

DAFTAR PUSTAKA

- Bashir, M. A., Ali, M. H., Wai, L. M., Hossain, M. I., & Rahaman, Md. S. (2019). *Mediating Effect of Customer Perceived Value on the Relationship between Service Quality and Customer Satisfaction of E-Banking in Bangladesh*.
- Canny, I. (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).
<https://doi.org/10.7763/ijimt.2014.v5.480>
- Data Industri *Research* (2023). *Pertumbuhan Industri Penyedia Makanan Minuman (Restoran) 2011 – 2022 | Pusat Data Industri Indonesia*.
- Devi, A., Sundareswaran, G., Kamaraj, H., Sanjay, S., Elangovan, P., & P, K. (2022). *Consumer Behavior Analysis*. *International Journal of Research and Applied Technology (INJURATECH)*, 2(1), 82–90.
<https://doi.org/10.34010/injuratech.v2i1.6536>
- Faizah, N., & Abror. (2023). *The effect of service quality and food quality on repurchase intention with customer satisfaction as a mediation variable*. *Marketing Management Studies*, 3(4), 418–430.
<https://doi.org/10.24036/mms.v3i4.417>
- Ge, Y., Yuan, Q., Wang, Y., & Park, K. (2021). *The Structural Relationship among Perceived Service Quality, Perceived Value, and Customer Satisfaction-Focused on Starbucks Reserve Coffee Shops in Shanghai, China*. *Sustainability*, 13(15), 8633.

- Güzel Serap Özdemir, & Dinçer Mithat Zeki. (2018). *The Effect of Restaurant s Physical Environment on Perceived Value, Customer Satisfaction and Loyalty: Case of Istanbul. Journal of Tourism and Gastronomy Studies*, 6(4), 626–643.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2019). *Multivariate Data Analysis Eighth Edition*
- Hamzah Azlan Bin, A., & Shamsudin Farid, M. (2020). *Why Customer Satisfaction Is Important To Business? 2(1)*, 2020.
- Han, H., & Ryu, K. (2009). *The Roles of the Physical Environment, Price Perception, and Customer Satisfaction in Determining Customer Loyalty in the Restaurant Industry. Journal of Hospitality & Tourism Research*, 33(4), 487–510. <https://doi.org/10.1177/1096348009344212>
- Hartline, M. D., & Jones, K. C. (1996). *Employee performance cues in a hotel service environment: Influence on perceived service quality, value, and word-of-mouth intentions. Journal of Business Research*, 35(3), 207–215. [https://doi.org/10.1016/0148-2963\(95\)00126-3](https://doi.org/10.1016/0148-2963(95)00126-3)
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). *Customer repurchase intention: A general structural equation model. European Journal of Marketing*, 37(11/12), 1762–1800. <https://doi.org/10.1108/03090560310495456>
- Hye-Lin, K., Hag-Gon, K., & Jin-Soo, H. (2013). *The effect of service quality on perceived value, satisfaction, and loyalty focused on the five-star hotel buffet restaurant in Seoul.*
- Khadka, K., & Maharjan, S. (2017). *Customer Satisfaction And Customer Loyalty.*

- Konuk, F. A. (2019). *The influence of perceived food quality, price fairness, perceived value and satisfaction on customers' revisit and word-of-mouth intentions towards organic food restaurants*. *Journal of Retailing and Consumer Services*, 50, 103–110.
- Kotler, P., Lane Keller, K., & Chernev, A. (2022). *Marketing Management, 16th edition (EBOOK) / E-Library*. In *opaclib.inaba.ac.id*.
- Kusumawati, A., & Rahayu S. K. (2020). *The effect of experience quality on customer perceived value and customer satisfaction and its impact on customer loyalty*. *Human Systems Management*, 32(6), 1–14. <https://doi.org/10.3233/hsm-190564>
- Lee, S., Jin, N. (Paul), & Lee, H. (2014). *The Moderating Role of Water Park Service Quality, Environment, Image, and Food Quality on Perceived Value and Customer Loyalty: A South Korean Case Study*. *Journal of Quality Assurance in Hospitality & Tourism*, 15(1), 19–43. <https://doi.org/10.1080/1528008x.2014.855102>
- Malhotra, N. K. (2020). *Marketing research : an applied orientation (7th ed.)*. Harlow, England Pearson
- Mazumdar, T. (1993), “A Value based orientation to new product planning”, *Journal of Consumer Marketing*, Vol. 10 No. 1, pp. 28-41. <https://doi.org/10.1108/07363769310026557>
- Muhajir, Mohc. V., & Indarwati, T. A. (2021). *The Effect of Corporate Social Responsibility (CSR), Food Quality, and Perceived Value on Repurchase Intention Through Customer Satisfaction as Intervening Variables in The Pandemi Covid-19 Era (Study On “Chatime” Bubble Drink Products)*.

Journal of Business and Behavioural Entrepreneurship, 5(1), 60–77.
<https://doi.org/10.21009/jobbe.005.1.04>

Nasution, M. I., Barona, E. L. R., Azzahra, S., & Aulia, N. (2022). *Customer Satisfaction Mediation: Brand Image and Perceived Value on Behavioral Intention. International Journal of Economics, Social Science, Entrepreneurship and Technology (IJESET)*, 1(4), 297–306.

Prentice, C., Lopes, S. D., & Wang, X. (2020). *The Impact of Artificial Intelligence and Employee Service Quality on Customer Satisfaction and Loyalty. Journal of Hospitality Marketing & Management*, 29(7), 1–18.
<https://doi.org/10.1080/19368623.2020.1722304>

Qurnia, D. M., & Prabawati, A. (2021). *The Effect of Food Quality and Physical Environment on Revisit Interests with Consumer Satisfaction as Mediation Variable. Jmm17*, 8(02), 81–90.
<https://doi.org/10.30996/jmm17.v8i02.5410>

Rafdinal, W., & Suhartanto, D. (2020). *Loyalty Model for Ethnic Restaurants: The Role of Quality and Value. International Journal of Applied Business Research*, 122–137.

Raghavendra, G., Wgsha, J., & Mukherjee, A. (2019). *The influence of physical environment factors of multi- cuisine restaurants on overall service quality, satisfaction, and loyalty. African Journal of Hospitality, Tourism and Leisure*, 8(5).

Ray, Muhanna, & Barney. (2005). *Information Technology and the Performance of the Customer Service Process: A Resource-Based Analysis. MIS Quarterly*, 29(4), 625. <https://doi.org/10.2307/25148703>

- Ryu, K., Lee, H., & Gon Kim, W. (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. <https://doi.org/10.1108/09596111211206141>
- Septian M. R., & Harsoyo T. D. (2023). *The Effect of Experiential Marketing, Customer Perceived Value and Brand Image on Customer Satisfaction*. *Jurnal Ilmiah Manajemen Kesatuan*, 11(3), 1613–1620. <https://doi.org/10.37641/jimkes.v11i3.2378>
- Slack, N. J., Singh, G., Ali, J., Lata, R., Mudaliar, K., & Swamy, Y. (2020). *Influence of fast-food restaurant service quality and its dimensions on customer perceived value, satisfaction and behavioural intentions*. *British Food Journal*, ahead-of-print(ahead-of-print). <https://doi.org/10.1108/bfj-09-2020-0771>
- Soraya, N. C. T., Sudarmiati, Titis, S., & Dhewi. (2023). *The Effect of Food Quality and Perceived Value on Behavioral Intention Using Customer Satisfaction as A Mediation Variable (Study On Gacoan Noodle Restaurant in Surabaya)*. *International Journal of Humanities Education and Social Sciences*, 2(5), 1761–1771.
- Sulaiman, S., & Haron, M. S. (2013). *Foodscape and Customer's Future Behavioral Intentions in Casual Dining Restaurant*. *Journal of Economics, Business and Management*, 94–97. <https://doi.org/10.7763/joebm.2013.v1.22>
- Tarigan, E. D. S., Wijaya, M., & Marbun, P. (2020). *The Influence of Lifestyle, Physical Environment, and Menu Variety on Customer Loyalty through*

Customer Satisfaction in the Coffee Shop. International Journal of Research and Review (Ijrrjournal.com), 7, 3.

Tuncer, I., Unusan, C., & Cobanoglu, C. (2020). *Service Quality, Perceived Value and Customer Satisfaction on Behavioral Intention in Restaurants: An Integrated Structural Model. Journal of Quality Assurance in Hospitality & Tourism, 22(4), 1–29.* <https://doi.org/10.1080/1528008x.2020.1802390>

Uzir, Md. U. H., Jerin, I., Al Halbusi, H., Hamid, A. B. A., & Latiff, A. S. A. (2020). *Does quality stimulate customer satisfaction where perceived value mediates and the usage of social media moderates? Heliyon, 6(12), e05710.* Sciencedirect. <https://doi.org/10.1016/j.heliyon.2020.e05710>

Viral Food Travel (2023). 5 Jenis Restoran yang Umum Ditemukan di Indonesia. Kumparan. Retrieved May 11, 2024.

Wahyuningsih, W. (2021). *Customer Value, Satisfaction and Behavioral Intentions: the Effects of Consumer Search Behavior. ASEAN Marketing Journal, 3(1).* <https://doi.org/10.21002/amj.v3i1.2011>

Yuliantoro, N., Goeltom, V., Juliana, Bernato, I., Pramono, R., Purwanto, A. (2019). *“Repurchase Intention and Word of Mouth Factors in the Millennial Generation against Various Brands of Boba Drinks during the Covid 19 Pandemic.”*

Zihan, Z. (2023). *Customer Perceived Value of Blind Box to Customer Satisfaction and Customer Loyalty. SHS Web of Conferences, 165, 01002.* <https://doi.org/10.1051/shsconf/202316501002>

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.
<https://doi.org/10.3390/foods9040460>



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA