

DAFTAR PUSTAKA

- Abdolahian, S., & Foroozandeh, K. (2011). Customer orientation and its importance for organizations. *Transport and Development*, 50.1, 60–72.
- Abdul Razak, T., Santhakumar, T., Mageswari, K., & Santhi, S. (2014). Studies on efficacy of certain neem products against *Spodoptera litura* (Fab.). *Journal of Biopesticides*, 7(1), 160–163.
- Amoako, G. K., Caesar, L. D., Dzogbenuku, R. K., & Bonsu, G. A. (2023). Service recovery performance and repurchase intentions: the mediation effect of service quality at KFC. *Journal of Hospitality and Tourism Insights*, 6(1), 110–130. <https://doi.org/10.1108/JHTI-06-2021-0141>
- Amoako, G. K., Doe, J. K., & Neequaye, E. K. (2021). Online innovation and repurchase intentions in hotels: the mediating effect of customer experience. *International Hospitality Review*. <https://doi.org/10.1108/ihr-02-2021-0008>
- Anita, M., Maria, K., & Endro, S. (2021). Customer Experience and Repurchase Intention in Multi-Channel: Customer Satisfaction as Mediating Variable. *Journal of Industrial Distribution & Business*, 12(3), 7–19.
- Bello, K. B., Jusoh, A., & Md Nor, K. (2021). Relationships and impacts of perceived CSR, service quality, customer satisfaction and consumer rights awareness. *Social Responsibility Journal*, 17(8), 1116–1130. <https://doi.org/10.1108/SRJ-01-2020-0010>
- Chen, X., Huang, Q., & Davison, R. M. (2017). Economic and social satisfaction of buyers on consumer-to-consumer platforms: The role of relational capital. *International Journal of Electronic Commerce*, 21(2), 219–248. <https://doi.org/10.1080/10864415.2016.1234285>
- Clewwlow, R., & Mishra, G. (2017). Disruptive Transportation: The Adoption, Utilization, and Impacts of Ride-Hailing in the United States. *Institute of Transportation Studies*, 1–35.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly: Management Information Systems*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- Denantes, J., & Donoso, G. (2021). Factors influencing customer satisfaction with water service quality in Chile. *Utilities Policy*, 73(June 2020), 101295. <https://doi.org/10.1016/j.jup.2021.101295>

- Ekinci, Y., Dawes, P. L., & Massey, G. R. (2008). An extended model of the antecedents and consequences of consumer satisfaction for hospitality services. *European Journal of Marketing*, 42(1–2), 35–68. <https://doi.org/10.1108/03090560810840907>
- Fred D. Davis, Richard P. Bagozzi, P. R. W. (1989). User Acceptance of Computer Technology: A Comparison of Two Theoretical Models. *Management Science*, 35(8), 982–1003.
- Fred D. Davis, Richard P. Bagozzi, P. R. W. (1992). Extrinsic and intrinsic motivation to use computers in the workplace1. *Journal of Applied Social Psychology*, 22(14), 1111–1132.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention: A general structural equation model. *European Journal of Marketing*, 37(11–12), 1762–1800. <https://doi.org/10.1108/03090560310495456>
- Hussain. (2016). The mediating role of customer satisfaction : evidence from the airline industry Introduction. *Asia Pacific Journal of Marketing and Logistics*, 28(2), 234–255.
- Kavitha, S., & Haritha, P. (2018). A Study on Customer Experience and its Relationship with Repurchase Intention among Telecom Subscribers in Coimbatore District. *International Journal of Management Studies*, V(3(3)), 83. [https://doi.org/10.18843/ijms/v5i3\(3\)/11](https://doi.org/10.18843/ijms/v5i3(3)/11)
- Khoo, K. L. (2022). A study of service quality, corporate image, customer satisfaction, revisit intention and word-of-mouth: evidence from the KTV industry. *PSU Research Review*, 6(2), 105–119. <https://doi.org/10.1108/PRR-08-2019-0029>
- Kim, H. J. (2011). Service orientation, service quality, customer satisfaction, and customer loyalty: Testing a structural model. *Journal of Hospitality Marketing and Management*, 20(6), 619–637. <https://doi.org/10.1080/19368623.2011.577698>
- 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>
- Lee, W. I., Cheng, S. Y., & Shih, Y. T. (2017). Effects among product attributes, involvement, word-of-mouth, and purchase intention in online shopping. *Asia Pacific Management Review*, 22(4), 223–229. <https://doi.org/10.1016/j.apmr.2017.07.007>

- Liang, R. Da, & Zhang, J. S. (2011). The effect of service interaction orientation on customer satisfaction and behavioral intention: The moderating effect of dining frequency. *Procedia - Social and Behavioral Sciences*, 24, 1026–1035. <https://doi.org/10.1016/j.sbspro.2011.09.082>
- Mainardes, E. W., Coutinho, A. R. S., & Alves, H. M. B. (2023). The influence of the ethics of E-retailers on online customer experience and customer satisfaction. *Journal of Retailing and Consumer Services*, 70(June 2022), 103171. <https://doi.org/10.1016/j.jretconser.2022.103171>
- Munim, Ziaul. Noor, T. (2020). Young people's perceived service quality and environmental performance of hybrid electric bus service. *Travel Behaviour and Society*, 20, 133–143. <https://doi.org/10.1016/j.tbs.2020.03.003>
- Namukasa, J. (2013). The influence of airline service quality on passenger satisfaction and loyalty the case of Uganda airline industry. *TQM Journal*, 25(5), 520–532. <https://doi.org/10.1108/TQM-11-2012-0092>
- Nobar, H. B. K., & Rostamzadeh, R. (2018). The impact of customer satisfaction, customer experience and customer loyalty on brand power: Empirical evidence from hotel industry. *Journal of Business Economics and Management*, 19(2), 417–430. <https://doi.org/10.3846/jbem.2018.5678>
- Nurjannah, N., Erwina, E., Basalamah, J., & Syahnur, M. H. (2022). The Impact of E-CRM and Customer Experience on E-Commerce Consumer Loyalty Through Satisfaction in Indonesia. *Mix: Jurnal Ilmiah Manajemen*, 12(1), 56. https://doi.org/10.22441/jurnal_mix.2022.v12i1.005
- Oliver, R. L. (1981). Measurement and evaluation of satisfaction processes in retail settings. *Journal of Retailing*, 57(3), 25–48.
- Pranatika, D., & Albari. (2022). Pengaruh Pengalaman Pelanggan dan Motivasi Hedonis terhadap Minat Pembelian Ulang Online. *Selekta Manajemen: Jurnal Mahasiswa Bisnis & Manajemen*, 01(02), 92–105. <https://journal.uui.ac.id/selma/index>
- Rohwiyati, R., & Praptiestrini, P. (2019). The Effect of Shopee e-Service Quality and Price Perception on Repurchase Intention: Customer Satisfaction as Mediation Variable. *Indonesian Journal of Contemporary Management Research*, 1(1), 47. <https://doi.org/10.33455/ijcmr.v1i1.86>
- 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>

- Schmitt, B. (2000). experiential marketing how to get customers sense, feel, think, act, relate. *USA : The Free Press*.
- Shaw, C. Ivens, J. (2002). Building Great Customer Experience. *Palgrave Macmillan*.
- 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. *TQM Journal*, 32(3), 543–558. <https://doi.org/10.1108/TQM-07-2019-0187>
- Sombultawee, K., & Tansakul, T. (2023). The customer experience in Thailand's multichannel retail environments. *Asia-Pacific Journal of Business Administration*, 15(1), 117–138. <https://doi.org/10.1108/APJBA-08-2021-0427>
- Susanto, T. W. P., Sudapet, I. N., Subagyo, H. D., & Suyono, J. (2021). The Effect of Service Quality and Price on Customer Satisfaction and Repurchase Intention (Case Study at Crown Prince Hotel Surabaya). *Quantitative Economics and Management Studies*, 2(5), 288–297. <https://doi.org/10.35877/454ri.qems325>
- Tandon, U., Kiran, R., & Sah, A. N. (2017). 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>
- Vakulenko, Y., Shams, P., Hellström, D., & Hjort, K. (2019). Online retail experience and customer satisfaction: the mediating role of last mile delivery. *International Review of Retail, Distribution and Consumer Research*, 29(3), 306–320. <https://doi.org/10.1080/09593969.2019.1598466>
- Venkatakrishnan, J., Alagiriswamy, R., & Parayitam, S. (2023). Web design and trust as moderators in the relationship between e-service quality, customer satisfaction and customer loyalty. *TQM Journal*. <https://doi.org/10.1108/TQM-10-2022-0298>
- Verhoef, P. C., Lemon, K. N., Parasuraman, A., Roggeveen, A., Tsiros, M., & Schlesinger, L. A. (2009). Customer Experience Creation: Determinants, Dynamics and Management Strategies. *Journal of Retailing*, 85(1), 31–41. <https://doi.org/10.1016/j.jretai.2008.11.001>
- Weng, G. S., Zailani, S., Iranmanesh, M., & Hyun, S. S. (2017). Mobile taxi booking application service's continuance usage intention by users. *Transportation Research Part D: Transport and Environment*, 57(October), 207–216. <https://doi.org/10.1016/j.trd.2017.07.023>

- Wuisan, D. S. ., Candra, D., Tanaya, M. A., Natalia, V., & Bernarto, I. (2020). Pengaruh Website Design Quality dan E-Service Quality Terhadap Repurchase Intention Sociolla E-Trust Sebagai Variabel Intervening. *Computatio : Journal of Computer Science and Information Systems*, 4(1), 55. <https://doi.org/10.24912/computatio.v4i1.7748>
- Zameer, H., Tara, A., Kausar, U., & Mohsin, A. (2015). Impact of service quality, corporate image and customer satisfaction towards customers' perceived value in the banking sector in Pakistan. *International Journal of Bank Marketing*, 33(4), 442–456. <https://doi.org/10.1108/IJBM-01-2014-0015>