

## DAFTAR PUSTAKA

- Abror, A., Patrisia, D., Engriani, Y., Evanita, S., Yasri, Y., & Dastgir, S. (2020). Service quality, religiosity, customer satisfaction, customer engagement and Islamic bank's customer loyalty. *Journal of Islamic Marketing*, 11(6), 1691-1705. <https://doi.org/10.1108/JIMA-03-2019-0044>
- Alfamidiku.com. 2023. Profil Perusahaan. Diakses pada 25 Maret 2023, dari <https://alfamidiku.com/menu-korporasi>
- Ali, A., & Bhasin, J. (2019). Understanding customer repurchase intention in e-commerce: role of perceived price, delivery quality, and perceived value. *Jindal Journal of Business Research*, 8(2), 142-157. <https://doi.org/10.1177/2278682119850275>
- Amoako, G. K., Neequaye, E. K., Kutu-Adu, S. G., Caesar, L. D., & Ofori, K. S. (2019). Relationship marketing and customer satisfaction in the Ghanaian hospitality industry: an empirical examination of trust and commitment. *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-07-2018-0039>
- Cakici, A. C., Akgunduz, Y., & Yildirim, O. (2019). The impact of perceived price justice and satisfaction on loyalty: the mediating effect of revisit intention. *Tourism Review*, 74(3), 443-462. <https://doi.org/10.1108/TR-02-2018-0025>
- Cui, L., He, S., Deng, H., & Wang, X. (2023). Sustaining customer loyalty of fresh food e-tailers: an empirical study in China. *Asia Pacific Journal of Marketing and Logistics*, 35(3), 669-686. <https://doi.org/10.1108/APJML-01-2022-0013>
- Databoks.katadata.co.id. 03 Juni 2022. Riset: Milenial Paling Gemar Belanja Online Saat Pandemi. Diakses pada 12 Maret 2023, dari <https://databoks.katadata.co.id/datapublish/2022/06/03/riset-milenial-paling-gemar-belanja-online-saat-pandemi>
- Databoks.katadata.co.id. 10 November 2021. Indomaret, Ritel dengan Nilai Konsumen Tertinggi di Indonesia pada 2021. Diakses pada 01 April 2023, dari <https://databoks.katadata.co.id/datapublish/2021/11/10/indomaret-ritel-dengan-nilai-konsumen-tertinggi-di-indonesia-pada-2021>
- DataIndonesia.id. 10 Juni 2022. APJII: Pengguna Internet Indonesia Tembus 210 Juta pada 2022. Diakses pada 10 April 2023, dari <https://dataIndonesia.id/digital/detail/apjii-pengguna-internet-indonesia-tembus-210-juta-pada-2022>
- Delima, A., Ashary, H. M., & Usman, O. (2019). Influence of Service Quality, Product Quality, Price, Brand Image, and Promotion to Consumer Satisfaction Affecting on Consumer Loyalty (Online Shop). *Product Quality, Price, Brand Image, and Promotion to Consumer Satisfaction Affecting on Consumer Loyalty (Online Shop)*(January 1, 2019).
- Dhisasmito, P. P., & Kumar, S. (2020). Understanding customer loyalty in the coffee shop industry (A survey in Jakarta, Indonesia). *British Food Journal*. <https://doi.org/10.1108/BFJ-10-2019-0763>

- Fauzi, A. A., & Suryani, T. (2019). Measuring the effects of service quality by using CARTER model towards customer satisfaction, trust and loyalty in Indonesian Islamic banking. *Journal of Islamic Marketing*, 10(1), 269-289. <https://doi.org/10.1108/JIMA-04-2017-0048>
- Ferdinand, A. (2014). Metode penelitian manajemen: Pedoman penelitian untuk penulisan skripsi tesis dan desrtasi ilmu manajemen.
- Finance.detik.com. 06 Desember 2020. Bukan Beralih ke Online, Ini yang Harus Dilakukan Ritel Saat Pandemi. Diakses pada 28 Maret 2023, dari <https://finance.detik.com/berita-ekonomi-bisnis/d-5284086/bukan-beralih-ke-online-ini-yang-harus-dilakukan-ritel-saat-pandemi>
- Frasquet, M., & Miquel, M. J. (2017). Do channel integration efforts pay-off in terms of online and offline customer loyalty?. *International Journal of Retail & Distribution Management*.
- Garepasha, A., Aali, S., Bafandeh Zende, A. R., & Iranzadeh, S. (2021). Relationship dynamics in customer loyalty to online banking services. *Journal of Islamic Marketing*, 12(4), 830-863. <https://doi.org/10.1108/JIMA-09-2019-0183>
- Ghozali, I. (2017). Structural equation models: Concepts and applications with the AMOS 24 bayesian SEM update program (Indonesian version) (Edisi 7). Semarang: Badan Penerbit Universitas Diponegoro.
- Giao, H. N. K., & Vuong, B. N. (2021). The impact of service quality on passenger loyalty and the mediating roles of relationship quality: A study of domestic flights with vietnamese low-cost airlines. *Transportation Research Procedia*, 56, 88-95.
- Gopi, B., & Samat, N. (2020). The influence of food trucks' service quality on customer satisfaction and its impact toward customer loyalty. *British Food Journal*, 122(10), 3213-3226. <https://doi.org/10.1108/BFJ-02-2020-0110>
- Gupta, A., Singh, R. K., Mathiyazhagan, K., Suri, P. K., & Dwivedi, Y. K. (2022). Exploring relationships between service quality dimensions and customers satisfaction: empirical study in context to Indian logistics service providers. *The International Journal of Logistics Management*, (ahead-of-print). <https://doi.org/10.1108/IJLM-02-2022-0084>
- Haron, R., Abdul Subar, N., & Ibrahim, K. (2020). Service quality of Islamic banks: satisfaction, loyalty and the mediating role of trust. *Islamic Economic Studies*, 28(1), 3-23.
- Hung, S. W., Cheng, M. J., & Chiu, P. C. (2019). Do antecedents of trust and satisfaction promote consumer loyalty in physical and virtual stores? A multi-channel view. *Service Business*, 13, 1-23.
- Kalinić, Z., Marinković, V., Kalinić, L., & Liébana-Cabanillas, F. (2021). Neural network modeling of consumer satisfaction in mobile commerce: An empirical analysis. *Expert Systems with Applications*, 175, 114803. <https://doi.org/10.1016/j.eswa.2021.114803>
- Khan, M. A., Zubair, S. S., & Malik, M. (2019). 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.

- Kim, J. (2021). Platform quality factors influencing content providers' loyalty. *Journal of Retailing and Consumer Services*, 60, 102510. <https://doi.org/10.1016/j.jretconser.2021.102510>
- Kotler, P., Keller, K. L., & Chernev, A. (2022). *Marketing Management*, 16e, global ed.
- Mahsyar, S., & Surapati, U. (2020). Effect of service quality and product quality on customer satisfaction and loyalty. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(01).
- Nuridin, I., & Hartati, S. (2019). *Metodologi penelitian sosial*. Media Sahabat Cendekia.
- Oktarini, R. (2019). Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan Pengguna Jasa Aplikasi Gojek di Kota Tangerang. 6. *Jurnal Sekretari/ Vol, 6(2)*, 249.
- 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, 102468. <https://doi.org/10.1016/j.jretconser.2021.102468>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *1988*, 64(1), 12-40.
- Prayitno, T. H. (2016). The effect of price perception and convenience online shopping towards customer satisfaction of batik products in Indonesia. *International Journal of Recent Advances in Multidisciplinary Research*, 3(12), 2086-2091.
- Putra, N. H. (2020, March). The Effect of Service Quality, Website Quality, Price, and Brand Image on Consumer Satisfaction Impact on Consumer Loyalty in OLX Online Stores. In *4th Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2019)* (pp. 774-781). Atlantis Press.
- RIZAN, M., FEBRILIA, I., WIBOWO, A., & PRATIWI, R. D. R. (2020). Antecedents of customer loyalty: study from the Indonesia's largest e-commerce. *The Journal of Asian Finance, Economics and Business*, 7(10), 283-293. <https://doi.org/10.13106/jafeb.2020.vol7.n10.283>
- Satti, Z.W., Babar, S.F., Parveen, S., Abrar, K. and Shabbir, A. (2020), "Innovations for potential entrepreneurs in service quality and customer loyalty in the hospitality industry", *Asia Pacific Journal of Innovation and Entrepreneurship*, Vol. 14 No. 3, pp. 317-328. <https://doi.org/10.1108/APJIE-08-2019-0063>
- Schiffman, L. & Wisenblit, J. (2019). *Consumer behavior: twelfth edition*. Upper Saddle River. Pearson education.
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian untuk Bisnis: Pendekatan Pengembangan Keahlian Edisi 6 Buku 2*.
- Sitorus, T., & Yustisia, M. (2018). The influence of service quality and customer trust toward customer loyalty: the role of customer satisfaction. *International Journal for Quality Research*, 12(3), 639. <https://doi.org/10.18421/IJQR12.03-06>
- Slack, N. J., & Singh, G. (2020). The effect of service quality on customer satisfaction and loyalty and the mediating role of customer satisfaction: Supermarkets in Fiji. *The TQM Journal*, 32(3), 543-558. <https://doi.org/10.1108/TQM-07-2019-0187>

- Suhaily, L., & Soelasih, Y. (2018). How E-Service quality, experiential marketing, and price perception to make repurchase intention on on-line shopping. *The International Journal of Business Management and Technology*, 2(3), 10-20.
- Sukesi, S. (2009). LOYALITAS PERILAKU PELANGGAN.
- Tabrani, M., Amin, M., & Nizam, A. (2018). Trust, commitment, customer intimacy and customer loyalty in Islamic banking relationships. *International Journal of Bank Marketing*. <https://doi.org/10.1108/IJBM-03-2017-0054>
- Thakur, R. (2018). The role of self-efficacy and customer satisfaction in driving loyalty to the mobile shopping application. *International Journal of Retail & Distribution Management*.
- Uddin, M. B. (2019). Customer loyalty in the fast food restaurants of Bangladesh. *British Food Journal*. <https://doi.org/10.1108/BFJ-02-2019-0140>
- Venkatakrisnan, J., Alagiriswamy, R., & Parayitam, S. (2023). Web design and trust as moderators in the relationship between e-service quality, customer satisfaction and customer loyalty. *The TQM Journal*, (ahead-of-print). <https://doi.org/10.1108/TQM-10-2022-0298>
- Wang, Y. S., Tseng, T. H., Wang, W. T., Shih, Y. W., & Chan, P. Y. (2019). Developing and validating a mobile catering app success model. *International Journal of Hospitality Management*, 77, 19-30. <https://doi.org/10.1016/j.ijhm.2018.06.002>
- Ceicdata.com. 2021. Indonesia Pertumbuhan Penjualan Ritel. Diakses pada 04 Maret 2023, dari <https://www.ceicdata.com/id/indicator/indonesia/retail-sales-growth>
- Zhong, Y., & Moon, H. C. (2020). What drives customer satisfaction, loyalty, and happiness in fast-food restaurants in China? Perceived price, service quality, food quality, physical environment quality, and the moderating role of gender. *Foods*, 9(4), 460. <https://doi.org/10.3390/foods9040460>