .
- Sukmana, N. C., Chandra, V. J., & Siaputra, H. (2018). *PENGARUH KUALITAS MAKANAN, HIGIENITAS DAN KUALITAS LAYANAN TERHADAP MINAT PEMBELIAN ULANG MELALUI KEPUASAN KONSUMEN SEBAGAI MEDIATOR DI RESTORAN DAPUR TERBUKA DI SURABAYA*, 69.
- Sunarti, & Prasetyo, A. D. (2020). *PENGARUH KUALITAS MAKANAN DAN KUALITAS LAYANAN TERHADAP KEPUASAN KONSUMEN DI TERA COFFEE & RESTO BEKASI*, 118.
- Surahman, I. G. N., Yasa, P. N. S., & Wahyuni, N. M. (2020). *The Effect of Service Quality on Customer Loyalty Mediated by Customer Satisfaction in Tourism Villages in Badung Regency*. Jurnal Ekonomi dan Bisnis Jagaditha, 7(1),

- 46-52. Doi: <https://doi.org/10.22225/jj.7.1.1626.46-52>.
- Suryandriyo, B. (2019, September 20). *Hubungan Kualitas Makanan, Kualitas Pelayanan, Suasana dan Harga Terhadap Kepuasan Pelanggan Restoran*. 8. From <http://dspace.uji.ac.id/>
- Susila, D. (2020). *PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN PADA RESTORAN PIZZA HUT DI BANJARMASIN*
- Sunaryo, I., Prasetyo, I., Hardjomidjojo, P., & Nurdianchah, L. (2019). *Effects of Food Quality, Service Quality, Price, Environment, and Location towards Customer Loyalty of Indonesia's Local Fast Food Industry*.
- Tjiptono, F., & Chandra, G. (2016). Service, Quality, and Satisfaction. Yogyakarta: Penerbit Andi.
- Tjiptono, F., & Diana, A. (2017). Pelanggan Puas Tak Cukup. Yogyakarta: Penerbit Andi.
- Tuzunkan, D., Albayrak, A.(2016). *The Importance of Restaurant Physical Environment for Turkish Customers*. Journal of Tourism Research & Hospitality, 5 (1),
- Wijaya, W. (2017). *Analisa Pengaruh Kualitas Makanan Terhadap Kepuasan Konsumen di Yoshinoya Galaxy Mall Surabaya*.
- Wijayanti, I. F., Suryaputra, R., & Amelia. (2020). *Effect of Physical Environment Quality on the Customer Loyalty through Perceived Value and Customer Satisfaction in De Soematra 1910 Restaurant in Surabaya*. International Journal of Science and Business, IJSAB International, vol. 4(1), pages 48-65.
- Winarjo, H., & Japarianti, E. (2017). *Pengaruh Food Quality dan Atmosphere terhadap Customer Loyalty dengan Customer Satisfaction Sebagai Variabel Intervening Pada Café Intro di Surabaya*.
- Wulandari, S., & Hastuti, D. (2018). *PENGARUH FOOD QUALITY DAN SERVICE*

*QUALITY TERHADAP KEPUASAN TAMU DI SASONO BUJONO  
RESTAURANTLORIN SOLO HOTEL.*

Zhong, J., & Wang, X. (2019). *Evaluation Technologies for Food Quality*. Woodhead Publishing.

Zhong, Y., & Moon, H. (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*.