

## DAFTAR PUSTAKA

- Adeniran, J. A., & Adekunle, B. A. (2016). Is Service Quality a Correlate of Customer Satisfaction? Evidence from Nigerian Airports. *International Journal of Marketing Studies*, 8(6), 128.  
<https://doi.org/10.5539/ijms.v8n6p128A>
- Ariffin, H. F., Bibon, M. F., & Saadiah, R. P. (2011). Restaurant's Atmospheric Elements: What the Customer Wants. *Journal of ASIAN Behavioural Studies*, 33–44.
- Authors, F. (2006). Article information :  
<https://doi.org/10.1108/17410400710717082>
- Bitner, M. J. (1992). Servicescapes: the Impact of Physical Surroundings on Customers and Employees. *Journal of Marketing*, 56(2), 57–71.  
<https://doi.org/10.1017/CBO9781107415324.004>
- Collins, M. D. (2010). The effect of psychological contract fulfillment on manager turnover intentions and its role as a mediator in a casual, limited-service restaurant environment. *International Journal of Hospitality Management*, 29(4), 736–742.  
<https://doi.org/10.1016/j.ijhm.2010.03.005>
- 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. <https://doi.org/10.1016/j.ijhm.2017.03.006>
- 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 and Tourism Research*, 33(4), 487–510.  
<https://doi.org/10.1177/1096348009344212>
- Hanaysha, J. (2016). Physical Environment as a Key Success Factor for Building Strong Brand Equity: A Study on Restaurant Industry.

Iqbal Kahfi Gunawan, 2018

**PENGARUH PHYSICAL ENVIRONMENT TERHADAP**

**CUSTOMER SATISFACTION : Survei terhadap konsumen yang melakukan dine-in di Maja House**

Universitas Pendidikan Indonesia | [repository.upi.edu](https://repository.upi.edu) |  
[perpustakaan.upi.edu](https://perpustakaan.upi.edu)

*Journal of Research in Business, Economics and ...*, (April).

Retrieved from

<http://www.scitecresearch.com/journals/index.php/jrbem/article/view/704>

Hanaysha, J. (2016). Testing the Effects of Food Quality, Price Fairness, and Physical Environment on Customer Satisfaction in Fast Food Restaurant Industry, 6(2), 31–40. <https://doi.org/10.18488/journal.1006/2016.6.2/1006.2.31.40>

Hasan, K., Ismail, A. R., & Islam, F. (2017). Tourist Risk Perceptions and Revisit Intention: A Critical Review of Literature. *Cogent Business & Management*, 50(1). <https://doi.org/10.1080/23311975.2017.1412874>

Hyun, S. S., & Kang, J. (2014). A better investment in luxury restaurants: Environmental or non-environmental cues? *International Journal of Hospitality Management*, 39, 57–70. <https://doi.org/10.1016/j.ijhm.2014.02.003>

International Journal of Contemporary Hospitality Management Volume 24 issue 2 2012 [doi.10.1108/2F09596111211206141] Ryu, Kisang; Lee, Hye- Rin; Gon Kim, Woo -- The influence of the quality of the phy (1).pdf. (n.d.).

Jang, J. H. S. (Shawn). (2014). The Effects Of Dining Atmospherics On Behavioral Intentions Through Quality Perception. *Journal of Services Marketing*. <https://doi.org/10.1108/08876041211224004>

Keguruan, F., Ilmu, D. A. N., & Maret, U. S. (2011). PENGARUH PHYSICAL EVIDENCE TERHADAP LOYALITAS KONSUMEN CAFE ROCKETZ SOLO TAHUN 2011 PENGARUH PHYSICAL EVIDENCE CAFE ROCKETZ SOLO.

Kim, D. Y., Wen, L., & Doh, K. (2010). Does cultural difference affect customer's response in a crowded restaurant environment? A comparison of American versus Chinese customers. *Journal of Hospitality and Tourism Research*, 34(1), 103–123. <https://doi.org/10.1177/1096348009349817>

Iqbal Kahfi Gunawan, 2018

**PENGARUH PHYSICAL ENVIRONMENT TERHADAP**

**CUSTOMER SATISFACTION : Survei terhadap konsumen yang melakukan dine-in di Maja House**

Universitas Pendidikan Indonesia

| [repository.upi.edu](http://repository.upi.edu) |

[perpustakaan.upi.edu](http://perpustakaan.upi.edu)

- 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/10.1108/09596119910272739>
- Kivela, J., Inbakaran, R., & Reece, J. (2000). Consumer research in the restaurant environment. Part 3: analysis, findings and conclusions. *International Journal of Contemporary Hospitality Management*, 12(1), 13–30. <https://doi.org/10.1108/09596110010304984>
- Kivela, J., Reece, J., & Inbakaran, R. J. (1999). Consumer research in the restaurant environment. Part 2: Research design and analytical methods. *International Journal of Contemporary Hospitality Management*, 11(6), 269–286. <https://doi.org/10.1108/09596119910281766>
- Kotler, P. (1973). Atmospherics as a Marketing Tool. *Journal of Retailing*, 49(4), 48–64.
- Kotler, P., Bowen, J. T., Makens, J. C., & Baloglu, S. (2017). *Marketing for Hospitality and Tourism* (Sevent Ed). Pearson.
- Lin, C. (2014). Effects of Cuisine Experience, Psychological Well-Being, And Self-Health Perception on the Revisit Intention of Hot Springs Tourists. *Journal of Hospitality & Tourism Research*, 38(2), 243–265. <https://doi.org/10.1177/1096348012451460>
- Luan, H., Law, J., & Lysy, M. (2018). Diving into the consumer nutrition environment: A Bayesian spatial factor analysis of neighborhood restaurant environment. *Spatial and Spatio-Temporal Epidemiology*, 24, 39–51. <https://doi.org/10.1016/j.sste.2017.12.001>
- M.L, B. (2012). *Basic Business Statistics Concept and Application 12th Edition.pdf*.
- Margono. (2004). *Metodologi Penelitian Pendidikan*. Jakarta: Rineka Cipta.
- Martono, N. (2010). *Metode Penelitian Kuantitatif*.
- Noor, A. (2013). *Manajemen Event*.
- Noor, J. (2013). *Metode Penelitian*.

Iqbal Kahfi Gunawan, 2018

**PENGARUH PHYSICAL ENVIRONMENT TERHADAP**

**CUSTOMER SATISFACTION : Survei terhadap konsumen yang melakukan dine-in di Maja House**

Universitas Pendidikan Indonesia | repository.upi.edu | perpustakaan.upi.edu

- Novitasari, E. (2016). Analisis Pengaruh Variabel Restaurant Environmental Cues Dan Non-Environmental Cues Terhadap Repurchase Intention Melalui Customer Satisfaction Pelanggan Richeese Factory Di Surabaya, *5*(1), 29–40.
- Petrick, H. C. K. A. J. (2016). Article Information: An Integrated Model of Festival Revisit Intentions: Theory of Planned Behavior and Festival Quality/Satisfaction. *International Journal of Contemporary Hospitality Management*, *28*(4). <https://doi.org/http://dx.doi.org/10.1108/IJCHM-09-2014-0448>
- Philip T, Kotler & John T. Bowen & James Makens, P. . (2010). *Marketing for Hospitality & Tourism*.
- Ryu, K., & Han, H. (2010). 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*(3), 310–329. <https://doi.org/10.1177/1096348009350624>
- Ryu, K., & Han, H. (2011). The influence of physical environments on disconfirmation, customer satisfaction, and customer loyalty for first-time and repeat customers in upscale restaurants. *International Journal of Hospitality Management*, *30*, 599–611.
- Saelens, B. E., Chan, N. L., Krieger, J., Nelson, Y., Boles, M., Colburn, T. A., ... Bruemmer, B. (2012). Nutrition-labeling regulation impacts on restaurant environments. *American Journal of Preventive Medicine*, *43*(5), 505–511. <https://doi.org/10.1016/j.amepre.2012.07.025>
- Silalahi, U. (2009). *Metode Penelitian Sosial*. Bandung: Refika Aditama.
- Silalahi, U. (2012). *Metode Penelitian Sosial*.
- Soebagyo. (2012). Strategi Pengembangan Pariwisata di Indonesia, *1*(2).
- Spillane, J. J. (1991). *Ekonomi Pariwisata: Sejarah dan Prospeknya*.
- Sugiyono. (2012). *Memahami Penelitian Kualitatif*. Bandung: ALFABETA.
- Sugiyono. (2014). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: ALFABETA.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan Kombinasi*

Iqbal Kahfi Gunawan, 2018

**PENGARUH PHYSICAL ENVIRONMENT TERHADAP**

**CUSTOMER SATISFACTION : Survei terhadap konsumen yang melakukan dine-in di Maja House**

Universitas Pendidikan Indonesia | [repository.upi.edu](http://repository.upi.edu) | [perpustakaan.upi.edu](http://perpustakaan.upi.edu)

(*Mixed Methods*). (M. . Sutopo, Ed.). ALFABETA.

Tasci, A. D. A., & Semrad, K. J. (2016). Developing a scale of hospitableness: A tale of two worlds. *International Journal of Hospitality Management*, 53, 30–41.  
<https://doi.org/10.1016/j.ijhm.2015.11.006>

Voon, B. H. (2012). Role of Service Environment for Restaurants: The Youth Customers' Perspective. *Procedia - Social and Behavioral Sciences*, 38(December 2010), 388–395.  
<https://doi.org/10.1016/j.sbspro.2012.03.361>

Iqbal Kahfi Gunawan, 2018

**PENGARUH PHYSICAL ENVIRONMENT TERHADAP**

**CUSTOMER SATISFACTION : Survei terhadap konsumen yang melakukan dine-in di Maja House**

Universitas Pendidikan Indonesia | [repository.upi.edu](https://repository.upi.edu) | [perpustakaan.upi.edu](https://perpustakaan.upi.edu)