

DAFTAR PUSTAKA

- Al-Tit, A. A. (2015). The effect of service and food quality on customer satisfaction and hence customer retention. *Asian Social Science*, 11(23), 129.
- Aprilia Tamburian, Paulus Kindangen, & Tasik, H. H. D. (2019). THE IMPACT OF ATMOSPHERE ON CUSTOMER DINING SATISFACTION AND BEHAVIORAL INTENTION OF 5 RESTAURANTS IN MANADO. *EMBA*, 7, 4436-4444.
- Canny, I. U. (2014). Measuring the mediating role of dining experience attributes on customer satisfaction and its impact on behavioral intentions of casual dining restaurant in Jakarta. *International Journal of Innovation, Management and Technology*, 5(1), 25-29.
- Cristo, M., Saerang, D. P., & Worang, F. (2017). The Influence of Price, Service Quality, and Physical Environment on Customer Satisfaction. Case Study Markobar Cafe Mando. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 5(2).
- Daniel, P. S., & Sam, A. G. (2011). *Research Methodology*. Delhi: Kalpaz Publications.
- detik.com. (September, 2016). <https://news.detik.com/suara-pembaca/1208110/semoga-solaria-mall-ciputra-berubah-lebih-baik>
- Dwaikat, N. Y., Khalili, S. A., Hassis, S. M., & Mahmoud, H. S. (2019). Customer Satisfaction Impact on Behavioral Intentions: The Case of Pizza Restaurants in Nablus City. *Journal of Quality Assurance in Hospitality & Tourism*, 20(6), 709-728.
- Etta Mamang Sangadji, & Sopiah. (2013). *Perilaku Konsumen Pendekatan Praktis Disertai Himpunan Jurnal Penelitian*. Yogyakarta: C.V Andi Offset.
- Evirasanti, M., Rahyuda, K., & Yasa, N. N. K. (2016). Pengaruh Kualitas Makanan, Kualitas Layanan Dan Lingkungan Fisik Terhadap Kepuasan Dan Behavioral Intentions (Studi Di Métis Restaurant). *E-Jurnal Ekonomi dan Bisnis Universitas Udayana*.
- Gusti. (2016). Pemilik Solaria Berbagi Pengalaman Wirausaha pada Calon Wisudawan UGM. 2020, from <https://www.ugm.ac.id/id/berita/11054-pemilik-solaria-berbagi-pengalaman-wirausaha-pada-calon-wisudawan-ugm>
- Ha, J., & Jang, S. S. (2010). Perceived values, satisfaction, and behavioral intentions: The role of familiarity in Korean restaurants. *International Journal of Hospitality Management*, 29(1), 2-13.
- Ha Jooyeon, & Shawn, J. S. (2010). Effects of service quality and food quality: The moderating role of atmospherics in an ethnic restaurant segment. *International journal of hospitality management*, 29(3), 520-529.
- Hair Joseph F., William C. Black, Barry J. Babin, a., & Anderson, R. E. (2014). *Multivariate Data Analysis*. London: Pearson Education Limited.

- Han, H., & Hyun, S. S. (2017). Impact of hotel-restaurant image and quality of physical-environment, service, and food on satisfaction and intention. *International journal of hospitality management*, 63, 82-92.
- 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.
- Jooyeon Ha, & Jang, S. S. (2010). Effects of service quality and food quality: The moderating role of atmospherics in an ethnic restaurant segment. *International Journal of Hospitality Management*, 29 (3), 520–529. doi: doi:10.1016/j.ijhm.2009.12.005
- Jr, J. F., Black, W. C., & B. J. Babin, R. A. (2019). *Multivariate Data Analysis* (8 ed.). United Kingdom: Cangange Learning.
- Jr, J. F. H., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis* (8 ed.). United Kingdom: Cengange Learning.
- Lupiyoadi, R. (2010). *Manajemen Pemasaran Jasa Teori dan Praktik*. Edisi Revisi. Jakarta: Salemba Empat.
- Malhotra, N. K. (2015). *Essentials of marketing research: A hands-on orientation*: Pearson Essex.
- Namin, A. (2017). Revisiting customers' perception of service quality in fast food restaurants. *Journal of Retailing and Consumer Services*, 34, 70-81.
- Norman N. Potter, J. H. H. (2012). *Food science* (5 ed.). New York: Chapman and Hall.
- Nuralam, I. P. (2017). *Etika Pemasar dan kepuasan Konsumen Dalam Pemasaran Perbankan syariah*. Jl. Veteran 10-11 Malang: UB Press.
- Philip Kotler, & Keller, K. L. (2009). *Manajemen Pemasaran* (13 ed.): Erlangga.
- Putro, S. W. (2014). Pengaruh Kualitas Layanan dan Kualitas Produk Terhadap Kepuasan Pelanggan dan Loyalitas Konsumen Restoran Happy Garden. *Jurnal Strategi Pemasaran*, 2(1), 1-9.
- Qin, Hong Prybutok Victor, & R.Zhao, Q. (2010). Perceived service quality in fast-food restaurants: empirical evidence from China. *International Journal of Quality & Reliability Management*, 27(4), 424-437. doi: 10.1108/02656711011035129
- Ryu, K., Lee, H.-R., & Kim, W. G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions. *International journal of contemporary hospitality management*, 24(2), 200-223.
- Sankrusme, S. (2017). *Tourism Management of Russian Behavioral Intention Toward Thailand*: diplom. de.
- Sanusi, A. (2011). Metodologi penelitian bisnis: Jakarta: Salemba Empat.
- Sari, A. P., & Triyaningsihadmin, S. (2016). Pengaruh Perceived Value terhadap Behavioral Intentions melalui Kepuasan Konsumen sebagai Variabel Mediasi di Restoran Mr. Pancake Solo Paragon Life Style Mall. *Jurnal Ekonomi dan Kewirausahaan*, 15(3).

- Sari Atul Hilaliyah, Achmad Helmy Djawahir, & Susilowati, C. (2017). Pengaruh Kualitas Layanan dan Kualitas Produk yang di Moderasi oleh Suasana terhadap Kepuasan Pelanggan. *Jurnal Bisnis dan Manajemen*, 4(2).
- Senja, A. M. M. P. (2018). 10 Restoran Paling Diminati Masyarakat Indonesia. 2020, from <https://travel.kompas.com/read/2018/09/15/090500327/10-restoran-paling-diminati-masyarakat-indonesia>
- Setiawan, M. F. (2013). Analisa pengaruh food quality dan brand image terhadap keputusan pembelian roti kecil toko roti Ganep's di Kota Solo. *Jurnal Strategi Pemasaran*, 1(1).
- Simamora, B. (2008). *Analisis Multivariat Pemasaran*. Jakarta: PT Gramedia Pustaka Utama.
- Sugiyono. (2013). *Statistika Untuk Penelitian*. Bandung: Alfabeta.
- Sugiyono. (2014). Populasi dan sampel. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*, 291, 292.
- Sugiyono. (2015). *Metode Penelitian Pendidikan Kuantitatif Dan Kualitatif*. Bandung: Alfabeta.
- Suryani. (2017). *Metode Riset Kuantitatif*. Jakarta: Prenada Media.
- Tjiptono, F. (2012). *Service Management: Mewujudkan Layanan Prima* (4 ed.). Yogyakarta: Andi.
- Trihendrawan, N. (2019). Sektor Kuliner Indonesia Tumbuh 12,7%. <https://ekbis.sindonews.com/read/1388028/34/sektor-kuliner-indonesia-tumbuh-127-1552972400>
- Winarta, R. C. (2013). Pengaruh Kualitas Layanan Rumah Makan Bromo Asri Terhadap Kepuasan. *Jurnal Strategi Pemasaran*, 1(1).