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APPENDICES

Section 1 of 9

The Impact of Innovation, Changes in Consumer Behavior, and the COVID-19 Pandemic on Repurchase Intention: The Mediating Role of Customer Satisfaction in Warunk Upnormal

Dear Participants,

My name is Olivia Rengganis Permatasari, as a Management Student at President University. As part of my thesis research, I am conducting a study on **The Impact of Innovation, Changes in Consumer Behavior, and the COVID-19 Pandemic on Repurchase Intention: The Mediating Role of Customer Satisfaction in Warunk Upnormal**, a renowned food and beverage business.

Your participation in this research is of great importance to me, and your insights and opinions will provide valuable data which will contribute significantly to the success of this study. Rest assured that all the information you provide will be kept confidential and used solely for research purposes. Your privacy and anonymity will be respected throughout the study.

Once again, thank you for agreeing to participate in this research.

Partisipan yang terhormat,

Nama saya Olivia Rengganis Permatasari, sebagai Mahasiswa Manajemen di President University. Sebagai bagian dari penelitian tesis saya, saya sedang melakukan studi mengenai **The Impact of Innovation, Changes in Consumer Behavior, and the COVID-19 Pandemic on Repurchase Intention: The Mediating Role of Customer Satisfaction in Warunk Upnormal**, sebuah bisnis makanan dan minuman ternama.

Partisipasi Anda dalam penelitian ini sangat penting bagi saya, dan wawasan serta pendapat Anda akan memberikan data berharga yang akan memberikan kontribusi secara signifikan bagi keberhasilan penelitian ini. Semua informasi yang Anda berikan akan dirahasiakan dan hanya digunakan untuk tujuan penelitian. Privasi Anda akan dihargai selama penelitian.

Sekali lagi terima kasih telah bersedia berpartisipasi dalam penelitian ini.

⋮

Have you visited Warunk Upnormal in recent years?
(Apakah Anda berkunjung ke Warunk Upnormal dalam beberapa tahun terakhir?)

Multiple choice

Yes, I have visited War... Continue to next section

No, I have not visited ... Go to section 9 (Thank you for participating!)

Add option or [add "Other"](#)

Required

Section 2 of 9

Profile of respondents ⋮

Your personal data collected in this questionnaire will be treated with utmost confidentiality. All information you provide will be used solely for research purposes.

⋮

Your Age (Umur Anda)

Multiple choice

15-24

25-34

35-44

45-54

> 55

Add option or [add "Other"](#)

Required

⋮

Your Gender (Gender Anda) 🖼️ Multiple choice ▾

Male (laki-laki) ✕

Female (perempuan) ✕

Other... ✕

Add option

📄 🗑️ Required ⋮

⋮

Your Expenses (Pengeluaran Anda) 🖼️ Multiple choice ▾

in a month (per bulan)

< Rp 1.000.000 ✕

Rp 1.000.000 - Rp 4.999.999 ✕

Rp 5.000.000 - Rp 9.999.999 ✕

Rp 10.000.000 - Rp 14.999.999 ✕

> Rp 15.000.000 ✕

Add option or [add "Other"](#)

📄 🗑️ Required ⋮

⋮


Domicile (Domisili) 🖼️ Short answer ▾

City, Province (Kota, Provinsi)



Short answer text

📄 🗑️ Required ⋮

☰

Occupation (Pekerjaan)  Multiple choice ▾

- Employed (Full-time) ✕
- Self-employed ✕
- Student ✕
- Unemployed ✕
- Retired ✕
- Entrepreneur ✕
- Add option or [add "Other"](#)

  | Required ⋮

Explanation



The scale used in this questionnaire is a Likert scale, where you will rate your agreement or disagreement with statements using a range of options, such as "Strongly Disagree" to "Strongly Agree."

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

Skala yang digunakan dalam kuesioner ini adalah skala Likert, di mana Anda akan menilai persetujuan atau ketidaksetujuan Anda dengan pernyataan menggunakan serangkaian pilihan, seperti "Sangat Tidak Setuju" hingga "Sangat Setuju".

1 = Sangat Tidak Setuju

2 = Tidak setuju

3 = Netral

4 = Setuju

5 = Sangat Setuju

Section 4 of 9

Innovation



Description (optional)

Warunk Upnormal provides a wide array of unique menu to choose from. (Warunk Upnormal menyediakan beragam menu unik untuk dipilih.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

Menu offered at this restaurant are frequently supplemented with new flavors and ingredients for the customers. (Menu yang ditawarkan di Warunk Upnormal seringkali dilengkapi dengan rasa dan bahan baru untuk pelanggan.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

The menu offered at Warunk Upnormal meets my tastes and preferences. (Menu yang ditawarkan di Warunk Upnormal memenuhi selera dan preferensi saya.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

Section 5 of 9

Changes in Consumer Behavior



Description (optional)

When eating at a restaurant, if it's crowded, I don't eat at the place. (Saat makan di restoran, apabila ramai, saya tidak jadi makan di tempat.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

I would be willing to choose restaurants that follow preventative measures of COVID-19. (Saya bersedia memilih restoran yang mengikuti tindakan pencegahan COVID-19..) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

I will switch from dine-in to online delivery to handle the needs of my near future. (Saya akan beralih dari makan di tempat ke pengiriman online untuk menangani kebutuhan saya dalam waktu dekat.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

Section 6 of 9

COVID-19



Description (optional)

When using restaurant to eat, due to fear of COVID-19, I often feel nervous. (Saat menggunakan restoran untuk makan, karena takut akan COVID-19, saya sering merasa gugup.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

I hesitate to dine in the restaurant because I am afraid of catching COVID-19. (Saya ragu untuk makan di restoran karena saya takut tertular COVID-19.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

I avoid meeting with other people in restaurants because I don't want to catch COVID-19. (Saya menghindari pertemuan dengan orang lain di restoran karena saya tidak ingin tertular COVID-19.) *

1 2 3 4 5

Strongly Disagree (Sangat Tidak Setuju) Strongly Agree (Sangat Setuju)

Section 7 of 9

Customer Satisfaction



Description (optional)

I had an interesting experience at Warunk Upnormal. (Saya memiliki pengalaman menarik di Warunk Upnormal.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

I am pleased to dine at Warunk Upnormal. (Saya senang makan di Warunk Upnormal.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

When I eat at Warunk Upnormal, even though I'm alone, I still feel comfortable. (Saat makan di Warunk Upnormal, walaupun sendiri, saya tetap merasa nyaman.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

The overall feelings I got from Warunk Upnormal put me in a good mood. (Perasaan keseluruhan yang saya dapatkan dari Warunk Upnormal membuat saya dalam suasana hati yang baik.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

Overall, I am satisfied with Warunk Upnormal. (Secara keseluruhan, saya puas dengan Warunk Upnormal.) *

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

Section 8 of 9

Repurchase Intention



Description (optional)

I intend to make a repurchase at Warunk Upnormal. (Saya berniat untuk melakukan pembelian * kembali di Warunk Upnormal.)

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

It is likely that I will continue to go to Warunk Upnormal. (Kemungkinan saya akan terus pergi * ke Warunk Upnormal.)

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

I expect to continue to visit Warunk Upnormal in the near future. (Saya berharap untuk terus * mengunjungi Warunk Upnormal dalam waktu dekat.)

	1	2	3	4	5	
Strongly Disagree (Sangat Tidak Setuju)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree (Sangat Setuju)

Section 9 of 9

Thank you for participating!



Thank you for taking the time to complete this questionnaire. Your valuable responses will contribute significantly to the research. Your participation is highly appreciated, and your input will help to gain valuable insights into the study. Your cooperation is essential, and thank you for being a part of this research.

Terima kasih telah meluangkan waktu untuk mengisi kuesioner ini. Tanggapan Anda yang berharga akan berkontribusi secara signifikan terhadap penelitian ini. Partisipasi Anda sangat dihargai, dan masukan Anda akan membantu untuk mendapatkan wawasan yang berharga dalam penelitian ini. Kerja sama Anda sangat penting, dan terima kasih telah menjadi bagian dari penelitian ini.

I 1	I 2	I 3	CC B1	CC B2	CC B3	C 1	C 2	C 3	C S1	C S2	C S3	C S4	C S5	R I1	R I2	R I3
4	4	4	4	4	3	4	2	4	3	3	2	2	2	2	2	2
4	4	4	3	4	4	5	5	5	4	4	4	4	4	4	3	3
3	2	3	3	3	3	2	2	2	3	3	2	3	3	3	1	3
5	3	5	1	1	1	4	1	2	5	5	5	5	5	3	5	5
4	5	4	5	5	5	1	1	1	3	4	3	4	3	3	2	5
1	1	1	5	5	5	4	4	2	2	3	2	3	2	1	1	1
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	2	4	4	4	4	4	4	4	3	4	4	3	3	2	3	4
4	3	3	4	5	4	3	4	5	5	4	4	4	5	3	3	3
4	4	5	2	4	5	1	2	4	4	5	3	4	4	4	3	4
2	4	4	2	4	3	4	4	4	2	3	2	2	3	2	2	2
4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	2	2
5	4	4	4	4	4	3	2	3	2	3	3	4	4	4	4	4
5	4	4	4	4	4	2	2	2	3	3	4	4	4	3	3	3
2	1	2	1	1	1	1	1	1	3	2	3	3	3	2	1	1
4	4	4	4	5	4	3	2	4	4	4	4	4	4	4	4	4
2	3	3	3	4	4	2	2	2	2	1	3	1	1	1	3	4
4	4	4	4	4	3	5	5	5	3	3	3	4	3	3	3	4
3	3	2	4	3	3	2	1	1	3	2	2	3	3	2	2	2
4	4	5	4	4	3	4	4	4	4	5	5	4	3	4	5	5
4	3	2	2	3	2	3	2	2	3	3	3	3	3	2	2	2
4	4	3	4	5	4	4	2	2	3	3	3	3	3	2	2	2
4	2	2	2	3	3	2	2	2	3	3	4	4	4	3	2	3
4	3	5	3	4	4	5	4	4	4	4	5	4	5	4	5	5
3	3	2	5	5	5	3	3	4	3	3	3	3	3	3	3	3
2	2	2	5	5	5	1	4	4	1	3	2	2	3	3	3	2
5	2	5	2	3	2	4	5	2	4	4	4	4	3	2	1	4
5	4	5	2	3	2	2	2	1	5	5	4	4	5	4	4	4
4	3	4	3	3	3	3	4	4	5	5	4	4	4	4	3	3
4	3	3	3	4	3	2	1	1	4	3	3	3	4	3	3	3
4	4	3	4	4	5	4	4	3	2	3	2	3	4	4	2	2
5	2	3	4	4	4	3	3	3	2	3	4	3	2	3	2	2
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