

## Daftar Pustaka

- Badan Pusat Statistik. (2022). *Statistik Umkm Kuliner Kota Cirebon*
- Chen, M. C., Hsu, C. L., & Lee, L. H. (2020). Investigating pharmaceutical logistics service quality with refined Kano's model. *Journal of Retailing and Consumer Services*, 57(July), 102231.  
<https://doi.org/10.1016/j.jretconser.2020.102231>
- Dafid, D. (2018). Penggunaan Metode IPA dan WebQual untuk Mengukur Kualitas Sistem Informasi Akademik. *Jurnal Ilmiah Informatika Global*, 9(2), 71–76. <https://doi.org/10.36982/jig.v9i2.540>
- Eatsans (2021). *Daftar Harga Menu Eatsans Cirebon*.  
<https://instagram.com/eatsanscirebon?igshid=YWJhMjhZTc=>
- Ha, J., & Jang, S. C. (Shawn). (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.  
<https://doi.org/10.1016/j.ijhm.2009.12.005>
- Ji, F., & He, Y. (2013). Study on the relationships among customer satisfaction, brand loyalty and repurchase intention. *Journal of Theoretical and Applied Information Technology*, 49(1), 180–186. Hemple (1977)
- Kano, N. (1984). Attractive quality and must-be quality. *Hinshitsu (Quality, The Journal of Japanese Society for Quality Control)*, 14, 39–48.
- Kuntoro. 2007. Metode statistik. Surabaya: Putaka melati.
- Mazur, G. H. (1993). QFD for service industries: from voice of customer to task deployment. *The Fifth Sumposium on Quality Function Deployment*, 1–17.
- Namin, A. (2017). Revisiting customers' perception of service quality in fast food restaurants. *Journal of Retailing and Consumer Services*, 34(September 2016), 70–81. <https://doi.org/10.1016/j.jretconser.2016.09.008>

- Pawitra, T. A., & Tan, K. C. (2001). *Integrating Servqual and Kano's model into QFD for service excellence development*. *Managing Service Quality: An International Journal*, 11(6), 418–430.
- Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta
- Tontini, G., & Picolo, J. D. (2013). Identifying the Impact of Incremental Innovations on Customer Satisfaction Using a Fusion Method Between Importance Performance Analysis and Kano Model. *International Journal of Quality & Reliability Management*, 32-52.
- Wijaya, I. G. N. S. (2019). Analisis Kepuasan Pengguna E-Learning Menggunakan Metode Kano. *Jurnal Sistem Fan Informatika*, April, 128–138.
- Yang, C. C. (2005). *The refined Kano's model and its application*. *Total Quality Management and Business Excellence*, 16(10).
- <https://doi.org/10.1080/14783360500235850>
- Yuksel, A. (2008). *Consumer Satisfaction Theories : A Critical Review Consumer Satisfaction Theories : A Critical Review*. Nova Science Publishers, May, 96–132.  
[https://www.researchgate.net/publication/258224400\\_Consumer\\_Satisfaction\\_Theories\\_A\\_Critical\\_Review\\_Oliver\\_1980](https://www.researchgate.net/publication/258224400_Consumer_Satisfaction_Theories_A_Critical_Review_Oliver_1980)
- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). The nature and determinants of customer expectations of services.pdf. *Contributions to Management Science*, 17(2), 1–12.  
<http://dx.doi.org/10.1016/j.jretconser.2009.10.003>
- Zhu, D.-S., Lin, C.-T., Tsai, C.-H., & Wu, J.-F. (2010). A Study On The Evaluation of Customers' Satisfaction - The Perspective of Quality. *International Journal for Quality*, 4(2), 105–116.