

REFERENCES

- al Ababneh, M. M. (2017). Service Quality in the Hospitality Industry. *Journal of Tourism & Hospitality*, 06(01). <https://doi.org/10.4172/2167-0269.1000e133>
- Alamri, E. S. (2019). THE EFFECT OF FOOD PORTION SIZE ON THE WEIGHT STATUS OF SAUDI FEMALES OVER 18 YEARS OLD. *Indo American Journal of Pharmaceutical Sciences* , 6(8). <http://www.iajps.com>
- Albesta, M. (2018). Pengaruh Kualitas Makanan Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Cafe Warunk Upnormal Kota Malang. *Sarjana Thesis*.
- Alita, D., Dwi Putra, A., Darwis, D., Linier Berganda, R., & Struktural, J. (2021). Analysis of Classic assumption test and multiple linear regression coefficient test for employee structural office recommendation. *IJCCS (Indonesian Journal of Computing and Cybernetics Systems)*, 15(3), 295–306. <https://doi.org/10.22146/ijccs.65586>
- Anggraini, A., Natalia Tanuwijaya, C., Oktavia, T., Prabowo, H., & Harso Supangkat, S. (2018). Analyzing MOOC Features for Enhancing Students Learning Satisfaction. *Journal of Telecommunication, Electronic and Computer Engineering (JTEC)*, 10(1–4), 67–71. <https://jtec.utem.edu.my/jtec/article/view/3578>
- Anupama, K. D. (2018). Hypothesis Types and Research. *International Journal of Nursing Science Practice and Research*, 4(2). <https://doi.org/10.37628/ijnspr.v4i2.812>
- Apuke, O. D. (2017). Quantitative Research Methods : A Synopsis Approach. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), 40–47. <https://doi.org/10.12816/0040336>
- Arachchige, J. J. G., Singh, D., & Weerasooriya, W. A. (2021). Examining the relationship between competitive capability and perceived service quality in university libraries. *Journal of the University Librarians Association of Sri Lanka*, 24(1), 1. <https://doi.org/10.4038/jula.v24i1.8042>
- Augustinus, D. C., & Iona, D. (2020). INFLUENCE OF FOOD QUALITY OF CAFE IN MEDAN TOWARDS THE CUSTOMER SATISFACTION. In *Journal of Accounting & Management Innovation* (Vol. 4, Issue 1).
- Auliya, A., & Aprilia, D. N. (2017). PENGARUH HYGIENE PENGOLAHAN MAKANAN TERHADAP KUALITAS MAKANAN DI HOTEL ASTON

RASUNA JAKARTA Dinda Nira Aprilia. *Jurnal Hospitality Dan Pariwisata*, 2(2).

Brian, R. (2020). Kajian Literatur Pengaruh Kualitas Makanan Suasana dan Harga Terhadap Kepuasan Pelanggan dan Loyalitas Pada Restoran All You Can Eat. *Jurnal Hospitality Dan Pariwisata*, 1(2).
<https://journal.ubm.ac.id/index.php/hospitality-pariwisata/article/download/2460/1898>

Cao, W. (2021). Journal of Contemporary Educational Research Discussion about the Mean, Median, Mode and their Validity, and the Representative Number. *Journal of Contemporary Educational Research*, 5(3).

Danish, R. Q., Humayon, A. A., Iqbal, H. J., Raza, S., & Shahid, J. (2018). The Impact of Service Quality and Service Value on Customer Satisfaction through Customer bonding: Evidence from telecommunication Sector. *European Online Journal of Natural and Social Sciences*. www.european-science.com

Darmini, N. made. (2020). *Pengaruh Kepemimpinan Terhadap Semangat Kerja Karyawan Pada Hotel Maya Ubud Gianyar*.
<http://repo.unr.ac.id/id/eprint/371>

Garfinkel, J. (2020, January 17). *What is the Ideal Google Star Rating? (Hint: It's Surprisingly Low)* | *Widewail*. Widewail.
<https://www.widewail.com/blog/what-is-the-ideal-google-review-rating>

Habib, M., & Habib, M. S. (2021). *Analyze Quantitative and Qualitative Research Qualitative and Quantitative Research Approaches*.
https://www.academia.edu/download/73458996/R1811D6696523_Mohammad_Samir_Habib_Analyze_Quantitative_and_Qualitative_Research.pdf

Hadi, N. A., Muwazir, R., Nur, &, & Kamarudin, S. (2020). *CUSTOMER SATISFACTION AND SERVICE QUALITY: CONCEPTUAL AND APPLICATION IN BANKING INDUSTRY*.
<https://oarep.usim.edu.my/jspui/handle/123456789/6908>

Haryanto, B., Purwanto, D., Dewi, A. S., & Cahyono, E. (2019). How does the type of product moderate consumers' buying intentions towards traditional foods? (Study of consumer behavior in Indonesia). *Journal of Asia Business Studies*, 13(4), 525–542. <https://doi.org/10.1108/JABS-10-2018-0299>

Hughes, J. (2021, May 6). *Food Quality VS Service: What's More Important for Restaurants - OpenCashAdvance*. OpenCashAdvance.
<https://opencashadvance.com/blog/food-quality-vs-service>

- Ilhamalimy, R. R., & Mahaputra, M. R. (2020). *PENGARUH KUALITAS PELAYANAN DAN KUALITAS PRODUK TERHADAP KEPUTUSAN PEMBELIAN DAN KEPUASAN PELANGGAN (LITERATURE REVIEW MANAJEMEN PEMASARAN. 1(1)*. <https://doi.org/10.38035/jihhp.v1i1>
- Joudeh, J. M. M., & Dandis, A. O. (2018). Service Quality, Customer Satisfaction and Loyalty in an Internet Service Providers. *International Journal of Business and Management, 13(8)*, 108. <https://doi.org/10.5539/ijbm.v13n8p108>
- Juliana, Noval, T., & Susanto, R. (2019). ANALYSIS OF THE IMPACT OF SERVICE QUALITY, FOOD QUALITY, AND PERCEIVED VALUE AS PREDICTOR OF CUSTOMER SATISFACTION AT AMPERA RESTAURANT BANDUNG. *Jurnal Ilmiah Maksitel, 4(2)*.
- Kamandi, F. G., Kinyua, G., & Muchemi, A. (2021). Strategic Alignment as an Antecedent of Customer Satisfaction: A Review of Literature. *International Journal of Managerial Studies and Research (IJMSR, 9, 38–57*. <https://doi.org/10.20431/2349-0349.0912005>
- Kartini, P. A., Putra, A., Tridayanti, H., & Damayanti, E. (2021). The Influence of Leadership Style and Motivation on Employee Performance. *Jurnal Ekonomi, 21(2)*, 113–118. <https://ejournal.worldconference.id/index.php/eko>
- Kerin, R. A., & Hartley, S. W. (2017). *Marketing (Thirteenth)*. McGraw-Hill Education.
- Khan, N. (2020). *CRITICAL REVIEW OF SAMPLING TECHNIQUES IN THE RESEARCH PROCESS IN THE WORLD*. <https://doi.org/10.2139/ssrn.3572336>
- Kotler, P., & Keller, K. L. (2018). *Manajemen Pemasaran* (12th ed., Vol. 1). PT Indeks.
- Kumar, S., & Bhatnagar, D. (2017). EFFECT OF FOOD AND SERVICE QUALITY ON CUSTOMER SATISFACTION A STUDY OF 3 STAR HOTELS IN PUNJAB REGION. *International Journal of Sales & Marketing Management Research and Development*. www.tjprc.org
- Landman, P. (2020, April 8). *Hospitality Industry | What is the Hospitality Industry*. Xotels. <https://www.xotels.com/en/glossary/hospitality-industry>
- Lang, G. (2020, March 21). *restaurant | Description, History, Types, & Purpose | Britannica*. Britannica. <https://www.britannica.com/topic/restaurant>
- Lock, S. (2020, December 20). *Global tourism industry - statistics & facts | Statista*. Statista. <https://www.statista.com/topics/962/global-tourism/>

- Loungath, P. I., & Sutanapong, C. (2018). Validity and Reliability of Survey Scales. *International Journal of Research & Methodology in Social Science*, 4(3), 99–144. <https://doi.org/10.5281/zenodo.2545006>
- Lussianda, E. O., & Munawir, M. (2021). Promotion Strategy On Decisions On Using J&T Express Services, Pekanbaru. *International Journal of Management Science and Information Technology*, 1(1), 17. <https://doi.org/10.35870/ijmsit.v1i1.229>
- Margarida, M., de Lucena, C., Couto, V., Luís, L., & Pereira, F. (2020). *The Food & Beverage Industry in a Pandemic Context*.
- Maruanaya, R. F., & Köhler, T. (2021). ASSESSING THE VALIDITY AND RELIABILITY OF A QUESTIONNAIRE ON COOPERATION BETWEEN LEARNING PLACES (VOCATIONAL HIGH SCHOOL AND INDUSTRY). *Edu Sciences J*, 2(1), 17–28. <https://ojs3.unpatti.ac.id/index.php/eduscience/article/download/3285/2642>
- Mishra, P., Pandey, C. M., Singh, U., Gupta, A., Sahu, C., & Keshri, A. (2019). Descriptive statistics and normality tests for statistical data. *Annals of Cardiac Anaesthesia*, 22(1), 67–72. https://doi.org/10.4103/aca.ACA_157_18
- Petrescu, D. C., Vermeir, I., & Petrescu-Mag, R. M. (2020). Consumer understanding of food quality, healthiness, and environmental impact: A cross-national perspective. *International Journal of Environmental Research and Public Health*, 17(1). <https://doi.org/10.3390/ijerph17010169>
- Purtle, J., Nelson, K. L., Counts, N. Z., & Yudell, M. (2020). Population-Based Approaches to Mental Health: History, Strategies, and Evidence. *Annu. Rev. Public Health*, 41, 201–221. <https://doi.org/10.1146/annurev-publhealth>
- Rahayu, I. (2019). *Pengaruh Self Esteem dan Religiusitas Terhadap Resilensi Single Parent*. <http://repository.uinjkt.ac.id/dspace/handle/123456789/48084>
- Rajput, A., & Gahfoor, R. Z. (2020). Satisfaction and revisit intentions at fast food restaurants. *Future Business Journal*, 6(1). <https://doi.org/10.1186/s43093-020-00021-0>
- Ramya, N., Kowsalya, A., & Dharaniya, K. (2019). SERVICE QUALITY AND ITS DIMENSIONS. *EPRA International Journal of Research and Development (IJRD)*, 4(2), 39–41. <https://www.researchgate.net/publication/333058377>
- Revfine. (2020, November 24). *Hospitality Industry: The No. 1 Hospitality Information Guide!* <https://www.revfine.com/hospitality-industry/>

- Reynolds, D. R., Rahman, I., & Barrows, C. W. (2021). *Introduction to Hospitality Management* (First).
- Rio Sasongko, S. (2021). *FAKTOR-FAKTOR KEPUASAN PELANGGAN DAN LOYALITAS PELANGGAN (LITERATURE REVIEW MANAJEMEN PEMASARAN)*. 3(1). <https://doi.org/10.31933/jimt.v3i1>
- Rumere, F. A. O., Soemartojo, S. M., & Widyaningsih, Y. (2021). Restricted Ridge Regression estimator as a parameter estimation in multiple linear regression model for multicollinearity case. *Journal of Physics: Conference Series*, 1725(1). <https://doi.org/10.1088/1742-6596/1725/1/012021>
- Sharma, M., Trivedi, A. S., & Madhan, N. (2019). Literature Review: Risks Mitigation in Construction Projects. *International Journal for Research in Applied Science and Engineering Technology*, 7(11), 632–638. <https://doi.org/10.22214/ijraset.2019.11101>
- Suciptawati, N. L. P., Paramita, N. L. P. S. P., & Aristayasa, I. P. (2019). Customer satisfaction analysis based on service quality: Case of local credit provider in Bali. *Journal of Physics: Conference Series*, 1321(2). <https://doi.org/10.1088/1742-6596/1321/2/022055>
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, R & D*. CV Alfabeta.
- Sugiyono. (2018). *Metode Penelitian Kuantitatif*. CV Alfabeta.
- Suhartanto, A. Y. (2018). *Seminar Nasional dan The 5th Call for Syariah Paper Universitas Muhammadiyah Surakarta CITRA RESTORAN, DAN WORD OF MOUTH (Studi Kasus Pada Hotel Manoharacenter Of Borobudur Study)*. <https://publikasiilmiah.ums.ac.id/bitstream/handle/11617/10439/2.%20A.Y.%20SUHARTANTO.pdf?isAllowed=y&sequence=1>
- TOPHOTELNEWS Editor. (2019, March 25). *Hospitality sector jobs grows to 1,139,000 from 2009 to 2018: report - TOPHOTELNEWS*. TOPHOTELNEWS. <https://tophotel.news/hospitality-trends-in-numbers-everything-from-revpar-growth-to-gross-bookings/>
- Vicky, V. (2019). PENGARUH FOOD QUALITY, BRAND IMAGE, STORE ATMOSPHERE TERHADAP PURCHASE DECISION PADA CAFE CALIBRE. *AGORA*, 7(2).
- Walker, J. R. (2017). *Restaurant Concepts, Management, and Operations* (Eight). Wiley.
- Widyaningrum, I. D. (2020). Pengaruh Kualitas Pelayanan Dan Loyalitas Pelanggan Hotel Luminor Mangga Besar Jakarta Barat. *Jurnal STEI Ekonomi*, XX(Xx), 1–22. [http://repository.stei.ac.id/3163/1/Jurnal Indo Ika Devi W.pdf](http://repository.stei.ac.id/3163/1/Jurnal%20Indo%20Ika%20Devi%20W.pdf)

- Wijaya, W. (2017). Analisa Pengaruh Kualitas Makanan Terhadap Kepuasan Konsumen di Yoshinoya Galaxy Mall Surabaya. *Jurnal Hospitality Dan Manajemen Jasa*, 5(2). <https://publication.petra.ac.id/index.php/manajemen-perhotelan/article/download/6198/5698>
- Yasinta, R. B., Utomo, C., & Rahmawati, Y. (2020). A Literature Review of Methods in Research on Green Building Cost Analysis. *IOP Conference Series: Materials Science and Engineering*, 930(1). <https://doi.org/10.1088/1757-899X/930/1/012014>
- Yusuf, D. M., & Daris, D. L. (2019). *Analisis Data Penelitian : Teori & Aplikasi dalam Bidang Perikanan* (First). PT Penerbit IPB Press.

