

## DAFTAR PUSTAKA

- Apriyani, Nuri dan Suharti (2017), Analisis Pengaruh Persepsi Kebermanfaatan, Persepsi Kemudahan dan Kepercayaan terhadap Minat Beli Ulang Pengguna Smartphone Xiaomi, *Jurnal Manajemen Dewantara*, 1 (1), 21-34.
- Barnes, James G (2003), Establishing Meaningful Customer Relationships: Why Some Companies and Brands Mean More to Their Customers, *Managing Service Quality*, 13 (3), 178-186.
- Bearden, W.O dan J.E Teel (1983), Selected Determinants of Customer Satisfaction and Complaint Reports, *Journal of Marketing Research*, 20, 21-28.
- Biel, L Alexander (1992), Converting Image Into Equity, *Journal of Advertising Research*, 5.
- Chiou, Jyh-Shen., Cornelia Droge dan Sangphet Hanvanich (2002), Does Customer Knowledge Affect How Loyalty Is Formed?, *Journal of Service Research*, 5 (2), 113-124.
- Cronin, J.J dan S.A Taylor (1992), Measuring Service Quality: A Reexamination and Extension, *Journal of Marketing*, 56 (3), 55-68.
- Cronin, J.R., Michael K Brady dan Thomas M Hult (2000), Assessing the Effects of Quality, Value, and Customer Satisfaction on Consumer Behavioral Intentions in Service Environments, *Journal of Retailing*, 76 (20), 193-218.
- Dalrymple, D.J dan L.J Parsons (1990), *Marketing Management*, John Wiley and Sons, New York.
- Darley, W.K dan J.S Lim (1999), Effect of Store Image and Attitude Toward Secondhand Store on Shopping Frequency and Distance Traveled, *International Journal of Retail & Distribution Management*, 27 (8), 311-318.
- DelgadoBallester, E., J.L Munuera-Alema, M.J Yagu eGuille'n (2003), Brand Trust in The Context of Customer Loyalty, *European Journal of Marketing*, 35 (11), 1238-1258.
- Denniswara, Edo Praditya (2016), Pengaruh Kualitas Produk, Harga dan Promosi terhadap Intensi Membeli Ulang Produk My Ideas, *Performa: Jurnal Manajemen dan Start-Up Bisnis*, 1 (4), 480-488.
- Dick, A.S dan K. Basu (1994), Customer Loyalty: Toward an Integrated Conceptual Framework, *Journal of The Academy Marketing Science*, 22, 99-113.
- Doney, P.M dan J.P Cannon (1997), An Examination of The Nature of Trust in Buyer-Seller Relationship, *Journal of Marketing*, 61, 35-51.

- Dougall, Gordon H.G and Terrace J Levesque (2000), Customer Satisfaction With Services : Putting Perceived Value Into The Equation, *Journal of Service Marketing*, 14 (5), 392-410.
- Ferdinand, Augusty (2002), *Structural Equation Modeling dalam Penelitian Manajemen: Aplikasi Model-Model Rumit dalam Penelitian untuk Tesis, Magister dan Disertasi*, BP Undip, Semarang.
- Ferdinand, Augusty (2005), *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis, Disertasi Ilmu Manajemen*, BP Undip, Semarang.
- Ferdinand, Augusty (2006), *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis, Disertasi Ilmu Manajemen*, BP Undip, Semarang.
- Freddy, Rangkuti (2007), *Analisis SWOT: Teknik Membedah Kasus Bisnis*, Gramedia Pustaka Utama, Jakarta.
- Garbarino, E dan M.S Johnson (1999), The Different Roles of Satisfaction, Trust and Commitment in Customer Relationship, *Journal of Marketing*, 63, 70-87.
- Gefen, D (2002), Customer Loyalty in e-Commerce, *J Assoc Information System*, 3, 27-51.
- Gundlach, G.T dan P.E Murphy (1993), Ethical and Legal Foundations of Relational Marketing Exchanges, *Journal of Marketing*, 57, 35-46
- Handono, Christopher Andretta., Ronald dan Amelia (2015), Analisis Faktor-Faktor yang Mempengaruhi Minat Beli Ulang pada Produk McDonald di Surabaya, *Jurnal Gema Aktualita*, 4 (1), 95-100.
- Keller, K.L (1993), *Strategic Brand Management Building Measuring and Managing Brand Equity*, NJ: Parson Education International, Upper Sadler River.
- Kennedy, S.M., K.L Ferrel dan T.D LeClair (2001), Consumer's Trust of Salesperson and Manufacturer: An Empirical Study, *Journal of Business Research*, 73-86.
- Kopalle, K. Praven dan Dobald Lehman (1995), The Effects of Advertised and Observed Quality on Expectation About New Product Quality, *Journal of Marketing Research*, 32, 280-290.
- Kotler, Philip (2008), *Manajemen Pemasaran*, Indeks, Jakarta.
- Kotler, Philip (2012), *Manajemen Pemasaran*, Indeks, Jakarta.
- Kurniawan, Iwan., Suryono Budi Santoso dan Bambang Munas Dwiyanto (2007), Analisis Faktor-Faktor yang Mempengaruhi Minat Beli Ulang Produk serta Dampaknya terhadap Loyalitas Pelanggan (Studi Kasus pada Produk

- Sakatonik Liver di Kota Semarang), *Jurnal Studi Manajemen dan Organisasi*, 4 (2), 20-29.
- Lau, T. Geok dan H.S Lee (1999), Consumer Trust in a Brand and The Link to Brand, *Journal of Marketing Focused Management*, 4, 341-370.
- Lovelock, Christopher dan Lauren Wright (2002), *Principle of Service: Marketing and Management*, Pearson Education International, New Jersey.
- Mowen, J.C dan M. Minor (1998), *Consumer Behavior*, Prentice Hall, New York.
- Mowen, J.C dan M. Minor (2002), *Perilaku Konsumen*, Erlangga, Jakarta.
- Oliver, R.L., R.T Rust, dan S. Varki (1997), Customer Delight: Foundations, Findings and Managerial Insight, *Journal of Retailing*, 73 (3), 311-336.
- Oliver, R.L (1999), Whence Consumer Loyalty, *Journal of Marketing*, 63 (4), 33-44.
- Ranaweera, C dan J. Prabhu (2003), The Influence of Satisfaction, Trust and Switching Barriers on Customer Retention in a Continuous Purchasing Setting, *International Journal of Service Industry Management*, 14 (4), 374-395.
- Razak, Ismail (2016), Pengaruh Promosi dan Harga terhadap Minat Beli Pelanggan Indihome di Propinsi DKI Jakarta, *Jurnal Manajemen Bisnis Krisnadwipayana*, 1-8.
- Riana, Gede (2008), Pengaruh Trust Brand terhadap Loyalitas Brand, *Buletin Studi Ekonomi*, 13 (2), 3-6.
- Rizky, M.F dan H. Yasin (2014), Pengaruh Promosi dan Harga Terhadap Minat Beli Perumahan Obama PT. Nailah Adi Kurnia Sei Mencirim Medan, *Jurnal Manajemen dan Bisnis*, 14 (2), 135-143.
- Rosanah, Five Sulistyani (2014), Pengaruh Kepercayaan dan Kepuasan terhadap Merek pada Niat Membeli Ulang, *Jurnal Siasat Bisnis*, 18 (1), 63-80.
- Saidani, B dan A. Samsul (2012), Pengaruh Kualitas Produk dan Kualitas Layanan terhadap Kepuasan Konsumen dan Minat Beli pada Ranch Market, *Jurnal Riset Manajemen Sains Indonesia (JRMSI)*, 3 (1).
- Schiffman, L.G dan L.L Kanuk (2008), *Consumer Behavior*, Prentice Hall, New Jersey.
- Sekaran, Uma (2006), *Metodologi Penelitian untuk Bisnis*, Salemba Empat, Jakarta.
- Selnes, F (1998), Antecedents and Consequences of Trust and Satisfaction in Buyer-Seller Relationship, *European Journal of Marketing*, 32 (3), 305-322.

- Sethi, Rajesh., Daniel C Smitt dan C Whan Park (2001), Cross Functional Product Development Teams, Creativity and The Innovativeness of New Customer Product, *Journal of Marketing Research*, 38, 73-85.
- Sivadas, Eugene dan Jamie L Baker-Prewitt (2000), An Examination of the Relationship Between Service Quality, Customer Satisfaction, and Store Loyalty, *International Journal of Retail & Distribution Management*, 28 (2), 73-82.
- Swastha, Basu (2001), *Manajemen Pemasaran Modern*, Liberty, Yogyakarta.
- Tjahjaningsih, Endang dan Maurine Yuliani (2009), Analisis Kualitas Produk dan Citra Merek dalam Mempengaruhi Keputusan Pembelian dan Dampaknya terhadap Loyalitas Merek HP Nokia, *Tema: Telaah Manajemen*, 6 (2), 104-118.
- Tjiptono, Fandi (2001), *Strategi Pemasaran*, Penerbit Andi, Yogyakarta.
- Yoo, B., N. Donthu dan S. Lee (2000), An Examination of Selected Marketing Mix Elements and Brand Equity, *Journal of The Academy of Marketing Science*, 195-211.