

DAFTAR PUSTAKA

- Alfiyannoor, M., & Hastuti, E. S. (2025). Pengaruh Destination Image, *Food quality* terhadap Revisit Intention dengan Customer Satisfaction Sebagai Variabel Intervening. *YUME : Journal of Management*, 8(3), 697–715.
- Arikunto. (2000). *Prosedur Penelitian Suatu Praktek*. Rineka Cipta.
- Aruan, T., & Engelica, E. (2022). Pengaruh Suasana Restoran, Kualitas Pelayanan Dan Kualitasmakanan Terhadap Niat Berkunjungkembali Ke Restoran Vegetarian Di Kota Batam. *Jurnal Ekonomi & Syariah*, 5(2), 2008–2024. <https://doi.org/https://doi.org/10.36778/jesya.v5i2.733> PENGARUH
- Azizatusholihah, S., & Paramitasari Syahlani, S. (2025). Revisit Intention dalam Industri Modern: Analisis Pengaruh Kualitas Layanan, Produk, Suasana, dan Lokasi pada Restoran Berkonsep Santap Sepuasnya. *Benefit: Jurnal Manajemen Dan Bisnis*, 10(1), 128–145. <https://doi.org/10.23917/benefit.v10i1.8692>
- Berman, B., & Evan, J. R. (2007). *Retail Management: A Strategic Approach* (10th ed.). Pearson/Prentice Hall.
- Bitner, M. J. (1992). Servicescapes: The Impact of Physical Surroundings on Customers and Employees. *Journal of Marketing*, 56(2).
- Bitner, M. J. (2012). Servicescapes : Impact of on Physical Surroundings Customers and Employees. *The Journal of Marketing*, 56(2), 57–71. <http://www.jstor.org/stable/1252042> .
- Dian Qurnia, M., & Prabawati, A. (2021). The Effect of *Food quality* and Physical Environment on Revisit Interests with Consumer Satisfaction as Mediation Variable. In *Jmm17* (Vol. 8, Issue 02, pp. 81–90). <https://doi.org/10.30996/jmm17.v8i02.5410>
- Fasius, B., Fitriana, A., Listiana, E., & Ahmadi, A. (2025). Do Menu Variety, *Service quality*, and Store Atmosphere Influence Customer Satisfaction and Revisit Intention? *ECo-Buss*, 8(1), 372–388. <https://doi.org/10.32877/eb.v8i1.2589>
- Ghozali, I. (2013). *Aplikasi Multivariate Dengan Program IBM SPSS 23* (8 th ed). Badan Pnerbit Universitas Diponegor.

- Hafidz, G. P., & Dominicius, Q. (2023). Impact *Service quality* On Revisit Intention And Word-Of-Mouth Intention Of Supermarkets Through Price Fairness, Perceived Value And Satisfaction. *Jurnal Ekonomi*, 12(02), 341–351. <http://ejournal.seaninstitute.or.id/index.php/Ekonomi>
- Joung, H. W., Choi, E. K. (Cindy), & Goh, B. K. (2015). The Impact of Perceived Service and *Food quality* on Behavioral Intentions in Continuing Care Retirement Communities: A Mediating Effect of Satisfaction. *Journal of Quality Assurance in Hospitality and Tourism*, 16(3), 221–234. <https://doi.org/10.1080/1528008X.2015.1016593>
- Kasmir. (2007). *Customer Service Excellent: Teori dan Praktik*. PT RajaGrafindo Persada.
- Kawatu, V. S., Mandey, S. L., & Ch Lintong, D. A. (2020). Pengaruh Daya Tarik Wisata Terhadap Niat Kunjungan Ulang Dengan Kepuasan Sebagai Variabel Intervening Pada Tempat Wisata Bukit Kasih Kaonang. *Jurnal EMBA*, 8(3), 400–410.
- Khaerani, R., Yuniawati, Y., Abdullah, T., Maheswari, A. D., & Kusumawati, R. A. (2024). Boosting Visitors Revisit Intention in Culinary Tourism Destination. *Tourism Scientific Journal*, 10(1), 15–31. <https://doi.org/10.32659/tsj.v10i1.397>
- Kivela, J., Inbakaran, R., & Reece, J. (1999). Consumer research in the restaurant environment, Part 1: A conceptual model of dining satisfaction and return patronage. *International Journal of Contemporary Hospitality Management*, 11(5), 205–222. <https://doi.org/https://doi.org/10.1108/09596119910272739>
- Knight, J. B., & Kotschevar, L. H. (2000). *Quantity: Food Production, Planning, and Management* (3rd ed.). Wiley.
- Kotler, P., & Kller, L. K. (2016). *Marketing Management* (15th ed.). Pearson
- Lamb, J. F., W, C., Hair, & McDaniel, C. (2001). *Pemasaran* (1st ed.). Salmeba Empat.
- Moehyi, S. (1992). *Penyelenggaraan Makanan Institusi dan Jasa Boga*. Bharata.
- Mustika, I., & Wulandari, D. P. (2023). Pengaruh Customer Experience Terhadap Revisit Intention Pada Salah Satu Villa Di Alahan Panjang. *Jurnal Visionida*, 9(1). <https://doi.org/https://doi.org/10.30997/jvs.v9i1.8521>

- Namkung, Y., & Jang, S. C. (2007). Does *Food quality* Really Matter in Restaurants? Its Impact On Customer Satisfaction and Behavioral Intentions. *Journal of Hospitality and Tourism Research*, 31(3), 387–409. <https://doi.org/10.1177/1096348007299924>
- Olivia, M. S. (2024). Analysis of the Influence of Store Atmosphere on the Level of Revisit Intention To Fraya Restaurant, Aloft South Jakarta. *International Proceeding Global Sustainable Tourism Conference*, 1–9. <https://doi.org/10.30813/glost.v0i0.5870>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERQUAL: A Multiple-Item scale for Measuring Consumer Perceptions of *Service quality*. In *Journal of Retailing* (Vol. 64, p. 28). [https://doi.org/10.1016/S0148-2963\(99\)00084-3](https://doi.org/10.1016/S0148-2963(99)00084-3)
- Pettrescu, D. C., Vermir, I., & Petrecu-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>
- Philip, K. (2007). *Manajemen Pemasaran Edisi Kedua Belas*. Indeks.
- Pouluan, J. G., Mandey, S. L., & Massie, J. D. D. (2022). Analisis Digital Marketong Terhadap Revisit Intention Pada Objek Wisata di Kota Tomohon Sulawaesi Utara. *Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi*, 9(2), 723–741.
- Pratisti, C., Anggraini, & Wahyuningsih, Y. (2024). Meningkatkan Minat Kunjung Ulang Wisatawan Melalui Penerapan Experiential Marketing Pada Objek Wisata Buatan Di Bandar Lampung. *Jurnal Manajemen Dan Bisnis Jayakarta*, 6(1), 134–144.
- Purnomo, A. M., & Ratu, S. P. H. R. (2023). Not about the Food: Social Aspect in Restaurant Dining Experience. *SOSHUM: Jurnal Sosial Dan Humaniora*, 13(3), 281–293. <https://doi.org/10.31940/soshum.v13i3.281-293>
- Puteri, E. G., Putra, A. N., Nawangwulan, I. M., & Nurfitriana, S. (2024). The Influence of Instagram Advertising and *Food quality* Toward Revisit Intention at Kungfu Kebab Serpong (A Case Study of Kungfu Kebab-Serpong). *Liaison Journal*, 3(1), 1–11.
- Rato, K. W., Anonce, M. P., Ngongo, A. T., Dappa, A., Sogara, M. U., & Lende, A. (2025). Analisis Sistem Persaingan Bisnis Kuliner Sirkey Cafe and Resto. *TUTURAN: Jurnal Ilmu Komunikasi, Sosial, Dan Humaniora*, 3(1), 36–42.

<https://doi.org/https://doi.org/10.47861/tuturan.v3i1.1399>

- Riyadi, R., Rini, E. S., & Situmorang, S. H. (2023). The Influence of E-Wom and *Food quality* on Revisit Intention of Authentic Restaurant Consumers in Medan. *Proceeding Medan International Conference on Economic and Business*, 1(0), 1028–1036. <https://proceeding.umsu.ac.id/index.php/Miceb/article/view/210>
- Ryu, K., & Jang, S. C. (2008). DINESCAPE: A scale for customers' perception of dining environments. *Journal of Foodservice Business Research*, 11(1). <https://doi.org/https://doi.org/10.1080/15378020801926551>
- Sardana, I. K. A. K., & Rahanatha, G. B. (2024). *Pengaruh Citra Destinasi, Perceived Value dan Experiential Marketing Terhadap Minat Berkunjung Kembali (Studi pada Pelanggan Domestik Bali Dive Resort and SPA Tulamben)*. 20(3), 339–356. <https://stiepari.org/index.php/gemawisata/article/view/419>
- Schiffman, L. G., Kanuk, L. L., & Wisenblith, J. (2010). *Consumer Behavior* (10th ed). In *Pearson Prentice Hall*.
- Siagian, & Sugiarto. (2006). *Metode Statistika*. Gramedia Pustaka Utama.
- Sinambela, L. P., & Sinambela, S. (2022). *Metodologi Penelitian Kuantitatif: Teori dan Praktik*. Raja Grafindo Persada.
- Soerakoesoemah, J. (2025). FHI 2025 dorong industri kuliner dan perhotelan berkelanjutan. *ANTARA*.
- Statistics Indonesia. (2024). Statistik Penyedia Makanan dan Minuman Food and Beverage Service Activities Statistics. *Badan Pusat Statistik*, 7, 1–62. <https://www.bps.go.id/id/publication/2024/12/23/f2c7743c4712aaeaa4abf694/statistik-penyediaan-makanan-dan-minuman-2023.html>
- Sugiyono. (2017). *Manajemen Pendidikan Pendekatan Kuantitatif, Kualitatif, Kombinasi Penelitian Tindakan, dan Penelitian Evaluasi*. Alfabeta.
- Sugiyono. (2018a). *Metode Penelitian Kombinasi (Mixed Methods)*. Alfabeta.
- Sugiyono. (2018b). *Metode Penelitian Kombinasi (Mixed Methods)* (10 ed). Alfabeta.

- Sutrisno, H. (2000). *Metodologi Research Jilid 2* (2nd ed.). Andi Offset.
- Tjiptono, F. (2014). *Pemasaran Jasa: Prinsip, Penerapan, dan Penelitian*. Andi Offset.
- Tjiptono, F., & Chandra, G. (2011). *Service, Quality, and Satisfaction* (3rd ed.). ANDI.
- Tresiana, A. (2018). *Metode Penelitian*. Penerbit Yogyakarta.
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The Behavioral consequences of stroke. *The Behavioral Consequences of Stroke*, 60, 1–14.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (2010). *Delivering Quality Service: Balancing Customer Perceptions and Expectations* (Reprint Ed). The Free Press.
- Zere, M., & Mahmoudi, R. (2020). The effects of the online customer experience on customer loyalty in e-retailers. *International Journal of Advance Engineering Management and Science*, 6(5), 208–214. <https://doi.org/10.22161/ijaems.65.2>

