DAFTAR PUSTAKA

- Abror, A., Patrisia, D., Engriani, Y., Evanita, S., Yasri, Y., & Dastgir, S. (2019). Service quality, religiosity, customer satisfaction, customer engagement and Islamic bank's customer loyalty. *Journal of Islamic Marketing*. https://doi.org/10.1108/JIMA-03-2019-0044
- Cao, Y., Ajjan, H., & Hong, P. (2018). Post-purchase shipping and customer service experiences in online shopping and their impact on customer satisfaction: An empirical study with comparison Asia Pacific Journal of Marketing and Logistics Article information:, (February). https://doi.org/10.1108/APJML-04-2017-0071
- Carolina, N., & Hong, P. (2018). Post-purchase shipping and customer service experiences in online shopping and their impact on customer satisfaction An empirical study with comparison. https://doi.org/10.1108/APJML-04-2017-0071
- Choi, J., Lee, S., Cho, H., & Park, Y. (2008). Customer satisfaction factors of mobile commerce in Korea, *18*(3), 313–335. https://doi.org/10.1108/10662240810883335
- Chopra, K. (2014). Empirical Study on Role of Customer Service in Delivering Satisfaction at Branded Retail Outlets in Pune. *Procedia Economics and Finance*, 11(14), 239–246. https://doi.org/10.1016/s2212-5671(14)00192-0
- Dharmesti, M., Dharmesti, T. R. S., Kuhne, S., & Thaichon, P. (2019). Understanding online shopping behaviours and purchase intentions amongst millennials. *Young Consumers*, (October). https://doi.org/10.1108/YC-12-2018-0922
- Espinosa, J. A., Davis, D., Stock, J., & Monahan, L. (2019). Exploring the processing of product returns from a complex adaptive system perspective. *International Journal of Logistics Management*, 30(3), 699–722. https://doi.org/10.1108/IJLM-08-2018-0216
- Fourie, I., & Bothma, T. (2007). Information seeking: An overview of web tracking and the criteria for tracking software. *Aslib Proceedings: New Information Perspectives*, 59(3), 264–284. https://doi.org/10.1108/00012530710752052

- Gil-Saura, I., Berenguer-Contri, G., & Ruiz-Molina, M. E. (2018). Satisfaction and loyalty in B2B relationships in the freight forwarding industry: Adding perceived value and service quality into equation. *Transport*, *33*(5), 1184–1195. https://doi.org/10.3846/transport.2018.6648
- Gnewuch, U., Morana, S., & Maedche, A. (2017). Towards Designing Cooperative and Social Conversational Agents for Customer Service This is the author 's version of a work that was published in the following source Conversational Agents for Customer Service ". Short Paper, to appear in: Proceedings. *Thirty Eighth International Conference on Information Systems*, *September*.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention. *European Journal of Marketing*, *37*(11/12), 1762–1800. https://doi.org/10.1108/03090560310495456
- Ibzan, E., Balarabe, F., & Balarabe, J. (2016). Consumer satisfaction and repurchase intentions. *Developing Country Studies*, 6(2), 96–100. http://www.iiste.org/Journals/index.php/DCS/article/view/28624
- Jahanshahi, Gashti, Mirdamadi, N. and K. (2011). Study of the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty PhD Scholar in Business Administration. *International Journal of Humanities and Social Science*, 1(7), 253–260.
- Janahi, M. A., & Al Mubarak, M. M. S. (2017). The impact of customer service quality on customer satisfaction in Islamic banking. *Journal of Islamic Marketing*, 8(4), 595–604. https://doi.org/10.1108/JIMA-07-2015-0049
- Kilibarda, M., Nikolicic, S., & Andrejic, M. (2016). Measurement of logistics service quality in freight forwarding companies: A case study of the Serbian market. *International Journal of Logistics Management*, *27*(3), 770–794. https://doi.org/10.1108/IJLM-04-2014-0063
- Klapalová, A. (2019). Customer product returns feedback and knowledge management. *Measuring Business Excellence*, 23(2), 149–164. https://doi.org/10.1108/MBE-11-2018-0099
- Liao, K. H., & Li, Y. C. (2011). The effects of service quality and customer satisfaction on customer loyalty in steel company services. 2011 IEEE 18th International Conference on Industrial Engineering and Engineering Management, IE and EM 2011, PART 2, 1413–1417. https://doi.org/10.1109/IEEM.2011.6035421

- Lim, X. J., Mohd Radzol, A. R. bt, ... Wong, M. W. (2017). The Impact of Social Media Influencers on Purchase Intention and the Mediation Effect of Customer Attitude. *Asian Journal of Business Research*, 7(2), 19–36. https://doi.org/10.14707/ajbr.170035
- Lin, D., Lee, C. K. M., Siu, M. K., Lau, H., & Choy, K. L. (2020). Analysis of customers' return behaviour after online shopping in China using SEM. *Industrial Management and Data Systems*, (71701126). https://doi.org/10.1108/IMDS-05-2019-0296
- Lin, L. Y., & Ching Yuh, C. Y. (2010). The influence of corporate image, relationship marketing, and trust on purchase intention: the moderating effects of word □ of □ mouth. *Tourism Review*, 65(3), 16–34. https://doi.org/10.1108/16605371011083503
- Lu, C. (2015). Customer Relationship Management And Firm Performance : An Empirical Study Of Freight Forwarder Services, (February 2012).
- Mou, J., Zhu, W., & Benyoucef, M. (2019). Impact of product description and involvement on purchase intention in cross-border e-commerce. *Industrial Management and Data Systems*, 120(3), 567–586. https://doi.org/10.1108/IMDS-05-2019-0280
- Mubarak, M. Al. (2018). The impact of customer service quality on customer satisfaction in Islamic banking Journal of Islamic Marketing Article information:, (April). https://doi.org/10.1108/JIMA-07-2015-0049
- Ngoc Duy Phuong, N., & Thi Dai g, T. (2018). Repurchase Intention: The Effect of Service Quality, System Quality, Information Quality, and Customer Satisfaction as Mediating Role: A PLS Approach of M-Commerce Ride Hailing Service in Vietnam. *Marketing and Branding Research*, *5*(2), 78–91. https://doi.org/10.33844/mbr.2018.60463
- Nilsson, J., & Wall, O. (2017). Online customer experience, satisfaction and repurchase intention for online clothing retailing Online customer experience, satisfaction and repurchase intention for online clothing retailing. https://doi.org/10.20429/ijsotl.2009.030126

- Pasha, J., Dulebenets, M. A., Kavoosi, M., Abioye, O. F., Theophilus, O., Wang, H., Kampmann, R., & Guo, W. (2020). Holistic tactical-level planning in liner shipping: an exact optimization approach. In *Journal of Shipping and Trade* (Vol. 5, Issue 1). Journal of Shipping and Trade. https://doi.org/10.1186/s41072-020-00060-4
- Patti, C. H., van Dessel, M. M., & Hartley, S. W. (2020). Reimagining customer service through journey mapping and measurement. *European Journal of Marketing*. https://doi.org/10.1108/EJM-07-2019-0556
- Pentus, K., Ploom, K., Mehine, T., Koiv, M., Tempel, A., & Kuusik, A. (2020). Mobile and stationary eye tracking comparison package design and in-store results. *Journal of Consumer Marketing*, (September). https://doi.org/10.1108/JCM-04-2019-3190
- Raman, P. (2019). Understanding female consumers' intention to shop online: The role of trust, convenience and customer service. *Asia Pacific Journal of Marketing and Logistics*, 31(4), 1138–1160. https://doi.org/10.1108/APJML-10-2018-0396
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, *5*(10), e02690. https://doi.org/10.1016/j.heliyon.2019.e02690
- Shang, K. C., & Lu, C. S. (2012). Customer relationship management and firm performance: An empirical study of freight forwarder services. *Journal of Marine Science and Technology*, 20(1), 64–72.
- Shang, K.-C., Chao, C.-C., & Lirn, T.-C. (2016). The application of personality traits model on the freight forwarding service industry. *Maritime Business Review*, *1*(3), 231–252. https://doi.org/10.1108/mabr-09-2016-0021
- Sharma, G., & Lijuan, W. (2015). The effects of online service quality of e-commerce Websites on user satisfaction, *33*(3), 468–485. https://doi.org/10.1108/EL-10-2013-019
- Subhashini, S., & Preetha, S. (2018). An empirical analysis of service quality factors pertaining to ocean freight forwarding services. *Maritime Business Review*, *3*(3), 276–289. https://doi.org/10.1108/MABR-01-2018-0004
- Sugiyono. (2015). *Metode penelitian pendidkan pendekatan kuantitatif*. Metode Penelitian Pendidkan Pendekatan Kuantitatif. Kualitatif Dan R&D.

- Tarofder, A. K., Nikhashemi, S. R., Azam, S. M. F., Selvantharan, P., & Haque, A. (2016). The mediating influence of service failure explanation on customer repurchase intention through customers satisfaction. *International Journal of Quality and Service Sciences*, 8(4), 516–535. https://doi.org/10.1108/IJQSS-04-2015-0044
- Wang, Y., Anderson, J., Joo, S. J., & Huscroft, J. R. (2019). The leniency of return policy and consumers' repurchase intention in online retailing. *Industrial Management and Data Systems*, 120(1), 21–39. https://doi.org/10.1108/IMDS-01-2019-0016
- Yuen, K. F., & Thai, V. V. (2015). Service quality and customer satisfaction in liner shipping. *International Journal of Quality and Service Sciences*, 7(2–3), 170–183. https://doi.org/10.1108/IJQSS-02-2015-0024