

DAFTAR PUSTAKA

- Abdullah, D., Hamir, N., Nor, N.M., Krishnaswamy, J., & Rostum, A.M.M. (2018). Food quality, service quality, price fairness and restaurant re-patronage intention: The mediating role of customer satisfaction. *International Journal of Academic Research in Business and Social Sciences*, 8(17), 211–226.
- Adriyanti, Anisa Wahyu. 2018. *Gambaran Kesesuaian Siklus Menu, Besar Porsi, Tingkat Kecukupan Energi dan Protein Remaja di Panti Asuhan Baitul Falah Semarang*. Repository: Diploma thesis, Universitas Muhammadiyah Semarang
- Ahmad Saifalddin Abu-Alhaija, Raja Nerina Raja Yusof, Haslinda Hashim and Nor Siah Jaharuddin (2018). *Determinants of Customer Loyalty: A Review and Future Directions*.
- Al-Msallam, S. (2015). Customer satisfaction and brand loyalty in the hotel industry. *International Journal of Management Sciences and Business Research*, 4, 1–13.
- Ali, M., Puah, C.-H., Ayob, N. and Raza, S.A. (2020), "Factors influencing tourist's satisfaction, loyalty and word of mouth in selection of local foods in Pakistan", *British Food Journal*, Vol. 122 No. 6, pp. 2021-2043.
- Alma (2016:103) Location <http://repository.stei.ac.id/1545/3/BAB%20II.pdf>
- Ananda Sabil Hussein (2018). *Effects of Brand Experience on Brand Loyalty in Indonesian Casual Dining Restaurant: Roles of Customer Satisfaction and Brand of Origin*.
- Andreas Sukarsa, Devi Phina, Dyah Ratna Anggraini, Jimmy Jaya Nugraha, Kevin Andrianto Rivansky, Eka Ardianto (2022), Universitas Prasetiya Mulya, Cilandak Campus, Jl. RA. Kartini (TB Simatupang), Cilandak Barat, Jakarta Selatan.
- Arikunto, Suharsimi. (2002). *Prosedur Penelitian, Suatu Pendekatan Praktik*. Jakarta: PT Rineka Cipta.
- Bader M. A. Almohaimmeed (2017), Department of Business Administration, College of Business and Economics, Qassim University, Buraydah, Saudi Arabia
- Buttle, F.A., & Maklan, S.. (2019). *Customer relationship management: concepts and technologies*. Routledge.
- Chien-Hsiung, L. (2011). A Study on The Relations Between Brand Image and Customer Satisfaction in Catering Businesses. *African Journal of Business Management Vol.5 (18)*, pp. 7732-7739

- Dhisasmito, P.P. and Kumar, S. (2020), "Understanding customer loyalty in the coffee shop industry (A survey in Jakarta, Indonesia)", *British Food Journal*, Vol. 122 No. 7, pp. 2253-2271.
- Departemen Kesehatan RI, 2004, Keputusan Menteri Kesehatan Republik Indonesia Nomor 1197/Menkes/SK/X/2004, tentang Standar Pelayanan Farmasi di Rumah Sakit, Jakarta.
- El Haddad, R., Hallak, R., & Assaker, G. (2015). Price fairness perceptions and hotel customers' behavioral intentions. *Journal of Vacation Marketing*, 21(3), 262–276.
- Fandy Tjiptono (2014:118) Service quality <https://docplayer.info/122629125-Bab-ii-kajian-pustaka-kerangka-pemikiran-dan-hipotesis.html>
- Ferdinand, A. 2002. Structural Equation Modeling dalam Penelitian Manajemen Edisi ketiga, Fakultas Ekonomi UNDIP, Semarang.
- Ferdinand, A. 2006. Metode Penelitian Manajemen: Pedoman Penelitian untuk skripsi, Tesis dan Disertai Ilmu Manajemen. Semarang: Universitas Diponegoro.
- Gagić, S., Tešanović, D., Jovičić, A. The vital components of restaurant quality that affect guest satisfaction. *Turizam*, 17(4), 166–176.
- Griffin, R.W. (2004). *Manajemen*. Jakarta: Erlangga.
- Gumussoy, C.A., & Koseoglu, B. (2016). The effects of service quality, perceived value and price fairness on hotel customers' satisfaction and loyalty. *Journal of Economics, Business and Management*, 4(9), 523–527.
- Hamad Saleem & Naintara Sarfraz Raja (2014). The Impact of Service Quality on Customer Satisfaction, Customer Loyalty, and Brand Image: Evidence from Hotel Industry of Pakistan.
- Hanaysha, J. (2016). Testing the effects of food quality, price fairness, and physical environment on customer satisfaction in fast food restaurant industry. *Journal of Asian Business Strategy*, 6(2), 31–40.
- Haverila, M.J. and Haverila, K.C. (2018), "Examination of customer-centric measures among different types of customers in the context of major Canadian ski resort", *Asia Pacific Journal of Marketing and Logistics*, Vol. 30 No. 2, pp. 438-459. <https://doi.org/10.1108/APJML-05-2017-0096>.
- Herawaty, T., Tresna, P.W, dan Wisudastuti, F.E. (2016). Pengaruh price fairness pada dan service fairness terhadap customer satisfaction pada Go-Jek. *Jurnal AdBispreneur*, Vol. 1, No. 3.
- Heung, V. & Gu, T. (2012). Influence of restaurant atmospherics on patron satisfaction and behavioral intentions. *International Journal of Hospitality Management*, 31, 1167–1177.

- Ivkov, M., Blešić, I., Simat, K., Demirović, D., & Božić, S. (2018). Innovations in the restaurant industry—An exploratory study. *Economics of Agriculture*, 63(4), 1169–1186.
- Jang, S.S., & Namkung, Y. (2009). Perceived quality, emotions, and behavioral intentions: Application of an extended Mehrabian-Russell model to restaurants. *Journal of Business Research*, 62, 451–460.
- Javed, S., Rashidin, M.S., Zhu, M., Xu, Z., Jian, W., & Zuo, S. (2021). Combined effects of drivers and impact of customer satisfaction on brand loyalty: The contingent effect of social trust. *SAGE Open*.
- Jin, N.P., Line, N.D., & Merkebu, J. (2016). The effects of image and price fairness: A consideration of delight and loyalty in the waterpark industry. *International Journal of Contemporary Hospitality Management*, 28(9), 1895–1914.
- Kamran-Disfani, O., Mantrala, M.K., Izquierdo-Yusta, A. and Martínez-Ruiz, M.P. (2017), “The impact of retail store format on the satisfaction-loyalty link: an empirical investigation”, *Journal of Business Research*, Vol. 77, pp. 14-22.
- Keyt, J.C., Yavas, U., & Riecken, G. (1994) Importance-performance analysis. *International Journal of Retail & Distribution Management*, 22, 35–40.
- Khadka, K., & Maharjan, S. (2017). Customer Satisfaction and Customer Loyalty. *Centria Univeristy of Applied Sciences*.
- Kim, S. H., Kim, M. & Holland, S. (2016). How customer personality traits influence brand loyalty in the coffee shop industry: The moderating role of business types. *International Journal of Hospitality & Tourism Administration*, 1–25.
- Kotler dan Keller (2016:442) Service quality <https://docplayer.info/122629125-Bab-ii-kajian-pustaka-kerangka-pemikiran-dan-hipotesis.html>
- Kotler, Philip, dan Keller, Kevin Lane. (2017). *Marketing Management*. 15th Edition, New Jersey: Pearson Education, Inc.
- Kotler, P., & Armstrong, G. (2018), *Principle of Marketing*, 17e Global Edition. New York: Pearson Education Limited.
- Kotler, P., & Keller, K.L. (2018). *Marketing Management*, 15th Edition, Pearson Education, Inc
- Lim, Weng, Marc. 2022, Marketing luxury services beyond affluence in the new normal: Insights from fine dining during the coronavirus pandemic. *Journal of Retailing and Consumer Services* 66 (2022) 102936
- Lin, T. (2009) Thermal perception, adaptation, and attendance in a public square in hot and humid regions. *Building and environment*, 44, 2017–2026.

- Levy, M., & Weitz, B.A. (2010). *Manajemen Pemasaran*. Penerbit Erlangga, Jakarta.
- Lovelock dan Patterson (2015: 331) Customer Satisfaction <http://repository.unpas.ac.id/37015/5/BAB%20II.pdf>
- Margono, S. (2010) *Metode Penelitian Pendidikan*. Jakarta: Rineka Cipta
- Mohajerani, P., dan Miremadi, A. 2012. Customer satisfaction modeling in hot el industry: A case study of Kish Island in Iran. *International Journal of Marketing Studies*, 4(3), 134-152.
- Murali, S., Pugazhendhi, S. and Muralidharan, C. (2016), “Modelling and investigating the relationship of after sales service quality with customer satisfaction, retention and loyalty –a case study of home appliances business”, *Journal of Retailing and Consumer Services*, Vol. 30, pp. 67-83.
- Muskat, B, Hörtnagl, T. Prayag, G., & Wagner, S. (2019). Perceived quality, authenticity, and price in tourists’ dining experiences: Testing competing models of satisfaction and behavioral intentions. *Journal of Vacation Marketing*, 25.
- Mustikawati, (2017). Perilaku Personal Hygiene Pada Pemulung di TPA Kedaung Wetan Tanggerang, *Forum Ilmiah. Jurnal Kesehatan Lingkungan*, 10, 1–27.
- Namkung, Y., & Jang, S. (2008). Are highly satisfied restaurant customers different? A quality perception perspective. *International Journal of Contemporary Hospitality Management*, Vol. 20, No. 2, 142–155.
- Ningsih, R. (2019). Penyuluhan Hygiene Sanitasi Makanan dan Minuman, Serta Kualitas Makanan yg Dijajakan Pedagang di Lingkungan SDN Kota Samarinda, *Jurnal Kesehatan Masyarakat. Jurnal Kesehatan Masyarakat*, 10(1), 64–72.
- Nguyen, C., Nguyen, D., & Do, T. (2019). The determinants of customer satisfaction in fast food industry. *Humanities and Social Science Research*, 2(2).
- Nurul Fitriani Naini, Sugeng Santoso, Tanti Stevany Andriani, Unique Gita Claudia, Nurfadillah (2022). The Effect of Product Quality, Service Quality, Customer Satisfaction on Customer Loyalty.
- Odunlami, Ibojo, Bolanle; Asabi, Oludele Matthew. 2015. Impact of Customer Satisfaction on Customer Loyalty: A Case Study of a Reputable Bank in Oyo, Oyo State, Nigeria. *International Journal of Managerial Studies and Research (IJMSR)*. Volume 3, Issue 2, February 2015, PP 59-69 ISSN 2349-0330 (Print) & ISSN 2349-0349 (Online)
- Parasuraman, A.P., Zeithaml, V.A., & Berry, L.L. (1988). SERVQUAL: A multiple- item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1).

- Quoquab, F., & Mohammad, J. (2016). *Is loyalty dead: Marketing strategies to survive in the saturated telecommunication market*. Singapore: Partridge Publishing.
- Rosenberg, J.L., & Czepiel, A.J. (2017). A marketing approach customer retention. *Journal of Consumer Marketing*.
- Rothenberger, S. (2015). Fairness through transparency: The influence of price transparency on consumer perceptions of price fairness. Working Papers CEB, 1–32. Univ. Libre de Bruxelles, Solvay Brussels School of Economics and Management, Centre Emile Bernheim.
- Ryu, K., & Han, H. (2009). Influence of the quality of food, service, and physical environment on customer satisfaction and behavioral intention in quick-casual restaurants: Moderating role of perceived price. *Journal of Hospitality & Tourism Research*, 34, 310–329.
- Sandjaja dan Atmarita. 2019. *Kamus Gizi Pelengkap Kesehatan Keluarga*. Jakarta: PT Kompas Media Nusantara.
- Schiffman, L.G., & Kanuk, L.L. (2010). *Consumer Behavior*, 10th Edition. New Jersey: Pearson Prentice Hall.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. John Wiley & Sons.
- Serhan, M. & Serhan, C. (2019). The impact of food service attributes on customer satisfaction in a rural university campus environment. *International Journal of Food Science*, 2019(1), 1– 12.
- Shin, C. S., Hwang, G. S., Lee, H. W., & Cho, S. R. (2015). The impact of Korean franchise coffee shop service quality and atmosphere on customer satisfaction and loyalty. *Asian Journal of Business Environment*, 5(4), 47-57.
- Soemantri, Kevindra Prianto. (2020). *The Art of Restaurant Review*.
- Sugiyono. (2016). *Metode Penelitian Pendidikan Pendekatan kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2018). *Metode Penelitian Kuantitatif, kualitatif dan R&D*. Bandung: Alfabeta.
- Sujarweni, Wiratna. 2019. *Metode Penelitian*. Yogyakarta: Pustaka Baru.
- Sukmadinata, Syaodih. N. (2011). *Metode Penelitian Pendidikan*. Bandung: Rosdakarya

- Sunaryo, I. (2019). Effects of food quality, service quality, price, environment, and location towards customer loyalty of Indonesia's local fast-food industry. *J@ti Undip: Jurnal Teknik Industri*, 14(3), 119–128.
- Suyono, Joko. (2004). *Food Service Management*. Bandung: Enhaii Press.
- Thakur, R. (2016), "Understanding customer engagement and loyalty: a case of mobile devices for shopping", *Journal of Retailing and Consumer Services*, Vol. 32, pp. 151-163.
- Tjiptono, F. (2008) *Strategi Pemasaran*. Andi Offset, Yogyakarta.
- Tjiptono, Fandy. (2016). *Service, Quality & Satisfaction*. Yogyakarta: Penerbit Andi.
- Tontini, G., and Silveira, A. (2007), "Identification of satisfaction attributes using competitive analysis of the improvement gap", *International Journal of Operations & Production Management*, Vol. 27 No. 5, pp. 482-500.
- Trisnawati, Patria, Ike. 2020. *Manajemen Penyelenggaraan Makanan Pasien Di Rumah Sakit Pusat Angkatan Udara DR. S. Hardjolukito Yogyakarta*. Skripsi Program Studi Pendidikan Teknik Boga Fakultas Teknik Universitas Negeri Yogyakarta.
- Uddin, MB dan Akhter, B. (2012), "Kepuasan pelanggan dalam layanan telepon seluler di Bangladesh: a penelitian survei", *Manajemen & Pemasaran*, Jil. 10 No. 1, hlm. 20-36.
- Uddin, M.B. (2019), "Customer loyalty in the fast-food restaurants of Bangladesh", *British Food Journal*.
- Widyastuti, Yani,. *Kesehatan*. Yogyakarta: Fitramaya; 2019:58.
- Wikipedia. (2007). "Rumah Makan Siap Saji". Download dari http://id.wikipedia.org/wiki/rumah_makan_siap_saji.
- Wirtz, Jochen & Lovelock, Christopher (2018). *Services Marketing: People, Technology, Strategy* (Eighth Edition)
- Zhong, Y, & Moon, H.C. (2020). What drives customer satisfaction, loyalty, and happiness in fast- food restaurants in China? Perceived price, service quality, food quality, physical environment quality, and the moderating role of gender. *Foods*, 9(4), 460.
- Zeithaml, V. A., Bitner, M. J., dan Gremler, D. D. (2018). *Services Marketing: Integrating Customer Focus Across the Firm*, 5th edition, New York: McGraw-Hill.

<http://www.majalahtrust.com/>

<https://4fingers.co.id/about-us/>

<https://www.jurnalasia.com/ragam/4fingers-best-korean-fried-chicken-medan-2/>

http://repository.maranatha.edu/17625/3/0352098_Chapter1.pdf

<https://www.jinjjachicken.com/about-us>

