

DAFTAR PUSTAKA

- Akhil, A., & Suresh, M. (2021). Assessment of service quality in restaurant using multi-grade fuzzy and importance performance analysis. *Materials Today: Proceedings*, xxx. <https://doi.org/10.1016/j.matpr.2021.01.767>
- Ali, A., Sherwani, M., Ali, A., Ali, Z., & Sherwani, M. (2020). Investigating the antecedents of halal brand product purchase intention: an empirical investigation. *Journal of Islamic Marketing*, 12(7), 1339–1362. <https://doi.org/10.1108/JIMA-03-2019-0063>
- Antwi, S. (2021). “I just like this e-Retailer”: Understanding online consumers repurchase intention from relationship quality perspective. *Journal of Retailing and Consumer Services*, 61(April), 102568. <https://doi.org/10.1016/j.jretconser.2021.102568>
- Chinomona, R. (2016). Brand communication, brand image and brand trust as antecedents of brand loyalty in Gauteng Province of South Africa. *African Journal of Economic and Management Studies*, 7(1), 124–139. <https://doi.org/10.1108/AJEMS-03-2013-0031>
- Chiu, W., & Cho, H. (2019). E-commerce brand: The effect of perceived brand leadership on consumers’ satisfaction and repurchase intention on e-commerce websites. *Asia Pacific Journal of Marketing and Logistics*, 33(6), 1339–1362. <https://doi.org/10.1108/APJML-10-2018-0403>
- Dan, P., Merek, C., & Loyalitas, T. (2016). (*Pengguna Apple iPhone di Jurusan Manajemen Universitas SKRIPSI*).
- Das, G. (2016). Antecedents and consequences of trust: an e-tail branding perspective. *International Journal of Retail and Distribution Management*, 44(7), 713–730. <https://doi.org/10.1108/IJRDM-06-2015-0089>
- Deng, Y. Y., & Yang, Y. C. (2021). Exploring the role of green attributes transparency influencing green customer citizenship behavior. *British Food Journal*. <https://doi.org/10.1108/BFJ-03-2021-0223>
- Erkmen, E., & Hancer, M. (2019). Building brand relationship for restaurants: An examination of other customers, brand image, trust, and restaurant attributes. *International Journal of Contemporary Hospitality Management*, 31(3), 1469–1487. <https://doi.org/10.1108/IJCHM-08-2017-0516>
- Espinosa, J. A., Ortinau, D. J., Krey, N., & Monahan, L. (2018). I’ll have the usual: how restaurant brand image, loyalty, and satisfaction keep customers coming back. *Journal of Product and Brand Management*, 27(6), 599–614. <https://doi.org/10.1108/JPBM-10-2017-1610>
- Fandi, T. (2015). Straregi Meningkatkan Kualitas layanan. *Straregi Meningkatkan Kualitas Layanan*, 53(9), 182–189.
- Hamid, A. (2018). *Penerapan kualitas pelayanan guna memenuhi kepuasan pelanggan unisia transport*. 6–23.
- Han, H., Yu, J., Chua, B. L., Lee, S., & Kim, W. (2019). Impact of core-product and service-encounter quality, attitude, image, trust and love on repurchase: Full-service vs low-cost carriers in South Korea. *International Journal of*

- Contemporary Hospitality Management*, 31(4), 1588–1608.
<https://doi.org/10.1108/IJCHM-05-2018-0376>
- Khodadad Hosseini, S. H., & Behboudi, L. (2017). Brand trust and image: effects on customer satisfaction. *International Journal of Health Care Quality Assurance*, 30(7), 580–590. <https://doi.org/10.1108/IJHCQA-04-2016-0054>
- Kim, C., Galliers, R. D., Shin, N., Ryoo, J. H., & Kim, J. (2012). Factors influencing Internet shopping value and customer repurchase intention. *Electronic Commerce Research and Applications*, 11(4), 374–387. <https://doi.org/10.1016/j.elerap.2012.04.002>
- Kim, Y., Wang, Q., & Roh, T. (2021). Do information and service quality affect perceived privacy protection, satisfaction, and loyalty? Evidence from a Chinese O2O-based mobile shopping application. *Telematics and Informatics*, 56(January 2020), 101483. <https://doi.org/10.1016/j.tele.2020.101483>
- Kitapci, O., Akdogan, C., & Dortyol, İ. T. (2014). The Impact of Service Quality Dimensions on Patient Satisfaction, Repurchase Intentions and Word-of-Mouth Communication in the Public Healthcare Industry. *Procedia - Social and Behavioral Sciences*, 148, 161–169. <https://doi.org/10.1016/j.sbspro.2014.07.030>
- Li, F., Lu, H., Hou, M., Cui, K., & Darbandi, M. (2021). Customer satisfaction with bank services: The role of cloud services, security, e-learning and service quality. *Technology in Society*, 64(July 2020), 101487. <https://doi.org/10.1016/j.techsoc.2020.101487>
- Liu, C. H. S., & Lee, T. (2016). Service quality and price perception of service: Influence on word-of-mouth and revisit intention. *Journal of Air Transport Management*, 52, 42–54. <https://doi.org/10.1016/j.jairtraman.2015.12.007>
- Mandhani, J., Nayak, J. K., & Parida, M. (2020). Interrelationships among service quality factors of Metro Rail Transit System: An integrated Bayesian networks and PLS-SEM approach. *Transportation Research Part A: Policy and Practice*, 140(September), 320–336. <https://doi.org/10.1016/j.tra.2020.08.014>
- Meilatinova, N. (2021). Social commerce: Factors affecting customer repurchase and word-of-mouth intentions. *International Journal of Information Management*, 57(January 2020), 102300. <https://doi.org/10.1016/j.ijinfomgt.2020.102300>
- Nguyen-Phuoc, D. Q., Phuong Tran, A. T., Nguyen, T. Van, Le, P. T., & Su, D. N. (2021). Investigating the complexity of perceived service quality and perceived safety and security in building loyalty among bus passengers in Vietnam – A PLS-SEM approach. *Transport Policy*, 101(September 2020), 162–173. <https://doi.org/10.1016/j.tranpol.2020.12.010>
- Omar, S., Mohsen, K., Tsimonis, G., Oozeerally, A., & Hsu, J. H. (2021). M-commerce: The nexus between mobile shopping service quality and loyalty. *Journal of Retailing and Consumer Services*, 60(February), 102468. <https://doi.org/10.1016/j.jretconser.2021.102468>
- Razak, N. S. A., Marimuthu, M., Omar, A., & Mamat, M. (2014). Trust and Repurchase Intention on Online Tourism Services among Malaysian

- Consumers. *Procedia - Social and Behavioral Sciences*, 130, 577–582. <https://doi.org/10.1016/j.sbspro.2014.04.067>
- Rosmayani, & Mardhatillah, A. (2020). Model of intention to behave in online product purchase for Muslim fashion in Pekanbaru, Indonesia. *Journal of Islamic Marketing*, 11(6), 1419–1441. <https://doi.org/10.1108/JIMA-09-2018-0159>
- 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>
- Salehzadeh, R., Sayedan, M., Mirmehdi, S. M., & Heidari Aqagoli, P. (2021). Elucidating green branding among Muslim consumers: the nexus of green brand love, image, trust and attitude. *Journal of Islamic Marketing*. <https://doi.org/10.1108/JIMA-08-2019-0169>
- Santos, G., Marques, C. S., Justino, E., & Mendes, L. (2020). Understanding social responsibility's influence on service quality and student satisfaction in higher education. *Journal of Cleaner Production*, 256, 120597. <https://doi.org/10.1016/j.jclepro.2020.120597>
- Shen, C., & Yahya, Y. (2021). The impact of service quality and price on passengers' loyalty towards low-cost airlines: The Southeast Asia's perspective. *Journal of Air Transport Management*, 91(March 2020), 101966. <https://doi.org/10.1016/j.jairtraman.2020.101966>
- Stefani, F. (2009). PENGARUH KUALITAS LAYANAN TERHADAP KEPUASAN KONSUMEN (Studi pada pelanggan Carrefour Plaza Ambarukmo Yogyakarta). *International Journal of Trade, Economics and Finance*, 53(9), 1689–1699.
- Suhail, P., & Srinivasulu, Y. (2021). Perception of service quality, satisfaction, and behavioral intentions in Ayurveda healthcare. *Journal of Ayurveda and Integrative Medicine*, 12(1), 93–101. <https://doi.org/10.1016/j.jaim.2020.10.011>
- Suhartanto, D., Kartikasari, A., Hapsari, R., Budianto, B. S., Najib, M., & Astor, Y. (2021). Predicting young customers' intention to repurchase green plastic products: incorporating trust model into purchase intention model. *Journal of Asia Business Studies*, 15(3), 441–456. <https://doi.org/10.1108/JABS-04-2020-0150>
- Sullivan, Y. W., & Kim, D. J. (2018). Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39(December 2017), 199–219. <https://doi.org/10.1016/j.ijinfomgt.2017.12.008>
- Syed Alwi, S. F., Nguyen, B., Melewar, T. C., Loh, Y. H., & Liu, M. (2016). Explicating industrial brand equity: Integrating brand trust, brand performance and industrial brand image. *Industrial Management and Data Systems*, 116(5), 858–882. <https://doi.org/10.1108/IMDS-09-2015-0364>
- Yasri, Y., Susanto, P., Hoque, M. E., & Gusti, M. A. (2020). Price perception and price appearance on repurchase intention of Gen Y: do brand experience and

brand preference mediate? *Heliyon*, 6(11), e05532.
<https://doi.org/10.1016/j.heliyon.2020.e0553>