

DAFTAR PUSTAKA

- Along, A., Sanggau, K., & Barat, K. (2020). *Kualitas Layanan Administrasi Akademik di Politeknik Negeri Pontianak*. *Jurnal Ilmiah Administrasi Publik (JIAP)*, 6(1), 94–99.
<https://jiap.ub.ac.id/index.php/jiap/article/download/954/1414>
- Antoni, J. (2024). *Pengauditan Sistem Informasi Manajemen Dalam Menunjang Pengiriman Makanan Untuk Kemajuan Perusahaan*. *Jurnal Ilmiah Kohesi*, 8(3), 63–69.
- Aprilia, A., & Soebroto, N. W. (2020). *Analisis Pengaruh Rasio Likuiditas, Efisiensi Operasi, dan Rasio Solvabilitas Terhadap Kinerja Keuangan Pada Pt Bank Maybank Indonesia Tbk Periode 2010-2018*. *Keunis Majalah Ilmiah*, 8(2302), 167–186.
- Arsih, Y., Praja, A., Perdian, S., Santoso, S., & Nurhidajat, R. (2022). *Penerapan Teknologi Self-Service Dalam Meningkatkan Customer Satisfaction Pada Usaha Ritel Food and Beverage*. *Jurnal Administrasi Profesional*, 3(2), 11–24.
<https://doi.org/10.32722/jap.v3i2.5125>
- Barnard, C. I. (1966). *The Functions Of The Executive* (30th ed.). Harvard University Press.
- Christabella, J., Tedjakusuma, J., Della, & Harianto, A. (2018). *Pengaruh Kualitas Layanan Self-Service Terhadap Kepuasan Konsumen Di Restoran Genki Sushi Surabaya*. *Jurnal Hospitality Dan Manajemen Jasa*, 6(2), 375–389.
<https://publication.petra.ac.id/index.php/manajemen-perhotelan/article/download/7502/6808>
- Desanuari, G. F., & Ludtriani, R. (2022). *Pengaruh self service technology terhadap pengembangan usaha dan kepuasan konsumen di masa pandemi covid-19 pada model bisnis restoran*. *Jurnal Ilmiah Multidisiplin*, 1(4), 268–273.
- El-Said, O. A., & Al Tall, T. (2020). *Studying the Factors Influencing Customers' Intention to Use Self-service Kiosks in Fast Food Restaurants. Information and Communication Technologies in Tourism 2020*, 2, 206–217.
https://doi.org/10.1007/978-3-030-36737-4_17
- Fajri, A., Kurniawan, A., Rizky, M., Barokah, S., Saputra, T., Sutabri, T., & Bina Darma, U. (2023). *Penerapan Teknologi Self Service pada Bidang Bisnis Restoran*. *IJM: Indonesian Journal of Multidisciplinary*, 1(5), 1755–1761.
<https://journal.csspublishing/index.php/ijm>
- Hadi, A., Asrori, & Rusman. (2021). *Penelitian Kualitatif: Studi Fenomenologi, Case Study, Grounded Theory, Etnografi, Biografi*. CV. Pena Persada.

- Hilmyawan, D., Hanoum, S., & Nareswari, N. (2022). *Investigasi Faktor-Faktor yang Mempengaruhi Service Innovative Behaviour pada Karyawan Frontline di Industri Food and Beverage*. *Jurnal Sains Dan Seni ITS*, 11(1). <https://doi.org/10.12962/j23373520.v11i1.70505>
- Islamiah, P. A., & Swasti, I. K. (2023). *Efisiensi Dan Efektivitas Pelayanan Pada Umkm Di Warung Makan "Lesehan 12" Sirah Kencong*. *Jurnal Pengabdian Kepada Masyarakat*, 3(3), 358–363.
- Johnston, R., Clark, G., & Shulver, M. (2012). *Service Operations Management: Improving Service Delivery* (04th ed.). Pearson Education Limited.
- Kotter, J. P. (2012). *Leading Change* (Vol. 16, Issue 1). Harvard Business Review Press.
- Maskur, A., & Utomo, U. (2020). *Pengaruh Kualitas Produk, Persepsi Harga, Kualitas Layanan Dan Store Atmosphere Terhadap Kepuasan (Studi Pada Pelanggan Antariksa Coffeeshop Semarang)*. *Jurnal Ilmiah Ekonomi*, 4, 40–60.
- Muis, A. (2021). *Rancang Bangun Konveyor Pengirim Makanan Pada Restoran Berbasis Mikrokontroler Menggunakan Metode Pwm*. *XXII(3)*, 75–76.
- Naeem, M., Nadezhda, B., & Wang, Y. (2024). *Service failure is bound to happen: Unraveling the impact of dissatisfaction, complaint behavior and re-travel intention in travel and tourism industry*. *Acta Psychologica*, 248(February), 104343. <https://doi.org/10.1016/j.actpsy.2024.104343>
- Nilsson, E., Pers, J., & Grubbström, L. (2021). *Self-Service Technology in Casual Dining Restaurants*. *Services Marketing Quarterly*, 42(1–2), 57–73. <https://doi.org/10.1080/15332969.2021.1947085>
- Nugraha, S., Supraoto, Y., & Masditou. (2024). *Analysis of Service Effectiveness on Customer Satisfaction in the Food & Beverage Business in Tarutung, North Tapanuli - North Sumatra*. *International Journal of Economics and Management*, 02(02), 151–160.
- Nurjanah, D. I., & Patin, N. N. (2024). *Survei Pendapatan terhadap Pengembangan Sumber Daya Manusia*. *Sosiosaintika*, 2(1), 62–73. <https://doi.org/10.59996/sosiosaintika.v2i1.394>
- Oliver, R. L. (2015). *Satisfaction: A Behavioral Perspective on the Consumer* (02nd ed.). Routledge.
- Prestasyawati, R. M., Ferichani, M., & Setyowati, N. (2021). *Pengaruh Customer Relationship Management Terhadap Loyalitas Konsumen di Cold n' Brew*. *E-Journal Ekonomi Bisnis Dan Akuntansi*, 8(2), 125. <https://doi.org/10.19184/ejeba.v8i2.20757>

- Priyatni, E., Suryani, A., Fachrunnisa, R., Supriyanto, A., & Zakaria, I. (2020). *Pemanfaatan NVIVO dalam penelitian kualitatif*. <https://fip.um.ac.id/wp-content/uploads/2021/10/b5-Pemanfaatan-NVIVO-dalam-Penelitian-Kualitatif.pdf>
- Robbins, T. R. (2021). *The Impact of Mobile Order Ahead Apps on QSR Queuing*. 16(2), 72–87. <https://articlearchives.co/index.php/JSIS/article/view/5124/5086>
- Rogers, E. M. (1983). *Diffusion of innovations*. (3rd ed.). The Free Press. teddykw2.files.wordpress.com/.../everett-m-rogers-diffusion-of-innovati..
- Shakirah, N., Suffri, N., Aisyah, & Nurashikin. (2023). *Customer Satisfaction and Willingness to Use Self-Service Kiosk In Genting Highlands Hotel. E-Proceeding Hotwec 7.0: Sustainably Nurturing Tourism, Hospitality and Wellness Industry For A Brighter Tomorrow*, 1(11), 176–188.
- Shiwen, L., Kwon, J., & Ahn, J. (2022). *Self-Service Technology in the Hospitality and Tourism Settings: A Critical Review of the Literature*. *Journal of Hospitality and Tourism Research*, 46(6), 1220–1236. <https://doi.org/10.1177/1096348020987633>
- Siwela, B., Ebewo, P. E., & Faku, E. M. (2022). *Customer Acceptance of Self-Service Technology at Fast Service Restaurants in Tshwane*. *Journal of Management and Entrepreneurship Research*, 3(1), 26–45. <https://doi.org/10.34001/jmer.2022.6.03.1-26>
- Susila, A. A. N. H., & Arsa, D. M. S. (2023). *Analisis System Usability Scale (SUS) dan Perancangan Sistem Self Service Pemesanan Menu di Restoran Berbasis Web*. *Majalah Ilmiah UNIKOM*, 21(1), 3–8. <https://doi.org/10.34010/miu.v21i1.10683>
- Syahrizal, H., & Jailani, M. S. (2023). *Jenis-Jenis Penelitian Dalam Penelitian Kuantitatif dan Kualitatif*. *Jurnal QOSIM: Jurnal Pendidikan, Sosial & Humaniora*, 1(1), 13–23. <https://doi.org/10.61104/jq.v1i1.49>
- Syarif, Edy Utomo, & Eko Prihartanto. (2021). *Identifikasi Potensi Pengembangan Wilayah Pesisir Kelurahan Karang Anyar Pantai Kota Tarakan*. *Jurnal Cakrawala Ilmiah*, 1(3), 225–232. <https://doi.org/10.53625/jcijurnalcakrawalaindonesia.v1i3.604>
- Utama, R., Gani, N., Jaharuddin, & Priharta, A. (2019). *Manajemen Operasi*. UM Jakarta Press. http://digilib.uinsgd.ac.id/8788/1/Buku_Manajemen_Operasi.pdf
- Waruwu, M. (2023). *Pendekatan Penelitian Pendidikan: Metode Penelitian Kualitatif, Metode Penelitian Kuantitatif dan Metode Penelitian Kombinasi (Mixed Method)*. *Jurnal Pendidikan Tambusai*, 7(1), 2896–2910.

Wicaksono, E. K. A., & Nugraheni, K. S. (2022). *Pengaruh Kualitas Pelayanan Dan Kualitas Produk Terhadap Kepuasan Pelanggan Di Elmo Gelato*. JURNAL ILMIAH EDUNOMIKA, 16(10), 7507–7518.

Xavier, E., Putra, J., & Anita, T. (2023). *Customer satisfaction from the self – service kiosks ' UI / UX and the customer continuance intention to use*. E3S Web of Conferences, 426(7), 1083.