Green Practice Implementation to Improve the Quality of Service at A Little Nan Yang Restaurant at Hotel Le Grande Bali

Dewa Ayu Dwi Widiastuti [1*], *Ni Putu Wiwiek Ary Susyarini* [2], *Luh Linna Sagitarini* [3]

[1] *Tourism Business Management, Tourism Department, Politeknik Negeri Bali*
[2] *Tourism Business Management, Tourism Department, Politeknik Negeri Bali*
[3] *Tourism Business Management, Tourism Department, Politeknik Negeri Bali*

*Corresponding Author: dwidewayu@gmail.com

Abstract: This study aims to analyze how the influence of green action, green food, and green donation on the quality of service at the Little Nan Yang Restaurant at the Hotel Le Grande Bali. Data collection methods used were observation, interviews, questionnaires, and literature study. The number of respondents in this study amounted to 75 guests who visited the Little Nan Yang Restaurant at the Hotel Le Grande Bali by using the accidental sampling method. The data analysis technique used is multiple linear regression analysis. Before conducting the analysis, the validity and reliability tests were conducted on the questionnaires distributed to the respondents. Based on the results of the t-test that has been carried out, it is concluded that the three independent variables partially have a positive influence on the quality of service at the Little Nan Yang Restaurant at the Hotel Le Grande Bali. The test results show that the green action variable has a t count > t table, which is 5.345 > 1.99394, and the significance value of X_1 is 0.000 < 0.05. The green food variable has a value of t arithmetic > t table that is 4.919 > 1.99394, and the significance value of X_2 is 0.000 <0.05. The green donation variable has a t count > t table, which is 2.568 > 1.99394, and a significance value of 0.012 < 0.05 for X_3. Based on the results of the F test, the three independent variables simultaneously have a positive influence on the quality of service at the Little Nan Yang Restaurant at the Hotel Le Grande Bali. This is evidenced by the calculated F value of 288.757 with a significance of 0.000 <0.05. Based on the results of multiple linear regression analysis, the regression coefficient value of X_1 is 1.493, X_2 is 1.202, and X_3 is 1.282. So, the first variable, namely green action, has the most dominant effect on service quality.

Keywords: Service Quality, Green Action, Green Food, Green Donation

Introduction

Bali is one of the famous tourist attractions for domestic and foreign tourists. Bali or often referred to as The Island of Paradise is a unique area that holds various beauty and superior potential of the region ranging from nature, population, and culture which are the main attraction for the development and progress of the region, such as the advancement of the tourism sector based on culture or local wisdom. The attractiveness of Bali as a tourist destination is supported by the uniqueness and diversity of culture in Bali (Akbar, 2019). The island of Bali is known to have great potential in Indonesian tourism, so that the island of Bali has been named the center of tourism in Indonesia. Bali tourism is known for its natural beauty, customs, friendliness of its people, and cultural diversity in every area in Bali. The impact of the development of the tourism industry in Bali makes an important contribution to the country's economy in terms of income, employment, and the effect of the balance of payments. However, since the (Adnyana, 2020) Covid-19 outbreak struck in various parts of the world, it had a major impact on the sustainability of tourism.

Accommodations and places that are usually crowded with visitors have been deserted due to the corona virus outbreak that struck in early 2020. Accommodation is a means to provide lodging services that can be equipped with food and drink services and other services. Hotels are one of the most frequently used types of accommodation to support tourist trips. Hotels are a support for entrepreneurs or tourists who are traveling for business or tourism, with a long time or outside the city, tourists need a comfortable place to stay with adequate facilities and provide food and drinks. It is also expected to be able to accommodate the increasing number of tourists, especially for tourists who have the desire to stay for a certain time, considering that in recent years the number of tourists has continued to increase.To travel, tourists will be satisfied if they can travel for more than one day, so tourists need a place to stay and rest. Again, accommodation or hotels that have implemented environmentally friendly concepts are becoming a trend that is in great demand by tourists, especially foreign tourists.

The environmentally friendly program in question is implementing the concept of Green Practice in hotels. One of the five-star hotels in Bali that has supported the concept of Green Practice is Hotel Le Grande Bali, which is located in the Pecatu Indah Resort area, Uluwatu. Green Practice is an action to protect the environment and

the resulting product is minimal in environmental damage (Irawan et al., 2014). All departments in the hotel have an important role in the progress of a hotel, one of which is the Department of Food and Beverage Service in Restaurants. The restaurant is very influential in the progress of the hotel because the restaurant sells food and drinks that are needed by guests every day. At the Le Grande Bali hotel, there is a restaurant named Little Nan Yang. This Little Nan Yang Restaurant has implemented Green Practice concepts such as reducing paper use, reducing plastic use, recycling waste, using environmentally friendly lights, processing liquid waste into clean water, and increasing green plants around the restaurant. very popular with guests and have a positive impact now and in the future for the company and the earth. In addition to implementing sustainable Green Practice programs, restaurants are also influenced by the quality of service provided in serving guests or consumers (Ghoniyah, 2012) .

The quality of service must continue to be improved to avoid complaints from consumers because this can damage the reputation of the hotel in the eyes of other consumers . As an employee, you must be able to read the nature of different consumers (Softian *et al.*, 2021). The quality of service can be improved with facilities or a supportive environment. With the cooperation and assistance from various fields will make consumers more happy to be in that place. Good service quality is very important to do so that customers feel happy so they will come back (Nanin, 2019)The better the services provided, the consumers will give a positive impression for the sustainability of the company. The description above makes the author interested in conducting further research on "Implementation of Green Practice to Improve Service Quality at Little Nan Yang Restaurant at Hotel Le Grande Bali".

Method

This research was conducted at Hotel Le Grande Bali. In this study, the object to be studied is the implementation of green practice to improve service quality at the Little Nan Yang Restaurant at the Le Grande Hotel Bali. The types of data used in this study are qualitative and quantitative data, while the data sources used are primary and secondary data. The method of determining the sample to be used in this study is accidental sampling,The sampling technique is based on chance, that is, anyone who happens to meet the researcher can be used as a sample Utama et al., 2021). This study has a total of 15 indicators, so 15 x 5 = 75 respondents. So, the number of samples in this study was 75 respondents. The data analysis techniques used in this study include validity and reliability tests to test the validity of the questionnaire reliability, classical assumption test (normality test, linearity test, multicollinearity test, and heteroscedasticity test), multiple linear regression analysis, hypothesis testing (t test and F).), and the coefficient of determination R^2.

Likert scale is a tool to measure attitudes, opinions and perceptions of a person or group about social phenomena. Likert scale is used as an assessment of each question indicator in a variable. The following is the weight of the assessment using the Likert scale in this study, as follows:

Table 1. Likert Scale

Evaluation	Scale
Strongly Disagree	1
Don't agree	2
Neutral	3
Agree	4
Strongly Agree	5

(Source: Processed data, 2021)

Result and Discussion
Results

Table 2. Characteristics of Respondents Based on Gender

No.	Gender	Frequency (Person)	Percentage (%)
1.	Man	44	58.7
2.	Women	31	41.3
	Amount	**75**	**100**

(Source: Processed data, 2022)

Based on Table 2 above, it is known that the male respondents were 44 people or 58.7%, while the female respondents were 31 people or 41.3%. This shows that the visitors to the Little Nan Yang Restaurant at the Hotel Le Grande Bali who are respondents in this study are more dominantly male than female.

Table 3. Characteristics of Respondents Based on Age

No.	Age	Frequency (Person)	Percentage (%)
1.	< 25 years old	25	33.3
2.	26 – 40 years old	32	42.7
3.	> 40 years old	18	24.0
Amount		**75**	**100**

(Source: Processed data, 2022)

Based on Table 3 above, it is known that respondents aged <25 years were 25 people or 33.3%, respondents aged 26-40 years were 32 people or 42.7%, and respondents aged > 40 years were 18 people or by 24%. This shows that the most dominant visitors who come to the Little Nan Yang Restaurant at the Hotel Le Grande Bali in this study are 26-40 years old.

Table 4. Validity Test Results

Statement	Pearson Correlation	r table	Description
Green Action (X_1)			
X1.1	0.863	0.2272	Valid
X1.2	0.909	0.2272	Valid
X1.3	0.892	0.2272	Valid
X1.4	0.826	0.2272	Valid
Green Food (X_2)			
X2.1	0.834	0.2272	Valid
X2.2	0.916	0.2272	Valid
X2.3	0.888	0.2272	Valid
X2.4	0.843	0.2272	Valid
Green Donation (X_3)			
X3.1	0.892	0.2272	Valid
X3.2	0.880	0.2272	Valid
Service Quality (Y)			
$Y_{1.1}$	0,805	0,2272	Valid
$Y_{1.2}$	0,858	0,2272	Valid
$Y_{1.3}$	0,894	0,2272	Valid
$Y_{1.4}$	0,829	0,2272	Valid
$Y_{2.1}$	0,823	0,2272	Valid
$Y_{2.2}$	0,879	0,2272	Valid
$Y_{2.3}$	0,821	0,2272	Valid
$Y_{3.1}$	0,868	0,2272	Valid
$Y_{3.2}$	0,793	0,2272	Valid
$Y_{4.1}$	0,872	0,2272	Valid
$Y_{4.2}$	0,873	0,2272	Valid
$Y_{4.3}$	0,841	0,2272	Valid
$Y_{5.1}$	0,817	0,2272	Valid
$Y_{5.2}$	0,775	0,2272	Valid

(Source: Processed data, 2022)

Based on Table 4 above, it can be explained that each indicator of each variable has a Pearson correlation value greater than r table which is 0.2272, then the questionnaire statement indicator is feasible to use because it is declared valid and has met the data validation requirements.

Table 5. Reliability Test Results

Variable	Cronbach's Alpha	Standard	Description
Green Action (X1)	0.898	0.60	Reliable
Green Food (X2)	0.892	0.60	Reliable
Green Donation (X3)	0.725	0.60	Reliable
Service Quality (Y)	0.968	0.60	Reliable

(Source: Processed data, 2022)

Based on Table 5 above, it can be seen that the cronbach's alpha value of each variable, namely green action, green food, green donation, and service quality has a cronbach's alpha value greater than 0.60; it is concluded that all instruments are reliable.

Table 6. Normality Test Result

N	Test Statistic	Asymp. Sig. (2-tailed)
75	0.63	0.200

(Source: Processed data, 2022)

Based on the results of the normality test in Table 6 above, the value of Kolmogorov-Smirnov (K-S) is 0.063 and a significance level of 0.200 which is greater than 0.05; so it can be concluded that the data in the regression model has been normally distributed and can be continued for further analysis.

Table 7. Multicollinearity Test Result

Variable	Tolerance	VIF
X1	0.148	6.738
X2	0.193	5.191
X3	0.213	4.696

(Source: Processed data, 2022)

Based on the results of the multicollinearity test in Table 7 above, the tolerance value for X1 is 0.148, X2 is 0.193, and X3 is 0.213. The VIF value of the X1 variable is 6.738, X2 is 5.191, and X3 is 4.696. The tolerance value of all independent variables is more than 0.10 and the VIF value is less than 10, so it can be concluded that the regression model made does not have symptoms of multicollinearity.

Table 8. Heteroscedasticity Test Results

Variable	Significance
X1	0.503
X2	0.944
X3	0.399

(Source: Processed data, 2022)

Based on the results of the heteroscedasticity test in Table 8 above, it can be seen that there is no effect of the independent variable on the absolute residual which is indicated by the significance value of each variable being tested more than 0.05, namely X1 of 0.503, X2 of 0.944, and X3 of 0.399. Thus, the model made does not contain symptoms of heteroscedasticity, so it is feasible to use.

Table 9. Linearity Test Result

Significance of Deviation from Linearity
0.113

(Source: Processed data, 2022)

Based on Table 9 above, it is known that deviation from linearity has a significance value of 0.113 > 0.05. This means that there is a linear relationship between the independent variables, namely green action, green food, and green donation with the dependent variable, namely service quality.

Table 10. Multiple Linear Regression Analysis Results

		Coefficients^a				
		Unstandardized Coefficients		Standardized Coefficients		
	Model	B	Std. Error	Beta	t	Sig.
1	(Constant)	1.819	1.681		1.082	0.283
	X1	1.493	0.279	0.453	5.345	0.000
	X2	1.202	0.224	0.366	4.919	0.000
	X3	1.282	0.499	0.182	2.568	0.012

(Source: Processed data, 2022)

Based on Table 10 above, the regression equation is obtained, namely:

$Y = 1.819 + 1.493X1 + 1.202X2 + 1.282X3$

Information:

Y = Service Quality

X1 = Green Action

X2 = Green Food

X3 = Green Donation

Based on the regression equation formed above, the results can be interpreted, namely:

1. Constant, the constant value obtained is 1.819, meaning that if the three independent variables, namely green action, green food, and green donation, are considered constant (value 0), then the dependent variable, namely service quality, is 1.819.
2. Green Action, the regression coefficient value for the green action variable is 1.493 with a significance level of 0.000 where the value is smaller than 0.05. This means that, if the green action increases by one unit, the value of service quality will increase by 1.493 units, assuming other variables are constant.
3. Green Food, the regression coefficient value for the green food variable is 1.202 with a significance level of 0.000 where the value is smaller than 0.05. This means that, if green food increases by one unit, the value of service quality will increase by 1.202 units, assuming other variables are constant.
4. Green Donation, the regression coefficient value for the green donation variable is 1.282 with a significance level of 0.012 where the value is smaller than 0.05. This means that, if green donation increases by one unit, the value of service quality will increase by 1.282 units, assuming other variables are constant.

Table 10 show the result of the t test. Based on the t table, the t-table value is 1,99394 (df = n-k-1 = 75-3-1 = 71).

1. Green Action, the value of t-count > t-table is 5.345 > 1.99394, and the significance value of X1 is 0.000 < 0.05, then partially the green action variable has a positive effect on service quality, so the first hypothesis is accepted.
2. Green Food, the value of t-count > t-table is 4,919 > 1,99394, serta nilai signifikansi X2 sebesar 0,000 < 0,05, maka secara parsial variabel green food berpengaruh positif terhadap kualitas pelayanan, sehingga hipotesis kedua diterima.
3. Green Donation, the value of t-count > t-table is 2,568 > 1,99394, serta nilai signifikansi X3 sebesar 0,012 < 0,05, maka secara parsial variabel green donation berpengaruh positif terhadap kualitas pelayanan, sehingga hipotesis ketiga diterima.

Table 11. Coefficient of Determination (R^2)

		Model Summary[b]		
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.961[a]	.924	.921	3.948

(Source: Processed data, 2022)

Based on the results of the coefficient of determination in Table 11 above, the adjusted R square (R^2) value is 0.921 or 92.1%. This shows that the quality of service has been able to be explained by green action, green food, and green donation by 92.1%; while the remaining 7.9% is explained by other factors outside the research model.

Table 12. F Test Result

			ANOVA[a]			
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13505.731	3	4501.910	288.757	0.000[b]
	Residual	1106.935	71	15.591		
	Total	14612.667	74			

(Source: Processed data, 2022)

Based on the results of the F test in Table 12 above, the calculated F value is 288.757 with a significance of 0.000; where the value is smaller than 0.05 which indicates that green action (X1), green food (X2), and green donation (X3) simultaneously affect service quality (Y), and the model is suitable for further testing (model fit with data).

Discussions

The effect of green action on service quality

The first hypothesis states that there is a positive effect of green action on service quality at Little Nan Yang Restaurant at Hotel Le Grande Bali. The test results show that the green action variable has a value of t arithmetic > t table which is 5.345 > 1.99394, and the significance value of X1 is 0.000 < 0.05, so partially the green action variable has a positive effect on service quality, so H1 is accepted.

One of the efforts to prevent further environmental damage is by implementing green action. Green action is defined as an action taken with the aim of protecting both the environment and the surrounding community. According to (Moha *et al,* 2016) restaurants are still experiencing difficulties in implementing environmentally friendly movements due to low awareness and too worried about the increase in costs incurred. Based on the

phenomena found and unstructured interviews at the Little Nan Yang Restaurant at the Hotel Le Grande Bali, it was found that there were complaints from visitors about the hot atmosphere of the restaurant. As a form of green action against these problems, the Little Nan Yang Restaurant at the Le Grande Bali Hotel has planted trees around the restaurant so that the atmosphere becomes cool and beautiful.

In addition, the restaurant also prohibits consumers from smoking inside the restaurant so as not to create air pollution. Another phenomenon that occurs at the Little Nan Yang Restaurant at the Le Grande Bali Hotel is that it is still wasteful in terms of lighting. Green action against this problem is to use fluorescent lamps which are more energy efficient than incandescent lamps. This lamp is an electric lamp that uses fluorescent gas and a fluorescent coating as a fluorescent light which saves time and money. Another phenomenon that occurs in restaurants is the lack of available menu books. The Little Nan Yang Restaurant at the Le Grande Bali Hotel has now replaced the menu book using a barcode system that is more practical and makes it easier for consumers to order food. In addition to the green actions described above, other green actions that have been implemented are using tap taps on the sink to save water, recycling used goods such as cardboard, glass, plastic and others into new items, using dish soap that is do not overdo it, use food waste into organic fertilizer, and use biodegradable packaging products (can decompose and decompose by itself) to package food. The implementation of Green action is carried out optimally in order to get maximum results, but in fact at Little Nan Yang Restaurant the application of Green action has not been carried out optimally. The application of Green Action is said to have not been maximized seen from the presence of several guest complaints, besides that there are other factors that cause the implementation of Green Action to be less than optimal, namely the constraints on costs. Judging from the current situation, which is experiencing a difficult situation due to the Covid virus that is spreading throughout the world.

The effect of green food on service quality

The second hypothesis states that there is a positive effect of green food on service quality at the Little Nan Yang Restaurant at Hotel Le Grande Bali. The test results show that the green food variable has a t count > t table that is 4.919 > 1.99394, and the X2 significance value is 0.000 < 0.05, so partially the green food variable has a positive effect on service quality, so H2 is accepted.

Competition in the hospitality world can be won by providing quality products and servicess. Service quality is an effort to realize consumer comfort and satisfaction (Dwi & Adnyana 2021). Actions that can be taken to improve the quality of hotel services by implementing environmentally friendly practices, namely green food. Green food is defined as the use of organic or local ingredients. If it's green food, the Little Nan Yang Restaurant at Hotel Le Grande Bali already uses ingredients that come from local farmers. Besides being able to apply the principle of green practice to restaurants, this is also a form of concern for the restaurant for the economy of the surrounding community. The Little Nan Yang Restaurant at the Le Grande Bali Hotel can collaborate with local farmers to provide local raw materials. In addition, the Little Nan Yang Restaurant at Hotel Le Grande Bali can also use organic ingredients which are considered healthier for food preparation. Another form of green food application is providing information on food menus that have special characteristics such as low fat, vegetarian, and so on. The implementation of green food at Little Nan Yang Restaurant is currently said to be not optimal, because it cannot be denied that in selecting the raw materials used, there are still those who use imported products. This happens because there are some food raw materials that can only be obtained from imported materials both in terms of quality and availability of raw materials. The selection of food suppliers is also less strict where not all food suppliers actually use organic ingredients. However, at this time the restaurant has tried to maximize the application of green food by utilizing vacant land to plant plants that can be used as kitchen spices, besides being able to support the green food program, it can also save operational costs incurred. Besides that, establishing good cooperation with suppliers can be improved to make it easier to get the local raw materials needed. With the implementation of green food, guests will feel happy because they are served food made from healthy ingredients, so the quality of service will increase. Quality service can attract buyers. Visitors to Little Nan Yang Restaurant will feel that the restaurant cares about the comfort of visitors. So, in this study it was concluded that green food had a positive effect on service quality at Little Nan Yang Restaurant at Hotel Le Grande Bali.

The effect of green donation on service quality

The third hypothesis states that there is a positive effect of green donation on service quality at the Little Nan Yang Restaurant at the Hotel Le Grande Bali. The test results show that the green donation variable has a t count > t table, which is 2.568 > 1.99394, and the significance value of X3 is 0.012 < 0.05, so partially the green donation variable has a positive effect on service quality, so H3 is accepted.

Restaurant business with fierce competition is one sector that has rapid growth and development . As service providers, business people must be able to pay attention to service quality and pay attention to the rapidly changing consumer desires (Mardiatmoko, 2020). One example of action to improve the quality of service by implementing Green Practice, namely in this case green donation. Green donation is defined as the participation of

the restaurant by contributing funds to environmental activities (Leonardo *et al.*, 2014) . Based on unstructured interviews conducted with several staff, there was a phenomenon that was found where the Little Nan Yang Restaurant at the Le Grande Bali Hotel had apparently implemented green donation but its implementation was not optimal. There are several things that are done as a form of implementation of green donation, namely by funding environmentally friendly projects held by the nature lover community as a form of concern for the restaurant in protecting the surrounding environment. Collaboration with the nature lover community can also be done by providing free food for an environmentally friendly project that is being carried out. The Little Nan Yang Restaurant at the Le Grande Bali Hotel also provides education to the surrounding community regarding the dangers of environmental damage. This can also be done by facilitating educational activities in the form of socialization. This education is not only given to the surrounding community, but also given to restaurant employees and consumers. The education is implemented through socialization, short guide books, seminars, and so on. The application of green donation at the Little Nan Yang Restaurant at the Le Grande Bali hotel is still not optimal, because the awareness of this matter is not great. Education regarding the application of green donation has not been carried out routinely so that its implementation is said to have not been maximized. With the implementation of green donation, the service quality of Little Nan Yang Restaurant at Hotel Le Grande Bali will increase. This is because the quality of service and services provided by restaurants is an important factor for consumers to be interested in continuing to subscribe (Melyza & Agus, 2021)Visitors feel that the restaurant has helped nature conservation, so they are interested in coming back to Little Nan Yang Restaurant at Hotel Le Grande Bali. So, in this study it was concluded that green donation had a positive effect on service quality at the Little Nan Yang Restaurant at the Le Grande Hotel Bali.

Conclusion

Based on the results of the research that has been done, it can be concluded that the results of the t-test that has been carried out, the key is to have the third variable partially positive influence on the quality of service at the Little Nan Yang Restaurant at the Hotel Le Grande Bali. Based on the statistical results of the t test with a green action value of 5,345, green food of 4,919, and green donation of 2,568, all three of which are more than the total t-table of 1,99394 and with a third significance value of 0.000 less than 0.05 (0.000 <0.05). The calculated F value is 288.757 with a significance of 0.000; where the value is smaller than 0.05 which indicates that green action (X1), green food (X2), and green contribution (X3) simultaneously affect service quality (Y)

Acknowledgment

Reference

Adnyana, I. M. (2020). Dampak Green Tourism Bagi Pariwisata Berkelanjutan Pada Era Revolusi Industri 4.0. *Manajemen, Ekonomi, Dan Akuntansi*, *4*(3), 1582–1592.

Akbar, I. (2019). Pengaruh Kualitas Pelayanan, Sarana dan Prasarana Terhadap Kepuasan Serta Dampaknya Terhadap Loyalitas Konsumen Pada Industri Perhotelan di Banda Aceh. *Jurnal Manajemen Dan Akuntansi*, *5*(1), 1–7.

Dwi, I. M., & Adnyana, M. (2021). *Metode Penelitian pendekatan kuantitatif* (T. S. Tambunan (ed.); Issue August). CV. Media Sains Indonesia.

Ghoniyah, N. (2012). Perilaku Komplain Dan Pengaruhnya Terhadap Kepuasan Dan Loyalitas Pelanggan Jasa. *Dharma Ekonomi STIE Dharmaputra Semarang*, *19*(35), 1–12.

Irawan, A., B, A. V., Perhotelan, M., & Petra, U. K. (2014). *PENGARUH GREEN PRACTICE TERHADAP GREEN CONSUMER BEHAVIOR DI THE KEMANGI RESTAURANT, HOTEL SANTIKA PANDEGILING SURABAYA*. 86–101.

Leonardo, A., Utomo, S. L., Thio, S., Siaputra, H., Perhotelan, M., Kristen, U., & Surabaya, P. (2014). *Green Practices Di Restoran-Restoran Yang Ada Di Surabaya*. *2011*, 496–515.

MARDIATMOKO, G.-. (2020). Pentingnya Uji Asumsi Klasik Pada Analisis Regresi Linier Berganda. *BAREKENG: Jurnal Ilmu Matematika Dan Terapan*, *14*(3), 333–342. https://doi.org/10.30598/barekengvol14iss3pp333-342

Melyza, A., & Agus, R. M. (2021). Persepsi Siswa Terhadap Proses Penerapan Pembelajaran Pendidikan Jasmani Olahraga Dan Kesehatan Pada Pandemi Covid-19. *Journal Of Physical Education*, *2*(1), 8–16.

Moha, S., & Loindong, S. (2016). Analisis Kualitas Pelayanan Dan Fasilitas Terhadap Kepuasan Konsumen Pada

Hotel Yuta Di Kota Manado. *Jurnal EMBA*, *4*(1), 575–584.

Nanin, N. (2019). *Pengaruh Kualitas Layanan Terhadap Kepuasan Pelanggan Noach Cafe And Bistro*. *7*(2).

Softian, E. P., Putra, T., & Wulansari, N. (2021). Analisis Kualitas Pelayanan Pramusaji di Red Lado Restaurant Kyriad Hotel Bumiminang Kota Padang. *Jurnal Kajian Pariwisata Dan Bisnis Perhotelan*, *2*(2), 150–155. https://doi.org/10.24036/jkpbp.v2i2.23372

Utama, R., Bagus, I. G., Dhyana, U., & Bali, P. (2021). *Teknik Sampling dan Penentuan Jumlah sampel*. *2021*(January 2016). https://doi.org/10.13140/RG.2.1.5187.0808