

## REFERENCES

- A Guide to the Food Safety Standards* (Vol. 3). (2016). Food Standards Australia  
New Zealand.
- Abubakari, S., Mohammed, K. A., & Iddrisu, I. N. (2019). *Assessing the Impact of Sanitation on Customer Retention: A Survey of Restaurants in the Tamale Metropolis*. *OALib*, 06(12), 1–18. <https://doi.org/10.4236/oalib.1105967>
- Ainiyah, Nur & Deliar, Albertus & Virtriana, Riantini. (2016). *The Classical Assumption Test to Driving Factors of Land Cover Change in The Development Region of Northern Part of West Java*.
- Al Baroroh, H. R. (2019). *PENGARUH EXPERIENTIAL MARKETING TERHADAP REVISIT INTENTION MELALUI CUSTOMER SATISFACTION PADA WAROENG DE'U DI NGANJUK*, 9–10. <http://eprints.umm.ac.id/id/eprint/50683>
- Almeida, Fernando., Faria, Daniel. & Queirós, André. (2017). *Strengths and Limitations of Qualitative and Quantitative Research Methods*. *European Journal of Education Studies*, Vol. 3, Iss. 9, pp. 369-387.
- Apuke, Oberiri Destiny. (2017). *Quantitative Research Methods A Synopsis Approach*. *Arabian Journal of Business and Management Review* (Kuwait Chapter), Vol. 6, Iss. 10, pp. 40-47.

Arikunto, S. (2014). *Prosedur Penelitian, Suatu Pendekatan Praktik*. Jakarta: PT. Rineka Cipta.

Aslı, U., Mustafa, V. Y., & Funda, P. 1. Ç. 1. ğ. (2016). Food Safety – Problems and Solutions. *Food Safety – Problems and Solutions*.  
<https://doi.org/10.5772/63176>

Australian Institute of Food Safety. (2019). *What is Food Safety?*  
<https://www.foodsafety.com.au/blog/what-is-food-safety>

Bujisic, M., Hutchinson, J., & Parsa, H. G. (2014). *The Effects of Restaurant Quality Attributes on Customer Behavioral Intentions*. *International Journal of Contemporary Hospitality Management*.  
<http://dx.doi.org/10.1108/IJCHM-04-2013-0162>

Burton, L. (2019, March 22). *Is There a Difference Between Food Hygiene and Food*. The Hub | High Speed Training.  
<https://www.highspeedtraining.co.uk/hub/difference-between-food-hygiene-and-food-safety/>

Buttle, F., & Maklan, S. (2015). *Customer Relationship Management: Concepts and Technologies* (3rd ed.). Routledge.

*Estimating the burden of foodborne diseases*. (2021, April 21).  
<https://www.who.int/activities/estimating-the-burden-of-foodborne-diseases>

- Fao.org. 2020. *Food & Nutrition: A Handbook for Namibian Volunteer Leaders*.  
<http://www.fao.org/3/a0104e/a0104e08.htm>
- GAFUR JAELANI, A., 2018. *PENERAPAN PERSONAL HYGIENE DI FOOD AND BEVERAGE PRODUCT PADA HOTEL ARUNA SENGGIGI RESORT AND CONVENTION*. <http://eprints.unram.ac.id/11865/>
- Ghozali, Imam. 2016. *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23*. Universitas Diponegoro Semarang.
- Herfangsyah, D. D., & Handoko, D. W. (2015). *Harapan dan Persepsi Konsumen pada Penerapan Keamanan Pangan di Restoran Jamoo Hotel Sangri-La Surabaya*. Program Manajemen Perhotelan, Fakultas Ekonomi, Universitas Kristen Petra.
- Hery, S. (2018). *Perencanaan Bisnis*. Gramedia Widiasarana Indonesia
- Indriantoro, Nur & Supomo, Bambang. (2016). *Metode Penelitian Bisnis untuk Akuntansi & Manajemen, (Edisi Pertama)*. Yogyakarta:BPFE.
- Lestari, T. R. P. (2020). Keamanan Pangan Sebagai Salah Satu Upaya Perlindungan Hak Masyarakat Sebagai Konsumen. *Aspirasi: Jurnal Masalah-Masalah Sosial*, 11(1), 57–72. <https://doi.org/10.46807/aspirasi.v11i1.1523>
- Martono, Nanang. (2016). *Metode Penelitian Kuantitatif*. Jakarta:Rajawali Pers.
- Mensah, I., & Dei Mensah, R. (2018). *Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus*. *Journal of Tourism, Heritage & Services Marketing*.

- Nugraheni, H., Wiyatini, T., & Wiradona, I. (2018). *Kesehatan Masyarakat dalam Determinan Sosial Budaya*. Yogyakarta: Penerbit Deepublish.
- Obilor, E.I., Amadi, E.C. (2018). *Test for Significance of Pearson's Correlation Coefficient*. *International Journal of Innovative Mathematics, Statistics & Energy Policies*, Vol. 6, Iss. 1, pp. 11-23.
- Peraturan.bpk.go.id. 2019. *PP No. 86 Tahun 2019 tentang Keamanan Pangan [JDIH BPK RI]*. <https://peraturan.bpk.go.id/Home/Details/129230/pp-no-86-tahun-2019>
- Praxiom Research Group Limited. (2019, August 29). *food safety management definitions - ISO 22000 2018*. <https://www.praxiom.com/iso-22000-definitions.htm>
- Priansa, D. J. (2017). *PERILAKU KONSUMEN DALAM PERSAINGAN BISNIS KONTEMPORER*. Alfabeta Bandung.
- PRISKILLA BENNY, G. (2016). *PENERAPAN HIGIENE DAN SANITASI DI DAPUR HOLIDAY INN RESORT BATAM*. <https://bit.ly/2SUUqnN>.
- Putri, S. A. (2018). Challenge To Enforce Food Safety Law and Regulation in Indonesia. *IOP Conference Series: Earth and Environmental Science*, 175, 012216. <https://doi.org/10.1088/1755-1315/175/1/012216>
- Rahman, A., Tosepu, R., Karimuna, S. R., Yusran, S., Zainuddin, A., & Junaid, J. (2018). *PERSONAL HYGIENE, SANITATION AND FOOD SAFETY KNOWLEDGE OF FOOD WORKERS AT THE UNIVERSITY CANTEEN*

*IN INDONESIA. Public Health of Indonesia.*  
<https://doi.org/10.36685/phi.v4i4.219>

Santos-Longhurst, A., 2019. *What is a Pathogen? 4 Types and How They Spread Disease.* Healthline. <https://www.healthline.com/health/what-is-a-pathogen#diseases>

Sarwono, J. & Nur Salim, H. (2017). *Prosedur-Prosedur Populer Statistik Untuk Analisis Data Riset Skripsi.* Yogyakarta: Penerbit Gava Media.

*Saving Lives with Safer Food | FAO in Indonesia | Food and Agriculture Organization of the United Nations.* (2019, June 7).  
<http://www.fao.org/indonesia/news/detail-events/en/c/1197200/>

Schiffman, L. G. & Wisenblit, J. L. (2015). *Consumer Behavior Edisi 11 Global Edition.* England: Pearson Education Limited

*Stronger Food Control for Safer Food in Indonesia | FAO in Indonesia | Food and Agriculture Organization of the United Nations.* (2017, April 3).  
<Http://Www.Fao.Org/Indonesia/News/Detail-Events/En/c/878315/>

Sugiyono (2014). *Penelitian Kuantitatif dan Kualitatif dan R&D.* Bandung: Alfabeta.

Sugiyono. (2015). *Metode Penelitian Manajemen.* Bandung: Alfabeta

Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D.* Bandung: Alfabeta.

Sunyoto, Danang. 2016. *Metodologi Penelitian Akuntansi*. Bandung: PT Refika Aditama.

Surono, I. S., Sudibyoy, A., & Waspodoy, P. (2018). *Pengantar Keamanan Pangan untuk Industri Pangan*. Deepublish.

Walker, J. R. (2017). *Introduction to hospitality management*. Boston: Pearson.

