

## DAFTAR PUSTAKA

- Andaleeb, S., dan C. Carolyn. 2020. *Costumer satisfaction in the restaurant industry: an examination of the transaction-specific model*. Journal of Service Marketing. Vol. 20 No. 1, pp. 3-1.
- Canny, I. U. 2020. *The Role of Food Quality, Service Quality, and Physical Environment on Customer Satisfaction and Future Behavioral intentions in Casual Dining Restaurant*, Konferensi Nasional Riset Manajemen. Vol. 3 No. 1, pp. 42-61.
- Canny, I. U. 2020. *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. Vol. 5, No. 1. pp. 25-29.
- Fen, Y.S and Kew, L. K. 2019. *Service duality and cumtomer satisfaction: antecedents of customer's re-patronagen intentions*. Sunway Academi journal. Vol.4, No.5, pp. 59-73
- Ghozali, I. 2020. *Structural Equation Modeling : Metode Alternatif Dengan Partial Least Square*. Semarang : Badan Penerbit Universitas Diponegoro.
- Ha, J., dan S. Jang. 2020. *The effects of dining atmospherics on behavioral intentions through quality perception*. Journal of Services Marketing. Vol. 26 No. 3, pp. 204– 215.
- Ha, J., dan S. Jang. 2020. *Perceived values, satisfaction, and behavioral intentions: The role of familiarity in Korean restaurants*. International Journal of Hospitality Management. Vol. 29 No. 1, pp 2-13.
- Han, H., dan R. Kisang. 2019. *The Roles of the Physical Environment, Price Perception, and Customer Satisfaction in Determining Customer Loyalty in the Restaurant Industry*. Journal of Hospitality & Tourism Research. Vol. 33, No. 4, pp. 487-510.
- Hair, J.F., Anderson, R.E., Tatham, R.L. dan Black W.C.2020. *Multivariate Data Analysis 4th Edition*. New Jersey: Prentice-Hall.
- Heung, V.C.S. dan Gu, T. 2020. *Influence of restaurant atmospherics on patron satisfaction and behavioral intentions*, International Journal of Hospitality Management. Vol. 31 No.4, pp. 1167–1177.
- Hersanti, N., dan R. Kusuma. 2020. *Pengaruh Atmosfer Terhadap Kepuasan dan Niatan Perilaku Pelanggan di Toko “Oen”, Kota Malang*. Jurnal Aplikasi Manajemen. Vol. 10, No. 4, pp. 1167-1177.

- Jang, S. dan Namkung, Y. 2019. *Perceived quality, emotions, and behavioral intentions: application of an extended Mehrabian-Russell model to restaurants*. Journal of Business Research. Vol. 62 No.4, pp 451– 460.
- Jang, SooCheong (Shawn), Yinghua Liu dan Young Namkung 2021. *Effect of Authentic atmospherics in ethnic restaurant investigating Chinese restaurants*. International Journal of Contemporary Hospitality Management. Vol.32,pp. 121-131.
- Kotler, P. 2021. *Manajemen Pemasaran (11th ed.)*. Jakarta: Indeks Kelompok Gramedia.
- Lee, H.S. 2020. *Factors Influencing Customer Loyalty of Mobile Service: Empirical Evidence from Koreans*. Journal of International Banking and Commerce. Vol. 15, No. 2, pp. 1-14.
- Leoma, C., dan Subagio, H. 2019. *The effects of dining experience to behavioral intentions with customer satisfaction as an intervening variable*. Journal of Marketing Management. Vol.2 No.1.
- Liu, Yinghua dan SooCheong (Shawn) Jang. 2019a. *Perceptions of Chinese restaurants in the U.S.: What effects customer satisfaction and behavioral intentions?* International Journal of Hospitality Management. Vol. 28 No. 3, pp. 338-348.
- Liu, Yinghua dan SooCheong (Shawn) Jang. 2019b. *The effects of dining atmospherics: An extended Mehrabian-Russell model*. International Journal of Hospitality Management. Vol. 28 No.4,pp. 494-503.
- Namkung, young dan SooCheong (shawn) Jang. 2018. *Does food quality really matter in restaurant? Its impact on customer satisfaction and behavioral intentions*. Journal of Hospitality & Tourism Research. Vol. 31, No., pp387-410.
- Namkung, young dan SooCheong (Shawn) Jang 2018. *Are highly satisfied restaurant costumers really different? A quality perception perspective*. International Journal of Contemporary Hospitality Management. Vol. 20 No. 2, pp. 142-155.
- Namkung, young dan SooCheong (Shawn) Jang. 2019. *Perceived quality emotions, and behavioral intentions: Application of extended MehrabianRussell model to restaurants*. Journal of Business Research. Vol. 62, No. 4, pp 451-460.
- New York: M. E. Sharpe. Parasuraman, A., Valarie A. Zeithmal and leonard L. Berry. 2019. *SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of service Quality*. Journal of Reatailing. Vol. 64, No. 1,pp. 12-40.
- Qin, Hong dan Victor R. Prybutok. 2019. *Service quality, Customer satisfaction, and behavioral intentions in fast- food restaurants*. International Journal of Quality and Service Sciences. Vol. 1, No 1, 2019. Pp. 78-95.

- Ryu, K., Lee, H., dan Kim, W. G. 2021. *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 Management. Vol. 24 No. 2, pp. 200-223.
- Ryu, K., dan Han, H. 2020. *Influence of physical environment on disconfirmation, customer satisfaction, and customer loyalty for first-time and repeat customers in upscale restaurants*. International Journal of Contemporary Hospitality Management Vol.22, No 3.
- Ryu, K., Han., dan Jang, S. 2019. *Relationship among hedonic and utilitarian values, satisfaction and behavioral intentions in the fast-casual restaurant industry*. International Journal of Contemporary Hospitality Management Vol. 22 No.3, pp. 416-432.
- Ryu, Kisang, Hye- Rin Lee dan Woo Gon Kim. 2020. *The influence of the quality of the physical environment, food, and service on restaurant image, costumer perceived value, costumer satisfaction, and behavioral intentions*. International Journal of Contemporary Hospitality Management. Vol. 24 No. 2,pp. 200-223.
- Saha, Gour C. dan Theingi. 2019, *Service quality, satisfaction, and behavioral intentions: A study of low- cost airline carriers in Thailand*. Managing Service Quality. Vol. 19 No. 3, pp. 350-372.
- Sekaran, U. 2019. *Metodologi Penelitian Untuk Bisnis*, Edisi 4. Penerbit Salemba Empat.
- Shanaki, M., Ranjbar, V., dan Shakhshian, F. 2020. *Investigation on relationship between service quality and customer satisfaction*. Indian Journal of Science and Technology. Vol. 5 No. 12, pp. 3809-3818.
- Solomon, Michael, Gary Basmosy, Soren Askegaard dan Margaret K. Hogg. 2018. *Cosumer Behavior: A Europe Perspective, Third Edition*. London: Prentice Hall.
- Suliyanto. 2021. *Ekonomitrika Terapan-Teori dan Aplikasi dengan SPSS*. Edisi I. Yogyakarta: CV. Andi Offset.
- Sulek, Joanne M. dan Rhonda L. Hensley. 2018. *the Relative Important of Food, Atmosphere, and Fairness of wait: The case of a Full- service Restaurant*. Cornell Hotel and restaurant Administration Quarterly. Vol. 45 No. 3, pp 235-247.
- Wu, Hung-Che. 2018. *An Empirical Study of the Effects of Service Quality, Perceived Value, Corporate Image, and Cutomer Satisfaction on Behavioral intentions in the Taiwan Quick Service Restaurant Industry*. Journal of Quality Assurance in Hospitality & Tourism. Vol. 14 No.4,pp.364-390.