

References

- Apuke, O. D. (2017). *Quantitative research methods: A synopsis approach*. Kuwait Chapter of Arabian Journal of Business and Management Review, 33(5471), 1-8.
- Aldaihani, F. M. F., & Ali, N. A. (2018). *Factors affecting customer loyalty in the restaurant service industry in Kuwait City, Kuwait*. Journal of International Business and Management, 1(2), 1-14.
- Bobanović, M. K., & Novak, M. (2017, June). Tourism and Hospitality Professionals' Cross-Cultural Communication Competence: Tourists' and Tourism Professionals' Perspectives. In *Conference Proceedings of the International Scientific Conference* (pp. 275-303). Sveuciliste Jurja Dobrile u Puli, Odjel za Ekonomiju i Turizam" Dr. Mijo Mirkovic".
- Budianto, A. (2019). *Customer loyalty: quality of service*. Journal of management review, 3(1), 299-305.
- David, B., Lockwood, A., Alcott, P., Pantelidis, I. S., (2018). *Food And Beverage Management*.
- Donohoe, A. (2019). *Employee Performance Definition*. Retrieved from bizfluent: <https://bizfluent.com/facts-7218608-employee-performancedefinition.html>
- Enny, R. (2016). *Metodologi Penelitian Bisnis*.
- Etikan, I and Bala, K. (2017). *Sampling and sampling methods*.
- Fauzi, M. R., & Mandala, K. (2019). *Pengaruh Kualitas Pelayanan, Kualitas Produk, dan Inovasi Produk Terhadap Kepuasan untuk Meningkatkan Loyalitas Pelanggan*. E-Jurnal Manajemen, 8(11), 6741-6761.

- Ghozali, H. I. (2016). *Aplikasi Analisis Multivariate*. Badan Penerbit Universitas Diponegoro
- Griffin, Jill. (2015). *Customer Loyalty, Menumbuhkan dan Mempertahankan Kesetiaan Pelanggan*.
- Guillén, M. J. Y., Rubio, N. (2019). *Customer Loyalty and Brand Management*. Retrieved from <https://www.mdpi.com/books/pdfview/book/1561>
- Hair, Joseph F., et al. (2017) *Research Methods for Business*. John Wiley & Sons Ltd..
- Hermawan, I. (2019). *Metodologi Penelitian Pendidikan (Kualitatif, Kuantitatif dan Mixed Method)*. Retrieved from https://books.google.co.id/books?hl=en&lr=&id=Vja4DwAAQBAJ&oi=fnd&pg=PP10&dq=dasar+metodologi+penelitian+kuantitatif,+kualitatif+dan+statistika&ots=XvDim4W1rn&sig=F7-Oxj65tBsroP99yv5wGZsL4&redir_esc=y#v=onepage&q&f=false
- Junaidi, J. (2018). *Pengaruh Komunikasi dan Lingkungan Kerja Terhadap Kinerja Karyawan PT PLN (Persero) Cabang Banjarmasin*. *At-Tadbir: jurnal ilmiah manajemen*, 2(1).
- Kabir, S. M. S. (2016). *Basic Guidelines for Research*. Chittagong: Book Zone Publication.
- Khadka, K., & Maharjan, S. (2017). *Customer satisfaction and customer loyalty: Case trivsel städtjänster (trivsel siivouspalvelut)*.
- McCombes, S. (2020). *How to Create a Research Design*. Retrieved from Scribbr: <https://www.scribbr.com/research-process/research-design/>

- Moeheriono. (2016). *Pengukuran Kinerja Berbasis Kompetensi*. Bogor:Penerbit. Ghalia Indonesia.
- Nuridin. (2018). *Effect of Service Quality and Quality of Products to Customer Loyalty with Customer Satisfaction As Intervening Variable in Pt. Nano Coating Indonesia*. International Journal of Business and Applied Social Science (IJBASS) VOL: 4, ISSUE: 1, January 2018 , Available at SSRN: <https://ssrn.com/abstract=3110499>
- Ngo, V. M., & Nguyen, H. H. (2016). *The relationship between service quality, customer satisfaction and customer loyalty: An investigation in Vietnamese retail banking sector*. Journal of Competitiveness.
- Rabbanee, F. K., Burford, O., & Ramaseshan, B. (2015). *Does employee performance affect customer loyalty in pharmacy services?* Journal of Service Theory and Practice, 25(6), 725-743
- Ramaseshan B., Rabbanee, F. K., & Burford, O. (2018). *Combined effects of franchise management strategies and employee service performance on customer loyalty: a multilevel perspective*, Journal of Strategic Marketing, 26:6, 479-497, DOI: [10.1080/0965254X.2017.1293137](https://doi.org/10.1080/0965254X.2017.1293137)
- Reese, C. D. (2018). *Handbook of Safety and Health for the Service Industry - 4 Volume Set*.
https://books.google.co.id/books?id=F2G1DwAAQBAJ&pg=RA3-PA55&dq=types+of+restaurant+services&hl=en&sa=X&ved=0ahUKEwix1Nb67vbnAhXPYysKHZ_dDYoQ6AEIMTAB#v=onepage&q=types%20of%20restaurant%20services&f=false

- Rukajat, A. (2018). *Pendekatan Penelitian Kuantitatif: Quantitative Research Approach*, --Ed. 1, Cet. 1--Yogyakarta: Deepublish.
- Sampson, E. (2018). *Hospitality Management: An Introduction*. Scientific e-Resources.
<https://books.google.co.id/books?id=RPEDwAAQBAJ&printsec=frontcover&q=hospitality+management&hl=en&sa=X&ved=2ahUKEwj9r72EanqAhVJU3OKHVezAaEQ6AEwAXoECAYQA#v=onepage&q=hospitality%20management&f=false>
- Sarwono, J., & Salim, H. N. (2017). *Prosedur-Prosedur Populer Statistik untuk Analisis Data Riset Final paper*. Yogyakarta: GAVA MEDIA.
- Sugiyono, S. (2019). *Metode penelitian kuantitatif dan kualitatif dan R&D*.
- Taherdoost, H. (2016). Validity and Reliability of the Research Instrument; How to Test the Validation of a Questionnaire/Survey in a Research. Available at SSRN: <https://ssrn.com/abstract=3205040> or <http://dx.doi.org/10.2139/ssrn.3205040>
- Taherdoost, H. (2018). Sampling Methods in Research Methodology; How to Choose a Sampling Technique for Research. *SSRN Electronic Journal, January 2016*.
<https://doi.org/10.2139/ssrn.3205035>
- Tersiana, A. (2018). *Metode Penelitian*. Yogyakarta. *Start Up*.
- Wongleedee, K. (2020). *Role of Customer Loyalty on Employee Performance and Productivity in Pharmacy Business in Thailand*. *Systematic Reviews in Pharmacy*, 11, 631-641.