

DAFTAR PUSTAKA

- Al-Hawari, M. A. A. (2014). Does customer sociability matter? Differences in e-quality, e-satisfaction, and e-loyalty between introvert and extravert online banking users. *Journal of Services Marketing*, 28(7), 538–546. <https://doi.org/10.1108/JSM-02-2013-0036>
- Al-Hawari, M., Ward, T., & Newby, L. (2009). The relationship between service quality and retention within the automated and traditional contexts of retail banking. *Journal of Service Management*, 20(4), 455–472. <https://doi.org/10.1108/09564230910978539>
- Allen, M., Bourhis, J., Burrell, N., & Mabry, E. (2002). Comparing Student Satisfaction With Distance Education to Traditional Classrooms in Higher Education: A Meta-Analysis. *International Journal of Phytoremediation*, 21(1), 83–97. https://doi.org/10.1207/S15389286AJDE1602_3
- Anser, M. K., Tabash, M. I., Nassani, A. A., Aldakhil, A. M., & Yousaf, Z. (2021a). Toward the e-loyalty of digital library users: investigating the role of e-service quality and e-trust in digital economy. *Library Hi Tech*. <https://doi.org/10.1108/LHT-07-2020-0165>
- Anser, M. K., Tabash, M. I., Nassani, A. A., Aldakhil, A. M., & Yousaf, Z. (2021b). Toward the e-loyalty of digital library users: investigating the role of e-service quality and e-trust in digital economy. *Library Hi Tech*. <https://doi.org/10.1108/LHT-07-2020-0165>
- Azam, A. (2015a). Investigation of psychological dimensions of trust on e-loyalty: A case of Saudi Arabia consumers. *Journal of Islamic Marketing*, 6(2), 224–249. <https://doi.org/10.1108/JIMA-12-2013-0083>
- Azam, A. (2015b). Investigation of psychological dimensions of trust on e-loyalty: A case of Saudi Arabia consumers. *Journal of Islamic Marketing*, 6(2), 224–249. <https://doi.org/10.1108/JIMA-12-2013-0083>
- Barrutia, J. M., & Gilsanz, A. (2013). Electronic Service Quality and Value: Do Consumer Knowledge-Related Resources Matter? In *Journal of Service Research* (Vol. 16, Issue 2, pp. 231–246). <https://doi.org/10.1177/1094670512468294>
- Behnam, M., Hollebeek, L. D., Clark, M. K., & Farabi, R. (2021). Exploring customer engagement in the product vs. service context. *Journal of Retailing and Consumer Services*, 60. <https://doi.org/10.1016/j.jretconser.2021.102456>
- Bettencourt, L. A., Lusch, R. F., & Vargo, S. L. (n.d.). *A Service Lens on Value Creation: MARKETING'S ROLE IN ACHIEVING STRATEGIC ADVANTAGE*.
- Bowden, N., & Payne, J. E. (2009). The causal relationship between U.S. energy consumption and real output: A disaggregated analysis. *Journal of Policy Modeling*, 31(2), 180–188. <https://doi.org/10.1016/j.jpolmod.2008.09.001>
- Brangule-Vlagsma, K., Pieters, R. G. M., & Wedel, M. (n.d.). *The dynamics of value segments: modeling framework and empirical illustration*. www.elsevier.com/locate/ijresmar
- Brodie, R. J., Hollebeek, L. D., Jurić, B., & Ilić, A. (2011a). Customer engagement: Conceptual domain, fundamental propositions, and implications for research.

- Journal of Service Research*, 14(3), 252–271.
<https://doi.org/10.1177/1094670511411703>
- Brodie, R. J., Hollebeek, L. D., Jurić, B., & Ilić, A. (2011b). Customer engagement: Conceptual domain, fundamental propositions, and implications for research. *Journal of Service Research*, 14(3), 252–271.
<https://doi.org/10.1177/1094670511411703>
- Burroughs, J. E., & Mick, D. G. (2004). Exploring antecedents and consequences of consumer creativity in a problem-solving context. *Journal of Consumer Research*, 31(2), 402–411. <https://doi.org/10.1086/422118>
- Calder, B. J., Malthouse, E. C., & Schaedel, U. (2009a). An Experimental Study of the Relationship between Online Engagement and Advertising Effectiveness. *Journal of Interactive Marketing*, 23(4), 321–331.
<https://doi.org/10.1016/j.intmar.2009.07.002>
- Calder, B. J., Malthouse, E. C., & Schaedel, U. (2009b). An Experimental Study of the Relationship between Online Engagement and Advertising Effectiveness. *Journal of Interactive Marketing*, 23(4), 321–331.
<https://doi.org/10.1016/j.intmar.2009.07.002>
- Calder, L., Hill, V., & Pellicano, E. (2013). “Sometimes i want to play by myself”: Understanding what friendship means to children with autism in mainstream primary schools. *Autism*, 17(3), 296–316.
<https://doi.org/10.1177/1362361312467866>
- Campra Fierro, J., Melero Polo, I., & Sesé Oliván, F. J. (2014). From dissatisfied customers to evangelists of the firm: A study of the Spanish mobile service sector. *BRQ Business Research Quarterly*, 17(3), 191–204.
<https://doi.org/10.1016/j.cede.2013.10.001>
- Chang, S. C., Chou, P. Y., & Wen-Chien, L. (2014). Evaluation of satisfaction and repurchase intention in online food group-buying, using Taiwan as an example. *British Food Journal*, 116(1), 44–61. <https://doi.org/10.1108/BFJ-03-2012-0058>
- Chou, S., Chen, C. W., & Lin, J. Y. (2015). Female online shoppers: Examining the mediating roles of e-satisfaction and e-trust on e-loyalty development. *Internet Research*, 25(4), 542–561. <https://doi.org/10.1108/IntR-01-2014-0006>
- Eberhardt, L. C. M., Birkved, M., & Birgisdottir, H. (2022). Building design and construction strategies for a circular economy. *Architectural Engineering and Design Management*, 18(2), 93–113.
<https://doi.org/10.1080/17452007.2020.1781588>
- Elsharnoubi, T. H., & Mahrous, A. A. (2015). Customer participation in online co-creation experience: the role of e-service quality. *Journal of Research in Interactive Marketing*, 9(4), 313–336. <https://doi.org/10.1108/JRIM-06-2014-0038>
- Enz, C. A. (1988). The Role of Value Congruity in Intraorganizational Power. In *Quarterly* (Vol. 33, Issue 2).
- Fatmawati, I., & Bintang Permatasari, F. (2019a). *The Role of Technological Acceptance and E-Service Quality in Predicting Customer Satisfaction and Loyalty*.
- Fatmawati, I., & Bintang Permatasari, F. (2019b). *The Role of Technological Acceptance and E-Service Quality in Predicting Customer Satisfaction and Loyalty*.
- Fehrer, J. A., Woratschek, H., Germelmann, C. C., & Brodie, R. J. (2018). Dynamics and drivers of customer engagement: within the dyad and beyond. *Journal of*

- Service Management*, 29(3), 443–467. <https://doi.org/10.1108/JOSM-08-2016-0236>
- Grace Phang, I., Ng, J. E., & Fam, K. S. (2021). CUSTOMER ENGAGEMENT AND LOYALTY ISSUES IN OMNICHANNEL FAST-FOOD INDUSTRY. *International Journal of Business and Society*, 22(3), 1429–1448. <https://doi.org/10.33736/ijbs.4313.2021>
- Greer, C. R., Lusch, R. F., & Vargo, S. L. (2016). A service perspective. Key managerial insights from service-dominant (S-D) logic. *Organizational Dynamics*, 45(1), 28–38. <https://doi.org/10.1016/j.orgdyn.2015.12.004>
- Hapsari, R., Clemes, M. D., & Dean, D. (2017a). The impact of service quality, customer engagement and selected marketing constructs on airline passenger loyalty. *International Journal of Quality and Service Sciences*, 9(1), 21–40. <https://doi.org/10.1108/IJQSS-07-2016-0048>
- Hapsari, R., Clemes, M. D., & Dean, D. (2017b). The impact of service quality, customer engagement and selected marketing constructs on airline passenger loyalty. *International Journal of Quality and Service Sciences*, 9(1), 21–40. <https://doi.org/10.1108/IJQSS-07-2016-0048>
- Harmeling, C. M., Moffett, J. W., Arnold, M. J., & Carlson, B. D. (2017). Toward a theory of customer engagement marketing. *Journal of the Academy of Marketing Science*, 45(3), 312–335. <https://doi.org/10.1007/s11747-016-0509-2>
- Harrigan, P., Evers, U., Miles, M., & Daly, T. (2017a). Customer engagement with tourism social media brands. *Tourism Management*, 59, 597–609. <https://doi.org/10.1016/j.tourman.2016.09.015>
- Harrigan, P., Evers, U., Miles, M., & Daly, T. (2017b). Customer engagement with tourism social media brands. *Tourism Management*, 59, 597–609. <https://doi.org/10.1016/j.tourman.2016.09.015>
- Harrigan, P., Evers, U., Miles, M., & Daly, T. (2017c). Customer engagement with tourism social media brands. *Tourism Management*, 59, 597–609. <https://doi.org/10.1016/j.tourman.2016.09.015>
- Herington, C., & Weaven, S. (2009). E-retailing by banks: E-service quality and its importance to customer satisfaction. *European Journal of Marketing*, 43(9), 1220–1231. <https://doi.org/10.1108/03090560910976456>
- Hollebeek, L. (2011). Exploring customer brand engagement: Definition and themes. In *Journal of Strategic Marketing* (Vol. 19, Issue 7, pp. 555–573). <https://doi.org/10.1080/0965254X.2011.599493>
- Hollebeek, L. D., Glynn, M. S., & Brodie, R. J. (2014). Consumer brand engagement in social media: Conceptualization, scale development and validation. *Journal of Interactive Marketing*, 28(2), 149–165. <https://doi.org/10.1016/j.intmar.2013.12.002>
- Hsieh, H. F., & Shannon, S. E. (2005). Three approaches to qualitative content analysis. *Qualitative Health Research*, 15(9), 1277–1288. <https://doi.org/10.1177/1049732305276687>
- Hsu, L. C. (2019a). Investigating the brand evangelism effect of community fans on social networking sites: Perspectives on value congruity. *Online Information Review*, 43(5), 842–866. <https://doi.org/10.1108/OIR-06-2017-0187>

- Hsu, L. C. (2019b). Investigating the brand evangelism effect of community fans on social networking sites: Perspectives on value congruity. *Online Information Review*, 43(5), 842–866. <https://doi.org/10.1108/OIR-06-2017-0187>
- Islam, J. U., Rahman, Z., & Hollebeek, L. D. (2018a). Consumer engagement in online brand communities: a solicitation of congruity theory. *Internet Research*, 28(1), 23–45. <https://doi.org/10.1108/IntR-09-2016-0279>
- Islam, J. U., Rahman, Z., & Hollebeek, L. D. (2018b). Consumer engagement in online brand communities: a solicitation of congruity theory. *Internet Research*, 28(1), 23–45. <https://doi.org/10.1108/IntR-09-2016-0279>
- Islam, J. U., Rahman, Z., & Hollebeek, L. D. (2018c). Consumer engagement in online brand communities: a solicitation of congruity theory. *Internet Research*, 28(1), 23–45. <https://doi.org/10.1108/IntR-09-2016-0279>
- Jaiyeoba, O. O., Chimbise, T. T., & Roberts-Lombard, M. (2018). E-service usage and satisfaction in Botswana. *African Journal of Economic and Management Studies*, 9(1), 2–13. <https://doi.org/10.1108/AJEMS-03-2017-0061>
- Jeon, M. M., & Jeong, M. (2017). Customers' perceived website service quality and its effects on e-loyalty. *International Journal of Contemporary Hospitality Management*, 29(1), 438–457. <https://doi.org/10.1108/IJCHM-02-2015-0054>
- Jun, M., & Cai, S. (n.d.). *The key determinants of Internet banking service quality: a content analysis*. <http://www.emerald-library.com/ft>
- Karpen, I. O., Bove, L. L., & Lukas, B. A. (2012a). Linking Service-Dominant Logic and Strategic Business Practice: A Conceptual Model of a Service-Dominant Orientation. In *Journal of Service Research* (Vol. 15, Issue 1, pp. 21–38). <https://doi.org/10.1177/1094670511425697>
- Karpen, I. O., Bove, L. L., & Lukas, B. A. (2012b). Linking Service-Dominant Logic and Strategic Business Practice: A Conceptual Model of a Service-Dominant Orientation. In *Journal of Service Research* (Vol. 15, Issue 1, pp. 21–38). <https://doi.org/10.1177/1094670511425697>
- Kassim, N., & Abdullah, N. A. (2008). Customer Loyalty in e-Commerce Settings: An Empirical Study. *Electronic Markets*, 18(3), 275–290. <https://doi.org/10.1080/10196780802265843>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019a). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019b). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019c). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019d). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019e). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>

- Khan, M. A., Zubair, S. S., & Malik, M. (2019f). An assessment of e-service quality, e-satisfaction and e-loyalty: Case of online shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Kim, D. J., Ferrin, D. L., & Rao, H. R. (2009). Trust and Satisfaction, Two Stepping Stones for Successful E-Commerce Relationships: A Longitudinal Exploration. *Research*, 20(2), 237–257. <https://doi.org/10.1287/isre.1080.0188>
- Kim, J. H., & Kim, C. (2010a). E-service quality perceptions: A cross-cultural comparison of american and Korean consumers. *Journal of Research in Interactive Marketing*, 4(3), 257–275. <https://doi.org/10.1108/17505931011070604>
- Kim, J. H., & Kim, C. (2010b). E-service quality perceptions: A cross-cultural comparison of american and Korean consumers. *Journal of Research in Interactive Marketing*, 4(3), 257–275. <https://doi.org/10.1108/17505931011070604>
- Kosiba, J. P. B., Boateng, H., Okoe Amartey, A. F., Boakye, R. O., & Hinson, R. (2018a). Examining customer engagement and brand loyalty in retail banking: The trustworthiness influence. *International Journal of Retail and Distribution Management*, 46(8), 764–779. <https://doi.org/10.1108/IJRDM-08-2017-0163>
- Kosiba, J. P. B., Boateng, H., Okoe Amartey, A. F., Boakye, R. O., & Hinson, R. (2018b). Examining customer engagement and brand loyalty in retail banking: The trustworthiness influence. *International Journal of Retail and Distribution Management*, 46(8), 764–779. <https://doi.org/10.1108/IJRDM-08-2017-0163>
- Kumar, J. (2021a). Understanding customer brand engagement in brand communities: an application of psychological ownership theory and congruity theory. *European Journal of Marketing*, 55(4), 969–994. <https://doi.org/10.1108/EJM-04-2018-0290>
- Kumar, J. (2021b). Understanding customer brand engagement in brand communities: an application of psychological ownership theory and congruity theory. *European Journal of Marketing*, 55(4), 969–994. <https://doi.org/10.1108/EJM-04-2018-0290>
- Kurt, S. D., & Atrek, B. (2012). The classification and importance of E-S-Qual quality attributes: An evaluation of online shoppers. *Managing Service Quality*, 22(6), 622–637. <https://doi.org/10.1108/09604521211287589>
- Laforet, S., & Li, X. (2005). Consumers' attitudes towards online and mobile banking in China. *International Journal of Bank Marketing*, 23(5), 362–380. <https://doi.org/10.1108/02652320510629250>
- Lages, L. F., & Fernandes, J. C. (2005). The SERPVAL scale: A multi-item instrument for measuring service personal values. *Journal of Business Research*, 58(11 SPEC. ISS.), 1562–1572. <https://doi.org/10.1016/j.jbusres.2004.10.001>
- Lee, S., & Jeong, M. (2014a). Enhancing online brand experiences: An application of congruity theory. *International Journal of Hospitality Management*, 40, 49–58. <https://doi.org/10.1016/j.ijhm.2014.03.008>
- Lee, S., & Jeong, M. (2014b). Enhancing online brand experiences: An application of congruity theory. *International Journal of Hospitality Management*, 40, 49–58. <https://doi.org/10.1016/j.ijhm.2014.03.008>
- Lee, W. O., & Wong, L. S. (2016). Determinants of Mobile Commerce Customer Loyalty in Malaysia. *Procedia - Social and Behavioral Sciences*, 224, 60–67. <https://doi.org/10.1016/j.sbspro.2016.05.400>
- Lorgnier, N. G. A., Chanavat, N., Su, C. J., & O'Rourke, S. M. (2020). Examining the influence of brand-based value congruity: do the values of the International

- Olympic Committee really matter? *Service Business*, 14(1), 73–99. <https://doi.org/10.1007/s11628-019-00409-1>
- Maisam, S., & Mahsa, R. D. (2016). Positive word of mouth marketing: Explaining the roles of value congruity and brand love. *Journal of Competitiveness*, 8(1), 19–37. <https://doi.org/10.7441/joc.2016.01.02>
- Maldonado-Guzmán, G., Garza-Reyes, J. A., Pinzón-Castro, S. Y., & Kumar, V. (2019). Innovation capabilities and performance: are they truly linked in SMEs? *International Journal of Innovation Science*, 11(1), 48–62. <https://doi.org/10.1108/IJIS-12-2017-0139>
- Mihajlovic, N. (2017). The analysis of Serbian customers satisfaction with e-services quality dimensions of lodging e-intermediaries. *The European Journal of Applied Economics*, 14(1), 48–62. <https://doi.org/10.5937/ejae14-13242>
- Mohsin Butt, M., & Aftab, M. (2013a). Incorporating attitude towards Halal banking in an integrated service quality, satisfaction, trust and loyalty model in online Islamic banking context. *International Journal of Bank Marketing*, 31(1), 6–23. <https://doi.org/10.1108/02652321311292029>
- Mohsin Butt, M., & Aftab, M. (2013b). Incorporating attitude towards Halal banking in an integrated service quality, satisfaction, trust and loyalty model in online Islamic banking context. *International Journal of Bank Marketing*, 31(1), 6–23. <https://doi.org/10.1108/02652321311292029>
- Munawar, F., Munawar, R., & Tarmidi, D. (2021). The Effect Of Service Delivery Performance And Value Congruity On Customer Trust And Its Impact On Loyalty In Logistic Service Provider. In *Turkish Journal of Computer and Mathematics Education* (Vol. 12, Issue 8).
- Naumann, K., Bowden, J., & Gabbott, M. (2020). Expanding customer engagement: the role of negative engagement, dual valences and contexts. *European Journal of Marketing*, 54(7), 1469–1499. <https://doi.org/10.1108/EJM-07-2017-0464>
- Ng, S. C., Sweeney, J. C., & Plewa, C. (2020). Customer engagement: A systematic review and future research priorities. *Australasian Marketing Journal*, 28(4), 235–252. <https://doi.org/10.1016/j.ausmj.2020.05.004>
- Oliveira, T., Alhinho, M., Rita, P., & Dhillon, G. (2017). Modelling and testing consumer trust dimensions in e-commerce. *Computers in Human Behavior*, 71, 153–164. <https://doi.org/10.1016/j.chb.2017.01.050>
- Othman, J., Bennett, J., & Blamey, R. (2004). Environmental values and resource management options: A choice modelling experience in Malaysia. In *Environment and Development Economics* (Vol. 9, Issue 6, pp. 803–824). <https://doi.org/10.1017/S1355770X04001718>
- Pansari, A., & Kumar, V. (2017). Customer engagement: the construct, antecedents, and consequences. *Journal of the Academy of Marketing Science*, 45(3), 294–311. <https://doi.org/10.1007/s11747-016-0485-6>
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- Pee, L. G., Jiang, J. J., & Klein, G. (2019). E-store loyalty: Longitudinal comparison of website usefulness and satisfaction. *International Journal of Market Research*, 61(2), 178–194. <https://doi.org/10.1177/1470785317752045>

- Rahi, S., Ghani, M. A., & Alnaser, F. M. I. (2017). Predicting customer's intentions to use internet banking: The role of technology acceptance model (TAM) in e-banking. *Management Science Letters*, 7(11), 513–524. <https://doi.org/10.5267/j.msl.2017.8.004>
- Rather, R. A., & Camilleri, M. A. (2019a). The effects of service quality and consumer-brand value congruity on hospitality brand loyalty. *Anatolia*, 30(4), 547–559. <https://doi.org/10.1080/13032917.2019.1650289>
- Rather, R. A., & Camilleri, M. A. (2019b). The effects of service quality and consumer-brand value congruity on hospitality brand loyalty. *Anatolia*, 30(4), 547–559. <https://doi.org/10.1080/13032917.2019.1650289>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018a). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018b). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018c). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018d). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018e). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Rather, R. A., Tehseen, S., & Parrey, S. H. (2018f). Promoting customer brand engagement and brand loyalty through customer brand identification and value congruity. *Spanish Journal of Marketing - ESIC*, 22(3), 321–341. <https://doi.org/10.1108/SJME-06-2018-0030>
- Resick, C. J., Baltes, B. B., & Shantz, C. W. (2007a). Person-Organization Fit and Work-Related Attitudes and Decisions: Examining Interactive Effects With Job Fit and Conscientiousness. *Journal of Applied Psychology*, 92(5), 1446–1455. <https://doi.org/10.1037/0021-9010.92.5.1446>
- Resick, C. J., Baltes, B. B., & Shantz, C. W. (2007b). Person-Organization Fit and Work-Related Attitudes and Decisions: Examining Interactive Effects With Job Fit and Conscientiousness. *Journal of Applied Psychology*, 92(5), 1446–1455. <https://doi.org/10.1037/0021-9010.92.5.1446>
- Sadeghi, A., Ghujali, T., & Bastam, H. (n.d.). *THE EFFECT OF ORGANISATIONAL REPUTATION ON E-LOYALTY: THE ROLES OF E-TRUST AND E-SATISFACTION.*
- self esteem 2.* (n.d.).

- Semeijn, J., van Riel, A. C. R., van Birgelen, M. J. H., & Streukens, S. (2005a). E-services and offline fulfilment: How e-loyalty is created. *Managing Service Quality*, 15(2), 182–194. <https://doi.org/10.1108/09604520510585361>
- Semeijn, J., van Riel, A. C. R., van Birgelen, M. J. H., & Streukens, S. (2005b). E-services and offline fulfilment: How e-loyalty is created. *Managing Service Quality*, 15(2), 182–194. <https://doi.org/10.1108/09604520510585361>
- Sheth, J. N. (1996). Organizational buying behavior: Past performance and future expectations. *Journal of Business and Industrial Marketing*, 11(3–4), 7–24. <https://doi.org/10.1108/08858629610125441>
- Singjai, K., Winata, L., & Kummer, T. F. (2018). Green initiatives and their competitive advantage for the hotel industry in developing countries. *International Journal of Hospitality Management*, 75, 131–143. <https://doi.org/10.1016/j.ijhm.2018.03.007>
- So, K. K. F., King, C., & Sparks, B. (2014). Customer Engagement With Tourism Brands: Scale Development and Validation. *Journal of Hospitality and Tourism Research*, 38(3), 304–329. <https://doi.org/10.1177/1096348012451456>
- Sprott, D., Czellar, S., & Spangenberg, E. (2009). The Importance of a General Measure of Brand Engagement on Market Behavior: Development and Validation of a Scale. In *Journal of Marketing Research*: Vol. XLVI. www.marketingpower.com/jmrfeb09
- Stamenkov, G., & Dika, Z. (2016a). Bank employees' internal and external perspectives on e-service quality, satisfaction and loyalty. *Electronic Markets*, 26(3), 291–309. <https://doi.org/10.1007/s12525-016-0221-6>
- Stamenkov, G., & Dika, Z. (2016b). Bank employees' internal and external perspectives on e-service quality, satisfaction and loyalty. *Electronic Markets*, 26(3), 291–309. <https://doi.org/10.1007/s12525-016-0221-6>
- Suhartanto, D., Helmi Ali, M., Tan, K. H., Sjahroeddin, F., & Kusdibyo, L. (2019a). Loyalty toward online food delivery service: the role of e-service quality and food quality. *Journal of Foodservice Business Research*, 22(1), 81–97. <https://doi.org/10.1080/15378020.2018.1546076>
- Suhartanto, D., Helmi Ali, M., Tan, K. H., Sjahroeddin, F., & Kusdibyo, L. (2019b). Loyalty toward online food delivery service: the role of e-service quality and food quality. *Journal of Foodservice Business Research*, 22(1), 81–97. <https://doi.org/10.1080/15378020.2018.1546076>
- Taherdoost, H. (2018). A review of technology acceptance and adoption models and theories. *Procedia Manufacturing*, 22, 960–967. <https://doi.org/10.1016/j.promfg.2018.03.137>
- Tandon, U., Kiran, R., & Sah, A. N. (2017a). Customer Satisfaction as mediator between website service quality and repurchase intention: An emerging economy case. *Service Science*, 9(2), 106–120. <https://doi.org/10.1287/serv.2016.0159>
- Tandon, U., Kiran, R., & Sah, A. N. (2017b). Customer Satisfaction as mediator between website service quality and repurchase intention: An emerging economy case. *Service Science*, 9(2), 106–120. <https://doi.org/10.1287/serv.2016.0159>
- Tsao, W. C., Hsieh, M. T., & Lin, T. M. Y. (2016). Intensifying online loyalty! the power of website quality and the perceived value of consumer/seller relationship. *Industrial Management and Data Systems*, 116(9), 1987–2010. <https://doi.org/10.1108/IMDS-07-2015-0293>

- Tuškej, U., Golob, U., & Podnar, K. (2013). The role of consumer-brand identification in building brand relationships. *Journal of Business Research*, 66(1), 53–59. <https://doi.org/10.1016/j.jbusres.2011.07.022>
- Valvi, A. C., & Fragkos, K. C. (2012). Critical review of the e-loyalty literature: A purchase-centred framework. In *Electronic Commerce Research* (Vol. 12, Issue 3, pp. 331–378). Springer Science and Business Media, LLC. <https://doi.org/10.1007/s10660-012-9097-5>
- Vargo, S. L., & Lusch, R. F. (2004). Evolving to a New Dominant Logic for Marketing. In *Source: Journal of Marketing* (Vol. 68, Issue 1).
- Vargo, S. L., & Lusch, R. F. (2017). Service-dominant logic 2025. *International Journal of Research in Marketing*, 34(1), 46–67. <https://doi.org/10.1016/j.ijresmar.2016.11.001>
- Vargo, S. L., Maglio, P. P., & Akaka, M. A. (2008). On value and value co-creation: A service systems and service logic perspective. *European Management Journal*, 26(3), 145–152. <https://doi.org/10.1016/j.emj.2008.04.003>
- Vos, A., Eberhagen, N., Trivellas, P., Skourlas, C., & Giannakopoulos, G. (2014). Electronic service quality in online shopping and risk reduction strategies. *Journal of Systems and Information Technology*, 16(3), 170–186. <https://doi.org/10.1108/JSIT-01-2014-0008>
- Yang, X., Zhang, X., Goh, S., & Anderson, C. (2017a). Curvilinear effects of e-loyalty in China's online tourism industry. *Nankai Business Review International*, 8(2), 174–189. <https://doi.org/10.1108/NBRI-12-2016-0044>
- Yang, X., Zhang, X., Goh, S., & Anderson, C. (2017b). Curvilinear effects of e-loyalty in China's online tourism industry. *Nankai Business Review International*, 8(2), 174–189. <https://doi.org/10.1108/NBRI-12-2016-0044>
- You, L., & Hon, L. C. (2021a). Testing the effects of reputation, value congruence and brand identity on word-of-mouth intentions. *Journal of Communication Management*, 25(2), 160–181. <https://doi.org/10.1108/JCOM-10-2020-0119>
- You, L., & Hon, L. C. (2021b). Testing the effects of reputation, value congruence and brand identity on word-of-mouth intentions. *Journal of Communication Management*, 25(2), 160–181. <https://doi.org/10.1108/JCOM-10-2020-0119>
- Zehir, C., & Narcikara, E. (2016a). E-Service Quality and E-Recovery Service Quality: Effects on Value Perceptions and Loyalty Intentions. *Procedia - Social and Behavioral Sciences*, 229, 427–443. <https://doi.org/10.1016/j.sbspro.2016.07.153>
- Zehir, C., & Narcikara, E. (2016b). E-Service Quality and E-Recovery Service Quality: Effects on Value Perceptions and Loyalty Intentions. *Procedia - Social and Behavioral Sciences*, 229, 427–443. <https://doi.org/10.1016/j.sbspro.2016.07.153>
- Zeithaml, V. A., Bolton, R. N., Deighton, J., Keiningham, T. L., Lemon, K. N., & Petersen, J. A. (2006). Forward-looking focus: Can firms have adaptive foresight? In *Journal of Service Research* (Vol. 9, Issue 2, pp. 168–183). <https://doi.org/10.1177/1094670506293731>
- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002a). Service quality delivery through web sites: A critical review of extant knowledge. In *Journal of the Academy of Marketing Science* (Vol. 30, Issue 4, pp. 362–375). <https://doi.org/10.1177/009207002236911>

- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002b). Service quality delivery through web sites: A critical review of extant knowledge. In *Journal of the Academy of Marketing Science* (Vol. 30, Issue 4, pp. 362–375). <https://doi.org/10.1177/009207002236911>
- Zhang, J., & Bloemer, J. M. M. (2008a). The impact of value congruence on consumer-service brand relationships. In *Journal of Service Research* (Vol. 11, Issue 2, pp. 161–178). <https://doi.org/10.1177/1094670508322561>
- Zhang, J., & Bloemer, J. M. M. (2008b). The impact of value congruence on consumer-service brand relationships. In *Journal of Service Research* (Vol. 11, Issue 2, pp. 161–178). <https://doi.org/10.1177/1094670508322561>
- Zhang, J., & Bloemer, J. M. M. (2008c). The impact of value congruence on consumer-service brand relationships. In *Journal of Service Research* (Vol. 11, Issue 2, pp. 161–178). <https://doi.org/10.1177/1094670508322561>