

## DAFTAR PUSTAKA

- Band, William A, 1991, *Creating value for customer: Designing and Implementation a Total Corporate Strategy*, John Walley and Sons Inc, Canada.
- Beneke, Justin, Alex Brito, dan Kerry-Anne Garvey, 2015, "Propensity to buy privat label merchandise", *International Journal of Retail & Distribution Management*, Vol. 43, No. 1, pp. 43-62
- Bitner, M. (1992). *Servicescape: the impact of physical surroundings on customer and employess. Journal of marketing.*
- Candan, B. & Y. Seda. (2013). Investigating the relationship between consumption values and personal values of green product buyers. *International Journal of Economics and Management Sciences* 2(12), 29-40
- Choi, E. J., & Kim, S. (2013). The Study of the Impact of Perceived Quality and Value of Social Enterprises on Customer Satisfaction and Re- Purchase Intention, 7(1), 239–252.
- Chiou, J.S. (2004), "The antecedents of consumers' loyalty toward internet service providers", *Information and Management*, Vol. 41 No. 6, pp. 685-95.
- Cronin, J.J.Jr., & Taylor, S.A. (1992). Measuring service quality: a reexamination and extension. *Journal of Marketing*, Vol. 56 July, pp. 55-68.
- Cobb-Walgren, C.J., Ruble, C.A. and Donthu, N. (1995) Brand Equity, Brand Preference, and Purchase Intent. *Journal of Advertising*, 24, 25-40. <http://dx.doi.org/10.1080/00913367.1995.10673481>
- Cronin, J.J. Jr, Brady, M.K. and Hult, G.T. (2000), "Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments", *Journal of Retailing*, Vol. 76 No. 2, p. 193.
- Engel, J. F., Blackwell R. D., & Miniard, P. W. (1990). *Customer Behavior* (6<sup>th</sup> ed). Chicago : Dryden Press.
- Essinger, James & Wylie, Helen,(2003). *Customer loyalty: Devising successful strategies in food and drink.*
- Eggert, A. and Ulaga, W. (2002), "Customer perceived value: a substitute for satisfaction in business markets", *The Journal of Business & Industrial Marketing*, Vol. 17 Nos 2/3, pp. 107-18.

- Edward, Manoj dan Sunil Sahadev (2011), "Role of switching costs in the service quality, perceived value, customer satisfaction and customer retention linkage," *Asia Pacific Journal of Marketing and Logistics*, Vol. 23 No. 3, 327-345.
- Ferdinand, A. (2006). *Metode Penelitian Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ferdinand, A. (2002). *Structural Equation Modelling dalam Penelitian Manajemen: Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis Magister dan Disertasi Doktor*. Semarang: Badan Penerbit UNDIP.
- Ferre, Marie. 1978. What is Food Quality. *Journal of Food Distribution Research*. 34-36.
- Hansemark, Ove C. and Marie Albinsson. 2004, Customer Satisfaction and Retention: the experience of individual employess. *Managing Service Quality Journal*
- Hellier, Philip K, Geursen Gus M, Carr Rodney A, and Rickard John A, 2003. Customer Repurchase Intention : A General Structural Equation Model, *Journal Of Marketing*, Vol.37, pp:1762-1800)
- He, H. and Li, Y. (2011), "Key service drivers for high-tech service brand equity: the mediating role of overall service quality and perceived value", *Journal of Marketing Management*, Vol. 27 No. 1, pp. 77-99.
- Howard, J. A. (1994). *Buyer Behavior in Marketing Strategy*. (2<sup>th</sup> ed.). New Jersey: Prentice Hall.
- James F Engel, Blackwell Roger D, and Winiard Paul W. 1995. *consumer behavior*, Eight Edition, orlando: the Dryden Press)h. 283
- Kotler, P. (2003). *Marketing Management*. Edisi ke- 11, New Jersey: Prentice Hall.
- Kotler, Philip and Armstrong, Gary. 2001. *Prinsip-Prinsip Pemasaran*. Edisi Delapan. Jakarta: Erlangga.
- Kotler, Philip. (2002). *Manajemen pemasaran*. Jilid kedua. (10th ed). Jakarta: Prenhallindo.
- Kotler, P. (2005). *Manajemen pemasaran* (2nd ed). Jakarta: PT. Indeks Kelompok Gramedia.
- Kotler, P., & Keller, K. L. (2006). *Marketing Management* (12th ed). New Jersey: Pearson, Prentice Hall.

- Kotler, Philip dan Gary Armstrong, 2001. Prinsip-prinsip Pemasaran, Jakarta.  
Boone, Louis E., and David L. (1995). Kurtz. Contemporary Marketing Plus. (Eight Edition. International Edition). The Dryden Press.
- Kim, W.G., Ng, C.Y., Kim, Y.S., 2009.influence of institutional Dineserv on customer satisfaction, return intention, and word-of-mouth. *International Journal of Hopitality Management* 28(1), 10-17
- Knight, J.B. and Kotschevar, L.H. 2000.Quantity food Production and Planning.John Willey and Sons.
- Liu, Y., & Jang, S. S. (2009). The effects of dining atmospherics: An extended Mehrabian–Russell model. *International Journal of Hospitality Management*, 28(4), 494–503.
- Levy & Weitz. 2001. Manjemen Pemasaran. Jakarta: Salemba Empat.
- Lupiyoadi, Rambat dan A. Hamdani. 2006. *Manajemen Pemasaran*. Edisi Kedua. Jakarta: Salemba Empat.
- Lovelock dan Wirtz. 2011. Manajemen Pemasaran. Indeks. Jakarta.
- Mangold, W. Glynn, & Babakus, Emin, (1991), Service Quality: the Front-stage vs. the Back-stage Perspective, *Journal of Services Marketing*, Vol. 5 Iss: 4, pp. 59-70.
- Martin, William B. (2001). Quality Customer Service : Cara jitu memikat hati pelanggan. Jakarta: Penerbit PPM
- McGoldrick,2002,*RetailMarketing*.ManchesterSchoolofManagement,UMIST,McGraw-Hill Education.
- Mowen, J. C., & Minor, M. (2002). *Perilaku Konsumen* (5<sup>th</sup> ed). Jakarta : Erlangga.
- Matilla, A.S., 2001. Emotional bonding and restaurant loyalty. *Cornell Hotel and Restaurant Administration Quarterly* 42(6), 73-79
- Oliver,Richard. (1993). A conceptual model of service quality and service satisfaction : compatible goals, Different concept, Advance in service marketing and management. *Journal of Marketing*, (vol.2).
- Parasuraman, A., VA. Zeithaml and A. Malhotra. 2005. A multiple-item scale for assessing electronic service quality. *Journal of Service Research*. 7 (10). 1-21.
- Peter, J. Paul dan Jerry C. Olson. 2000. Perilaku Konsumen dan Strategi Pemasaran. Jilid 2.Edisi 4. Jakarta: Penerbit Erlangga.

- Peter. J. Paul & Jerry C. Osmon. 2005. *Consumer Behaviour Perilaku Konsumen dan Strategi Pemasaran*. Jakarta: Erlangga
- Potter, Norman and Joseph, H. Hotchkiss. 1995. *Food Science*. New York: Chapman and Hall.
- Patterson, P.G. and Spreng, R.A. (1997), "Modeling the relationship between perceived value, satisfaction and repurchase intentions in a business-to-business, services context: an empirical examination", *International Journal of Service Industry Management*, Vol. 8 No. 5, pp. 414-34.
- Ryu, K., & Han, H. (2010). Influence of the quality of food, service, and physical environment on customer satisfaction in quick-casual restaurants: Moderating role of perceived price", *Journal of Hospitality and Tourism Research*, Vol. 3, No.3, pp.310-329.
- Ryu, Kisang, Hye-Rin Lee, dan Woon Gon Kim, 2012, "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
- Tjiptono, Fandy. (2007). *Strategi Pemasaran. Edisi Pertama*. Yogyakarta: Andi Offset.
- Tjiptono, Fandy dan Chandra, Gregorius. (2005). *Service Quality and Satisfaction*. Yogyakarta: Andi Offset
- Utami, Christina Widya. 2008. *Manajemen Ritel. Edisi kedua*. Jakarta: Salemba Empat.
- Vera, Jorge, 2015, "Perceived brand quality as a way to superior customer perceived value crossing by moderating effects", *Journal of Product & Brand Management*, Vol. 24/2, pp. 147-156
- Wang, Edward. S.T., 2013, "The Influence of Visual Packaging design on perceived food product quality, value and brand preference", *International Journal of Retail & Distribution Management*,
- Zeng, F., Zuohao H., Rong C., & Zhilin Y (2009). *Determinants of Online Service Satisfaction and Their Impacts on Behavioral Intentions*. *Total Quality Management & Business Excellence*

<https://www.scribd.com/document/333394009/Globalisasi-Industri-Pariwisata-Indonesia-Dan-Kaitanya-Dengan-Aspek-Sosiologi-Studi-Kasus-Hotel-Dan-Restaurant>

<http://keysoft.co.id/perkembangan-industri-restoran/>

<http://allaboutfood.web.id/hotel-bumi-surabaya/>

<https://www.halomoney.co.id/blog/resto-all-you-can-eat-jakarta-pilihan-2018>

<http://www.pakethotel.com/all-you-can-eat-di-bumi-surabaya-city-resort/>

[https://www.tripadvisor.com/Restaurant\\_Review-g297715-d6489219-Reviews-Arumanis\\_Restaurant-Surabaya\\_East\\_Java\\_Java.html](https://www.tripadvisor.com/Restaurant_Review-g297715-d6489219-Reviews-Arumanis_Restaurant-Surabaya_East_Java_Java.html)

<https://dailyhotels.id/2018/05/25-restoran-all-you-can-eat-di-hotel-surabaya-dengan-harga-di-atas-100-ribu/>

<http://www.esquire.co.id/article/2017/11/4901-Mencoba-7-Restoran-All-You-Can-Eat-Terbaik-di-Jakarta>

<https://jatim.bps.go.id/statictable/2017/10/17/681/hotel-dan-kamar-menurut-klasifikasi-hotel-di-provinsi-jawa-timur-2016.html>

<http://bumisurabaya.com/dining/>