

## Daftar Pustaka

- Abdillah, & Jogiyanto. (2015). *The Mediation Effect of Customer Satisfaction on the Relationship Between Service Quality and Customer Loyalty*.
- Adinugraha, & Michael. (2014:645).The effect of service quality and price accuracy on consumer confidence and implications for sales increase.
- Anderson & Srinivasan, 2003, & Pee et al., 2018. (n.d.). The Relationships Among E-Service Quality, Value, Satisfaction and Loyalty in Online Shopping.
- Anderson. (1993). customer Satisfaction effects on customer retention.
- Awaliyah. (2017). Analisis Karakteristik konsumen produk olahan mangga ditinjau dari aspek demografis, geografis, psikografis, serta perilaku konsumen sebelum dan saat pandemi covid 19.
- Bruhn, M. (2003). *Relationship Marketing: Management of Customer Relationships*. Harlow: Prentice Hall.
- Chang, e. a. (2014). Traceability in a food supply chain: Safety and quality perspectives.
- Chase, Jacobs, & Aquilano. (2006). Pengaruh E-service quality terhadap keputusan pembelian melalui e-trust sebagai variabel mediasi.
- Christhie (2021), Pengaruh E-Service Quality dan Food Quality Terhadap E-Customer Loyalty Melalui E-Customer Satisfaction Pada Toko Online Makanan Nanda's Kitchen Di Instagram.
- Chasee. (2013). Customer Perceived Service Quality, Satisfaction and Customer Loyalty: An Empirical Test of Mediation in Private Hospitals.
- Danesh, S. N., Nasab, S. A., & Ling, K. C. (2012). The Study of Customer Satisfaction, Customer Trust, and Switching Barriers on Customer Retention in Malaysia Hypermarkets. *International Journal of Business and Management* 7, 141-150.
- Daryanto, & Setyobudi. (2019). persepsi konsumen dan kepuasan konsumen terhadap loyalitas konsumen.
- Djaali, & Muljono, P. (2008). *Pengukuran Dalam Bidang Pendidikan*. Jakarta: PT Grasindo.

- Djati, S. P., & Ferrnadewi, E. (2004). Pentingnya Karyawan dalam Pembentukan Kepercayaan Konsumen Terhadap Perusahaan Jasa. *Jurnal Management dan Kewirausahaan* 6 No. 2, 117-118.
- Garbarino, E., & Johnson, M. S. (1999). The Different Roles of Satisfaction, Trust, and Commitment in Customer Relationships. *Journal of Marketing* 63 No. 2, 70-87.
- Ghazali. (2021). PENGARUH KUALITAS PELAYANAN DAN CITRA INSTITUSI SERTA HARGA TERHADAP KEPUASAN PELANGGAN (STUDI PADA MAHASISWA S1 UNIVERSITAS WIDYAGAMA MALANG). In *Conference on Economic and Business Innovation* (Vol. 1, No. 1, pp. 1195-1208).
- Gounaris, S., & Venetis, K. (2002). Trust in Industrial Service Relationship: Behavioral and Moderating Effect of Duration of the Relationship. *Journal of Service Marketing* 16 No. 7, 636.
- Ha, & Jang. (2010). *Effects of service quality and food quality: The moderating role of atmospherics in an ethnic restaurant segment.*
- Hair, J. F., Money, A. H., Page, M., & Samouel, P. (2007). *Research Methods for Business*. Chichester: John Wiley and Sons, Ltd.
- Hart, C. W., & Michael, J. D. (1999). Growing and Trust Relationship. *Marketing Management* 8, 10.
- Henseler dkk. (2018). *Analisis data menggunakan aplikasi SmartPLS v.3.2.7.*
- Hidayat, A. (2020, April 10). *Penjelasan Berbagai Jenis Uji Validitas dan Cara Hitung.* Retrieved from Statistikian: <https://www.statistikian.com/2012/08/uji-validitas.html>
- Hariyanto (2021), Analisa Pengaruh Service Quality, Food Quality dan Perceived Value Terhadap Customer Loyalty Konsumen Restaurant Boncafe Manyar Kertoarjo Surabaya dengan Customer Satisfaction Sebagai Variabel Intervening
- Indriantoro, N., & Supono, B. (2002). *Metodologi Penelitian Bisnis Untuk Akuntansi dan Manajemen*. Yogyakarta: BPFE.
- Irwansyah (2018), Pengaruh E-Service Quality Terhadap Customer Loyalty Melalui Customer Satisfaction Pada Toko On Line Buka Lapak.
- Johnson, H. a. (1999). Customer Trust effects on Customer Retention.
- Jeon & Jeong (2017), The effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the mediation Variable.

- Kartajaya, H. (2007). *Boosting Loyalty Marketing Performance*. Jakarta: Mizan Pustaka dan Markplus, Inc.
- Knight, & Kotschhevar. (2000). Marine Corps Dining Concepts in the 1990's. . In *Marine Corps Dining Concepts in the 1990's. Volume 3. The Systems Analysis*.
- Kotler. (2016 ;3). Customer satisfaction. *and Keller* .
- Kotler, & Armstrong. (2014). *Principles of marketing*.
- kotler, & keller. (2016 ; 3). Customer satisfaction.
- Kotler, P. (2002). *Manajemen Pemasaran: Analisis Perencanaan, Implementasi dan Kontrol*. Jakarta: Prenhalindo.
- Kotler, P. (2003). *Marketing Insight from A to Z: 80 Concepts Every Manager Needs to Know*. Newport: Aegis.
- Kotler, P. (2011). A framework for marketing management. *Marketing Management: An Asian Perspective*, (p. 352).
- Kotler, P., & Keller, K. L. (2012). *Marketing Management*. Pretince Hall.
- Kotler & Armstrong 2012, the influence of Food quality, Service quality, and Price, on customer satisfaction.
- Liu et al. (2017). *Hyperspectral imaging technique for evaluating food quality and safety during various processes: A review of recent applications*.
- Liu et al., 2017, Ryu & Han, 2009, & Suhartanto et al., 2018. (n.d.). Customer Satisfaction toward Online Purchasing Services: Evidence from Small & Medium Restaurants.
- Lupiyoadi, R., & Hamdani. (1994). The Commitment-trust Theory of Relationship Marketing. *Journal of Marketing* 58, 24.
- Manzilati. (2017). Research paradigm.
- McDougall, & Lavesque. (2000). Customer satisfaction with services: putting perceived value into the equation.
- Morgan. (1994). Partonage and Loyalty Strategies: Understanding The Behavioral and Attitudinal Outcomes of Customer Retention Programs.
- Namkung, & Jang. (2007). Does Food Quality Really Matter in Restaurants? Its Impact On Customer Satisfaction and Behavioral Intentions.

- Namkung, & Jang. (2007). *Does Food Quality Really Matter in Restaurants? Its Impact On Customer Satisfaction and Behavioral Intentions.*
- Namkung, Jang, &., Ryu, & Han. (2007, 2009). Dining atmospherics and food and service quality as predictors of customer satisfaction at sit down restaurants.
- Nasution, M. (2005). *Manajemen Mutu Terpadu: Total Quality Management*. Jakarta: Ghalia Indonesia.
- Olivia. (2000). Analisa Faktor-Faktor yang Mempengaruhi Perceived Value dan Implikasinya terhadap Subscribe Intention Telaah pada Layanan Video on Demand (VOD).
- Peri. (2006). The universe of food quality. *Food quality and preference*.
- Potter, & Hotchkiss. (2012). *Food science*.
- Priansa. (2017:30). *KOMUNIKASI PEMASARAN TERPADU PADA ERA MEDIA SOSIAL* Donni Juni Priansa PUSTAKA SETIA.
- Puspaningsih, N. T., & Riyasa, P. (2007). Analisis Faktor-Faktor yang Mempengaruhi Kepuasan Pelanggan Terhadap Pelayanan PDAM Kota Denpasar. *Buletin Studi Ekonomi* 12 No. 1.
- Rahmadhani, F. (2020, April 10). *Febrianita Rahmadhani*. Retrieved from Statistik Deskriptif: [http://cengooh.blogspot.com/2014/01/statistik-deskriptif\\_5713.html](http://cengooh.blogspot.com/2014/01/statistik-deskriptif_5713.html)
- Ranaweera, C., & Prabhu, J. C. (2003). The Influence of Satisfaction, Trust, and Switching Barriers on Customer Retention in a Continuous Purchasing Setting. *International Journal of Service Industry Management* 14 No. 4, 374-395.
- Ryu dan Han (2011), Pengaruh Food Quality dan Atmosphere terhadap Customer Loyalty dengan Customer Satisfaction Sebagai Variabel Intervening Pada Cafe Intro Di Surabaya.
- Sedjati. (2018). Marketing development, marketing communication, direct marketing, public relation.
- Sekaran, U. (2006). *Research Methods for Business*. New Delhi: Wiley India Pvt, Ltd.
- Sekaran, U., & Bougie, R. (2014). *Research Methods for Business: A Skill-building Approach*. England: John Wiley and Sons, Ltd.
- Sekaran, U., & Bougie, R. (2015). *Research Methods for Business: A Skill-building Approach*. England: John Wiley and Sons, Ltd.
- Simamora, B. (2004). *Panduan Riset Perilaku Konsumen*. Jakarta: Gramedia Pustaka.

- Stanton, W. J. (1993). *Fundamentals of marketing*. Jakarta: erlangga.
- Steward, M. (1996). *Keep The Right Customers*. England: Mc Graw-Hill International.
- Sugiyono. (2008). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2016 ; p 142, April 10). *Kuesioner*. Retrieved from Statistikian:  
<https://www.statistikian.com/2012/08/uji-validitas.html>
- Sugiyono. (2016). Hypotesis testing. 160.
- Suhartanto et al. (2019). *Loyalty toward online food delivery service: the*.
- Suhartanto et al. (2019). *Loyalty toward online food delivery service: the role of e-service quality and food quality*.
- Suhartanto, e. a. (2019). Loyalty toward online food delivery service: the.
- Suhartanto, et al, Yeo, et al, & Zulkarnain, et al. (2019, 2017 & 2015). Loyalty toward online food delivery service: the role of e-service quality and food quality. *Journal of Foodservice Business Research*.
- Suharto. (2020, April 12). *UJI VALIDITAS, RELIABILITAS, INSTRUMEN, PENELITIAN, OPINI VALIDITAS DAN PENGERTIAN*. Retrieved from Suharto:  
<http://suhartoumm.blogspot.com/2009/10/uji-validitas-dalam-beberapa-pengertian.html>
- Sulek, & Hansley. (2004). There relative importance of food, atmosphere, and fairness of wait,: the case of a full-service restaurant.
- Sunarto. (2006). *Pengantar Manajemen Pemasaran*. Yogyakarta: Ust Press.
- Suryaningtyas, e. a. (2013). ANALISIS KEPUASAN KONSUMEN PT HAWAII HOLIDAY HOTEL PEKANBARU.
- Tjiptono, F. (1996). *Manajemen Jasa*. Yogyakarta: Andi. (Integrasi Serqual dan QFD untuk Meningkatkan Kualitas Layanan Angkutan Massa Trans Jogja
- Tunggal. (2008). Food quality towards customer satisfaction
- Tjiptono (2014), The effect of consumer confusion proneness on word of mouth, trust, and customer satisfaction.
- Winarjo, & Japariantto. (2017:1). Food quality importance.
- Winaya. (2020, April 14). *Statistik Inferensial*. Retrieved from Gudang Ilmu Pendidikan:  
<http://ikadekwinaya.blogspot.com/2014/01/statistik-inferensial.html>

Winkonadi. (2020, April 14). *Statistika Deskriptif*. Retrieved from Pojok Win Manan: <https://winkonadi.wordpress.com/statistik-deskriptif/>

Wirtz, & Lovelock. (2016). *Staging a Service Revolution in a resort chain*

Wiyono. (2013). Adopsi Produk Hijau: Pengaruh Kualitas Produk dan Price value Terhadap Intention to Stay.

Zeithaml, Parasuraman, & Malhotra. (2005). E-S-QUAL: A multiple-item scale for assessing electronic service quality

