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**The Relationship of Service Quality, Customer Satisfaction, and Behavioral Intention on Restaurant in Padang City**

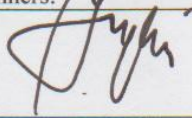
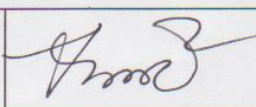
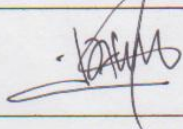
*Bachelor Thesis by: Giovanni Eka Saputra  
Supervisor: Dr. Yulia Hendri Yeni, SE, MT, Ak*

*Abstract*

*This research investigated about the relationship of service quality, customer satisfaction and behavioural intention on restaurant in Padang City. The data obtained through questionnaire. The samples were drawn from 130 customer of restaurant. The data analyzed by using SmartPLS 3.0. In this research there are 3 variables; those are independent variable which is service quality, mediating variable which is customer satisfaction, and the dependent variable which is behavioural intention. The findings indicated that service quality has significant relationship to customer satisfaction and behavioural intention. Customer satisfaction partially mediated the relationship of service quality to behavioural intention.*

**Keywords:** *Service Quality, Customer Satisfaction, Behavioral Intention.*

This thesis has already examined and passed on April 25, 2016. This abstract has already approved by supervisor and examiners:

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