

DAFTAR PUSTAKA

- Adekunle, S. A., & Ejechi, J. O. (2018). Modelling Repurchase Intention Among Smartphones Users in Nigeria. *Journal of Modelling in Management*, 13(4), 794–814. <https://doi.org/10.1108/JM2-12-2017-0138>
- Aghnia, N., & Wibowo, L. A. (2019). Dimensi Service Experience Dalam Membentuk Repurchase Intention Pada Md Clinic By Lazeta Skin Care. *Journal of Business Management Education (JBME)*, 2(2), 65–74. <https://doi.org/10.17509/jbme.v2i2.5982>
- Amoako, G. K., Caesar, L. D., Dzogbenuku, R. K., & Bonsu, G. A. (2021). Service Recovery Performance and Repurchase Intentions: The Mediation Effect of Service Quality at KFC. *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-06-2021-0141>
- Annisa, I. T., & Wijaya, A. P. (2019). Pengaruh Keterlibatan dan Pengetahuan Produk terhadap Keputusan Pembelian Jamu Masuk Angin Kemasan. *Jurnal Ilmiah Manajemen*, 14(2), 122–137.
- Ariyanti, Kesbi, F. G., Tari, A. R., Siagian, G., Jamilatun, S., Barroso, F. G., Sánchez-Muros, M. J., Rincón, M. Á., Rodriguez-Rodriguez, M., Fabrikov, D., Morote, E., Guil-Guerrero, J. L., Henry, M., Gasco, L., Piccolo, G., Fountoulaki, E., Omasaki, S. K., Janssen, K., Besson, M., ... A.F. Falah, M. (2021). Pengaruh Elemen Pemasaran Media Sosial terhadap Keterlibatan Konsumen pada Merek, Kesadaran Merek, dan Citra Merek. *Jurnal Aplikasi Teknologi Pangan*, 4(1), 1–2.
- Ayu, I. G., & Utami, P. (n.d.). *Peran Product Involymnt dalam memoderasi pengaruh Country of Origin terhadap Purchase Intention Smarthphone Fakultas Ekonomi dan Bisnis Universitas Udayana (Unud), Bali , Indonesia Fakultas Ekonomi dan Bisnis Universitas Udayana*. 3604–3624.
- Ayutika, R. D. N. (2018). Pengaruh Kualitas Layanan dan Kepuasan Konsumen Terhadap Citra Perusahaan. *Seminar Nasional Dan Call For Paper III, 2005*, 386–391.
- Chayana, P. (2014). Pengaruh Bauran Pemasaran Jasa “House of Balloon” Terhadap Niat Beli Ulang Konsumen. *Jurnal Manajemen Maranatha*, 13(2), 113811.
- Chien, L. H., & Chi, S. Y. (2019). Corporate Image as a Mediator Between Service Quality and Customer Satisfaction: Difference Across Categorized Exhibitors. *Heliyon*, 5(3), e01307. <https://doi.org/10.1016/j.heliyon.2019.e01307>
- Dei, R. (2018). *Pengaruh Kualitas Layanan dan Kepuasan Pelanggan pada Niat Pembelian Ulang di Restoran Kampus University of Cape Coast*.

- Elsya, P., & Indriyani, R. (2020). The Impact of Product Knowledge and Product Involvement to Repurchase Intention for Tupperware Products among Housewives in Surabaya, Indonesia. *SHS Web of Conferences*, 76, 01037. <https://doi.org/10.1051/shsconf/20207601037>
- Elsya, P., Manajemen, J., Bisnis, F., & Petra, U. K. (2020). *Pengaruh Product Knowledge dan Product Involvement terhadap Repurchase Intention Produk Tupperware pada Ibu Rumah Tangga di Surabaya , Indonesia. 01037.*
- F, I. Y. (2007). *Analisis Keterlibatan Konsumen dan Perbedaan antar Merek terhadap Keputusan Membeli Sabun Kecantikan pada Mahasiswi Manajemen Ekstensi FE USU.*
- Fakhrudin, A. (2019). Pengaruh Kewajaran Harga dan Citra Perusahaan Terhadap Keputusan Pembelian Ulang Pada Penumpang Maskapai Citilink Indonesia. *Jurnal Manajemen Bisnis*, 10(1), 55–72. <https://doi.org/10.18196/mb.10168>
- Fernandes, & Junaedi, S. (2016). Pengaruh Country of Origin Image, Product Knowledge, Dan Product Involvement Terhadap Keputusan Pembelian Produk Smartphone Samsung. *E-Journal UAJY*, ` , 1–15.
- Go Darmadi Unjaya, L. S. (2011). Analisis Pengaruh Satisfaction, Trust dan Commitment terhadap Repurchase Intentions Pelanggan Tetap Hotel Raden Wijaya Mojokerto. *Manajemen Perhotelan, Universitas Kristen Petra, Surabaya, Indonesia*, 291–303.
- Higgins, D. M. (2012). Pengaruh Country of Origin, Product Knowledge dan Product Involvement terhadap Information Search dan Purchase Intention. *Encyclopedia of Business in Today's World*, 9–20. <https://doi.org/10.4135/9781412964289.n246>
- Hoxha, M. A. (2021). “Community and Health-Care Service Quality in Kosovo”: “a Confirmatory Analytical Approach.” *Journal of Enterprising Communities: People and Places in the Global Economy*, ahead-of-p(ahead-of-print). <https://doi.org/10.1108/jec-11-2021-0151>
- Hume, M., & Mort, G. S. (2010). The Consequence of Appraisal Emotion, Service Quality, Perceived Value and Customer Satisfaction on Repurchase Intent in the Performing Arts. *Journal of Services Marketing*, 24(2), 170–182. <https://doi.org/10.1108/08876041011031136>
- Hussain, S., Melewar, T. C., Priporas, C. V., & Foroudi, P. (2020). Examining the Effects of Advertising Credibility on Brand Credibility, Corporate Credibility and Corporate Image: a Qualitative Approach. *Qualitative Market Research*, 23(4), 549–573. <https://doi.org/10.1108/QMR-12-2017-0175>
- Inan, D. I., Hidayanto, A. N., Juita, R., Soemawilaga, F. F., Melinda, F., Puspacinantya, P., & Amalia, Y. (2021). Service Quality and Self-Determination Theory Towards Continuance Usage Intention of Mobile

- Banking. *Journal of Science and Technology Policy Management*.
<https://doi.org/10.1108/JSTPM-01-2021-0005>
- Jin, Y. J., & Yoo, J. (2019). *The Effect of Negative Product Publicity on Corporate Reputation Depending on the Degree of Crisis Responsibility, the Type of Consumer's Self...* September.
<https://doi.org/10.20879/acr.2019.16.2.115>
- Jurnaiti, Lubis, A. R., & Hafasnudin. (2017). Pengaruh Consumer Involvement, Kredibilitas Sumber Informasi dan Kepuasan Konsumen terhadap Keputusan Pembelian Ulang (Studi Pada Konsumen Obat Pada Apotek di Banda Aceh. *Health Marketing Quarterly*, 08(3), 135–157.
- Khoo, K. L. (2020). A study of Service Quality, Corporate Image, Customer Satisfaction, Revisit Intention and Word-of-Mouth: Evidence from the KTV Industry. *PSU Research Review*, ahead-of-p(ahead-of-print).
<https://doi.org/10.1108/prr-08-2019-0029>
- Lee, J., & Lee, Y. (2018). Effects of Multi-Brand Company's CSR Activities on Purchase Intention Through a Mediating Role of Corporate Image and Brand Image. *Journal of Fashion Marketing and Management*, 22(3), 387–403.
<https://doi.org/10.1108/JFMM-08-2017-0087>
- Lin, Y., Hung, S. C. C., Kenyamanan, M. I., Chin-yi, U. T. N., Industri, M., Chin-yi, U. T. N., Cung-shan, J., Taiping, K., & Taichung, K. (2011). The Impacts of Brand Equity, Brand Attachment, Product Involvement and Repurchase Intention on Bicycle Users. *African Journal of Business Management*, 5(14), 5910–5919. <https://doi.org/10.5897/AJBM10.862>
- Mainardes, E. W., Melo, R. F. S. de, & Moreira, N. C. (2021a). Effects of airport service quality on the corporate image of airports. *Research in Transportation Business and Management*, 41(xxxx).
<https://doi.org/10.1016/j.rtbm.2021.100668>
- Mainardes, E. W., Melo, R. F. S. de, & Moreira, N. C. (2021b). Effects of Airport Service Quality on the Corporate Image of Airports. *Research in Transportation Business and Management*, xxxx.
<https://doi.org/10.1016/j.rtbm.2021.100668>
- Mardhiyah, D. (2004). Perubahan Perspektif Dominant Logic. *Service Dominant Logic*, 1(1), 1–12.
- Melani zalyus, F. (2020). Memepertimbangkan Perspektif Service-Dominant Logic Sebagai Strategi Pemasaran Di Agro Tawon Wisata Petik Madu, Lawang. *Profit*, 14(02), 21–31.
<https://doi.org/10.21776/ub.profit.2020.014.02.3>
- Miqdad, dimas makarim, Nuringwahyu, S., & Krisdianto, D. (2018). *Pengaruh Harga dan Kualitas Layanan Terhadap Minat Pembelian Ulang (Studi Pada*

Pelanggan Go-Ride di Kota Madya Malang). 77–86.

- Miranthi, A., & Idris. (2017). Pengaruh Citra Perusahaan, Kualitas Layanan, dan Persepsi Harga terhadap Minat Beli Ulang melalui Kepuasan Pelanggan sebagai Variabel Intervening (Studi pada penumpang New Atlas Taksi Semarang). *Diponegoro Journal of Management*, 6(3), 1–8.
- Nazwirman. (n.d.). *Pengaruh Kinerja Kualitas Layanan yang Dirasakan dan Nilai Pelanggan terhadap Pembelian Ulang (Studo pada Busway Transjakarta)*.
- Ninla Elmawati Falabiba. (2019). *Pengaruh Celebrity Endorsement terhadap Male Consumers Shopping Behavior pada E-commerce*. 7–39.
- Pereira, D., Giantari, N. G. K., & Sukaatmadja, I. P. G. (2016). Pengaruh Service Quality terhadap Satisfaction dan Customer Loyalty Koperasi Dadirah di Dili Timor-Leste Fakultas Ekonomi dan Bisnis Universitas Udayana, Bali, Indonesia. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 5(3), 463.
- Rokonuzzaman, M., Harun, A., Al-Emran, M., & Prybutok, V. R. (2020). An Investigation Into the Link Between Consumer's Product Involvement and Store Loyalty: The Roles of Shopping Value Goals and Information Search as the Mediating Factors. *Journal of Retailing and Consumer Services*, 52(June 2019), 101933. <https://doi.org/10.1016/j.jretconser.2019.101933>
- Saleem, M. A., Zahra, S., & Yaseen, A. (2017). Impact of Service Quality and Trust on Repurchase Intentions – the Case of Pakistan Airline Industry. *Asia Pacific Journal of Marketing and Logistics*, 29(5), 1136–1159. <https://doi.org/10.1108/APJML-10-2016-0192>
- Santikayasa, I. M. A., & Santika, I. W. (2018). Peran Citra Toko Dalam Memediasi Pengaruh Kualitas Pelayanan Terhadap Niat Beli Ulang Konsumen. *E-Jurnal Manajemen Universitas Udayana*, 8(2), 1144. <https://doi.org/10.24843/ejmunud.2019.v08.i02.p20>
- Saragih, R. (2015). Pengaruh Kualitas Pelayanan terhadap Citra Perusahaan dan Kepuasan Pelanggan (Survei Pada Wisatawan Taman Rekreasi Selecta Batu). *Jurnal Administrasi Bisnis SI Universitas Brawijaya*, 24(2), 86090.
- Srivastava, K., & Sharma, N. K. (2013). Service Quality, Corporate Brand Image, and Switching Behavior: The Mediating Role of Customer Satisfaction and Repurchase Intention. *Services Marketing Quarterly*, 34(4), 274–291. <https://doi.org/10.1080/15332969.2013.827020>
- Suharni. (2009). *Analisis Pengaruh Keterlibatan Konsumen, Kepercayaan terhadap Merek dan Kepuasan terhadap Loyalitas Pelanggan (Studi Kasus pada Produk Handphone Nokia)*.
- Surianto, M. A., Setiawan, M., Sumiati, & Sudjatno. (2020). Cause-Related

Marketing Campaigns and Repurchase Intentions: The Mediating Role of Brand Awareness, Consumer Attitude and Corporate Image. *Management Science Letters*, 10(14), 3235–3242. <https://doi.org/10.5267/j.msl.2020.6.015>

- Susilo, R. A. (2010). *Pengaruh Corporate Image dan Kepuasan pada Loyalitas Konsumen*.
- Tjahja, S. B. (2018). Keterlibatan Produk dan Pengetahuan Produk sebagai Prediktor Intensi Pembelian Kembali dengan Citra Merek sebagai Mediator pada Konsumen Starbucks Mall Ciputra. *Universitas Tarumanegara Fakultas Ekonomi Jakarta*, 2(January), 6. <http://ieeauthorcenter.ieee.org/wp-content/uploads/IEEE-Reference-Guide.pdf><http://wwwlib.murdoch.edu.au/find/citation/ieee.html><https://doi.org/10.1016/j.cie.2019.07.022><https://github.com/ethereum/wiki/wiki/White-Paper><https://tore.tuhh.de/hand>
- Tjokroaminoto, J., & Kunto, Y. S. (2014). Analisa Pengaruh Brand Image dan Company Image Terhadap Loyalitas Retailer Studi Kasus PT Asia Paramita Indah. *Jurnal Manajemen Pemasaran*, 2(1), 1–11.
- Triandewe, M. A., & Yustine. (2020). Pengaruh Kualitas Layanan, Citra Perusahaan Dan Kepercayaan Pada Loyalitas Konsumen. *Jurnal Bisnis Dan Akuntansi*, 22(1), 13–24. <https://doi.org/10.34208/jba.v22i1.743>
- Wang, C. Y. (2019). Cross-Over Effects of Corporate Reputation and Store Image: Role of Knowledge and Involvement. *Management Decision*, 57(11), 3096–3111. <https://doi.org/10.1108/MD-11-2016-0810>
- Wang, P., Gudergan, S., & Lings, I. (2008). *Peran Keterlibatan Produk dalam Evaluasi Layanan Elektronik*. 2(1), 59–79.
- Wicaksono, S., & Ellyawati, J. (2020). Pengaruh Citra Perusahaan Terhadap Niat Beli Ulang: Uji Kepercayaan Sebagai Variabel Pemediasi. *Modus*, 32(2), 127–139.