

DAFTAR PUSTAKA

- Afshar, A. and J. Corresponding. (2011). Study the Effects of Customer Service and Product Quality on Customer Satisfaction and Loyalty. 1(June): 253–60.
- Agyapong, Gloria K.Q. (2011). The Effect of Service Quality on Customer Satisfaction in the Utility Industry – A Case of Vodafone (Ghana). *International Journal of Business and Management* 6(5): 203–10.
- Ampountolas, Apostolos. (2019). Peer-to-Peer Marketplaces: A Study on Consumer Purchase Behavior. *Journal of Hospitality and Tourism Insights* 2(1): 37–54.
- Annamdevula, S, and Raja S. B. (2016). The Effects of Service Quality on Student Loyalty: The Mediating Role of Student Satisfaction *Journal of Modelling in Management* 11(2): 446–62.
- Cakici, A.C., Y. Akgunduz, and Oya Yildirim. (2019). The Impact of Perceived Price Justice and Satisfaction on Loyalty: The Mediating Effect of Revisit Intention. *Tourism Review* 74(3): 443–62.
- Chinomona, Richard, and Dorah Dubihlela. (2014). Does Customer Satisfaction Lead to Customer Trust, Loyalty and Repurchase Intention of Local Store Brands? The Case of Gauteng Province of South Africa. *Mediterranean Journal of Social Sciences* 5(9): 23–32.
- Erbyik, Hikmet, Selami Özcan, and Kazım Karaboğa. (2012). Retail Store Location Selection Problem with Multiple Analytical Hierarchy Process of Decision Making an Application in Turkey. *Procedia - Social and Behavioral Sciences* 58: 1405–14.
- Farooq, Muhammad Shoaib et al. (2018). Impact of Service Quality on Customer Satisfaction in Malaysia Airlines: A PLS-SEM Approach. *Journal of Air Transport Management* 67: 169–80.
<https://doi.org/10.1016/j.jairtraman.2017.12.008>.
- Ghezelbash, Shekoufeh and Khodadadi, Hussein. (2017). Evaluating the Impact of Promotion Price, Product Quality, Service Quality, Customer Satisfaction and Repeating Purchase Incentives (Case Study: Amiran Chain Stores). *The Journal of Internet Banking and Commerce* 22(June): 1–17.
- Hair, et al. (2010). *Multivariate data analysis. (7th edition)*. New Jersey : Pearson Education Inc. New Jersey : Pearson Education Inc.
- Hume, Margee, and Gillian Sullivan Mort. (2010). The Consequence of Appraisal Emotion, Service Quality, Perceived Value and Customer Satisfaction on Repurchase Intent in the Performing Arts. *Journal of Services Marketing* 24(2): 170–82.

<https://smart-money.co/peluang-usaha/pangsa-pasar-kacamata-tanah-air-sentuh-angka-6-triliun-per-tahun>, diakses Februari 2020

- Imam Ghozali. (2014). *Structural Equation Modeling Metode Alternatif Dengan Partial Least Squares (PLS)* (4th ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Ishaq, Muhammad Ishtiaq et al. (2014). Role of Corporate Image, Product Quality and Customer Value in Customer Loyalty: Intervening Effect of Customer Satisfaction. *Journal of Basic and Applied Scientific Research* 4(4): 89–97. file:///C:/Users/Steven Chin/Downloads/J. Basic. Appl. Sci. Res., 4(4)89-97, 2014.pdf.
- Islam, Mohammad Jahirul et al. (2016). Measuring the Effect of Retail Service Quality Dimensions on Customer Satisfaction and Loyalty: The Study on the Super Shop in Bangladesh. *International Journal of Scientific & Engineering Research* 7(8): 215–33.
- Kitapci, Olgun, Ceylan Akdogan, and İbrahim Taylan Dortyol. (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: 161–69.
- Matti J. Haverila, and Kai Christian Haverila. (2018). Examination of Customer-Centric Measures among Different Types of Customers in the Context of Major Canadian Ski Resort. (Unit 07): 1–5.
- Maurisni, Putri, and Susi Evanita. (2019). The Impact of Services Quality, Location and Word of Mouth to Repurchase Intention through Brand Image at Salon Muslimah Beauty Care Padang. 97(Piceeba): 284–93.
- Nesset, Erik, Bjørn Nervik, and Øyvind Helgesen. (2011). Satisfaction and Image as Mediators of Store Loyalty Drivers in Grocery Retailing. *International Review of Retail, Distribution and Consumer Research* 21(3): 267–92.
- Ngoc Duy Phuong, Nguyen, and Tran Thi Dai g. (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.
- Nikola Knego, Kristina Petljak, and Rudolf Vouk. (2014). Location and Layout As Sources of Competitive Advantage of Small. *Journal of International Scientific Publications* 8(January 2014): 267–81.
- Nuridin. (2018). Effect of Service Quality and Quality of Products to Customer Loyalty with Customer Satisfaction as Intervening Variable in PT . Nano Coating Indonesia International Journal of Business and Applied Social Science (IJBASS). *International Journal of Business and Applied Social*

Science (IJBASS) VOL: 4(1): 19–31.

- Razak, Ismail, Nazief Nirwanto, and Boge Triatmanto. (2016). The Impact of Product Quality and Price on Customer Satisfaction with the Mediator of Customer Value. *An International Peer-reviewed Journal* 30(2012): 59–68. www.iiste.org.
- Saleem, Muhammad Abid, Sadaf Zahra, and Asif Yaseen. (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): 1136–59.
- Santoso, Agus, and Atik Aprianingsih. (2017). The Influence of Perceived Service and E-Service Quality To Repurchase Intention the Mediating Role of Customer Satisfaction Case Study: Go-Ride in Java. *Journal of Business and Management* 6(1): 12.
- Sekaran, U. (2006). *Metode Penelitian Untuk Bisnis 1* (4th ed.). Jakarta: salembaempat.
- Shaharudin, Jakpar, Goh Sze Na Angely, Johari Anita, and Than Myint Khin. (2012). Examining the Product Quality Attributes That Influences Customer Satisfaction Most When the Price Was Discounted: A Case Study in Kuching Sarawak Curtin University of Technology Sarawak Campus. *International Journal of Business and Social Science* 3(23): 221–37.
- Shariff, Siti Nor Fadillah Binti Ahmad et al. (2015). The Influence of Service Quality and Food Quality Towards Customer Fulfillment and Revisit Intention. *Canadian Social Science* 11(8): 110–16.
- Shi, Wenhua, Jianmei Ma, and Chen Ji. (2015). Study of Social Ties as One Kind of Switching Costs: A New Typology. *Journal of Business and Industrial Marketing* 30(5): 648–61.
- Sohel Rana, S. M., Abdullah Osman, and Md Aminul Islam. (2015). Customer Satisfaction of Retail Chain Stores: Evidence from Bangladesh. *International Business Management* 9(1): 35–40.
- Suchánek, Petr, Jiří Richter, and Maria Králová. (2014). Customer Satisfaction, Product Quality and Performance of Companies. *Review of Economic Perspectives* 14(4): 329–44.
- Sugiyono. (2007). *Metode Penelitian dan Pengembangan (Research and Development/R&D)*. Bandung: Alfabeta.
- Turhan, Gülден, Mehmet Akalın, and Cemal Zehir. (2013). Literature Review on Selection Criteria of Store Location Based on Performance Measures. *Procedia - Social and Behavioral Sciences* 99(417): 391–402.

- Wu, Li Wei. (2011). Beyond Satisfaction: The Relative Importance of Locational Convenience, Interpersonal Relationships, and Commitment across Service Types. *Managing Service Quality* 21(3): 240–63.
- Yahya, Nabiha, Ni Made, Asti Aksari, and Ni Ketut Seminari. (2013). The Effect of Service Quality in Dance Academies on Customer Satisfaction and Repurchase Intention. *The Korean Journal of Dance* 71(4): 141–60.
- Yan, Xiangbin, Jing Wang, and Michael Chau. (2015). Customer Revisit Intention to Restaurants: Evidence from Online Reviews. *Information Systems Frontiers* 17(3): 645–57.
- Zairis, Antonios G., and Prontzas Evangelos. (2014). Consumer Behaviour toward Convenience Store Chains in Greece. *EuroMed Journal of Business* 9(2): 175–97.