

DAFTAR PUSTAKA

- Afif Salim, M., Bambang Siswanto, A., Afif Salim, M., Siswanto, A. B., & Soliha, E. (2020). Effect Location, Price Perception Of Customers Customer Satisfaction and Impact on Repurchase Intention A Study on Lion Air Flight Service at Ahmad Yani Airports. *International Journal of Civil Engineering and Technology (IJCIET)*, 11(5), 157–169.
<http://www.iaeme.com/IJCIET/index.asp157http://www.iaeme.com/ijciet/issues.asp?JType=IJCIET&VType=11&IType=05http://www.iaeme.com/IJCIET/issues.asp?JType=IJCIET&VType=11&IType=05http://www.iaeme.com/IJCIET/index.asp158>
- Andari, D. S., & Mathori, M. (2023). Pengaruh Kualitas Pelayanan Terhadap Minat Beli Ulang Mie Gacoan Yogyakarta Dengan Kepuasan Konsumen Sebagai Variabel Mediasi. *Jurnal Riset Akuntansi Dan Bisnis Indonesia*, 3(2).
<https://doi.org/10.32477/jrabi.v3i2.718>
- Aninda, Z. N., & Roosdhani, M. R. (2024). *JMBE Exploring The Service Quality's Impact on Repurchase Intention in Service Courier Customers*.
- Bunga Pertiwi, A., Ali, H., Dwikotjo, F., & Sumantyo, S. (2022). *Pengaruh Persepsi Harga dan Kualitas Pelayanan terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan pada E-Commerce Shopee*. 1(2).
<https://doi.org/10.38035/jim.v1i2>
- Ellitan, L., & Edgar, T. (2024). The Influence of Food Quality and Service Quality on Repurchase Intention Through Customer Satisfaction. *Journal of Entrepreneurship and Business*, 5(2), 90–105.
<https://doi.org/10.24123/jeb.v5i2.6302>
- Fahlefi, R., Harminingtyas, R., Susetyarsi, T., & Widowati, M. (2023). Sekolah Tinggi Ilmu Ekonomi Pelita Nusantara 2) 4) STIE Semarang 3) Article History The Influence Of Company Image, Service Quality And Price Perception On Repurchase Intention Through Customer Satisfaction Su2r Travel Batang. *Jurnal Ilmiah Ekonomi*, 18(02).
<http://ejournal.stiepena.ac.id/index.php/fe>
- Ferdinand, A. (2014). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Skripsi, Tesis dan Disertasi Ilmu Manajemen*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Kusumadewi, K. A. (2023). *Partial Least Squares Teknik, Konsep dan Aplikasi* (Edisi 1). Yoga Pratama.

- Hair, J., & Alamer, A. (2022). Partial Least Squares Structural Equation Modeling (PLS-SEM) in second language and education research: Guidelines using an applied example. *Research Methods in Applied Linguistics*, 1(3).
<https://doi.org/10.1016/j.rmal.2022.100027>
- Hair, J. F. J., Ringle, C. M., Sarstedt, M., Danks, N. P., & Ray, S. (2021). *Classroom Companion: Business Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R AAWorkbook*. <http://www.>
- Hardiana, C. D., & Kayadoe, F. R. (2022). Pengaruh Promosi Penjualan Dan Kualitas Layanan Terhadap Minat Beli Ulang Melalui Kepuasan Pelanggan Pada Starbucks Coffee Grand Wisata Bekasi. *Jurnal Ekonomi Dan Bisnis*, 2(2), 71–88. <https://doi.org/10.56145/ekonomibisnis.v2i2.44>
- 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>
- Jasin, M., & Firmansyah, A. (2023). The role of service quality and marketing mix on customer satisfaction and repurchase intention of SMEs products. *Uncertain Supply Chain Management*, 11(1), 383–390.
<https://doi.org/10.5267/j.uscm.2022.9.004>
- Jayaputra, R., Sesilya, D., Program, K., Management, B., Manajemen, S., Bisnis, F., & Ekonomi, D. (2022). *Pengaruh E-Service Quality Dan E-Trust Terhadap Repurchase Intention Melalui E-Customer Satisfaction Pada Pengguna Shopee Food* (Vol. 10, Number 1).
- Khuzaifah, H., Hendrati, I. M., & Purwanto, S. (2023). The Effect Of Service Quality And Price Perception On Repurchase Intention Through Customer Satisfaction Citilink Juanda Airport Surabaya. *Jurnal Pamator : Jurnal Ilmiah Universitas Trunojoyo*, 16(1), 49–63.
<https://doi.org/10.21107/pamator.v16i1.19061>
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing*.
- Kotler, P., & Keller, K. L. (2016). *Manajemen Pemasaran* (Edisi 15). Pearson Education.
- Kotler, Philip., & Keller, K. Lane. (2009). *Marketing management* (Edisi 13). Pearson Education.
- Leong, L.-Y., Hew, T.-S., Lee, V.-H., & Ooi, K.-B. (2015). An SEM–artificial-neural-network analysis of the relationships between SERVPERF, customer

- satisfaction and loyalty among low-cost and full-service airline. *Expert Systems with Applications*, 42(19), 6620–6634.
<https://doi.org/10.1016/j.eswa.2015.04.043>
- Liu, C.-H. S., & Lee, T. (2016). Service quality and price perception of service: Influence on word-of-mouth and revisit intention. *Journal of Air Transport Management*, 52, 42–54. <https://doi.org/10.1016/j.jairtraman.2015.12.007>
- Mahendrayanti, M., & Wardana, M. (2021). The Effect Of Price Perception, Product Quality, And Service Quality On Repurchase Intention. In *American Journal of Humanities and Social Sciences Research* (Number 5).
www.ajhssr.com
- Mahsyar, S., & Surapati, U. (2020). Effect Of Service Quality And Product Quality On Customer Satisfaction And Loyalty. *Business and Accounting Research (IJEBAR) Peer Reviewed-International Journal*, 4.
<https://jurnal.stie-aas.ac.id/index.php/IJEBAR>
- Nabilla, S. D., Dermawan, R., & Ariescy, R. R. (2023). The Effect of Customer Experience, Word of Mouth, and Price Perception on Repurchase Intention of Special Fare Train Tickets. *Indonesian Journal of Business Analytics*, 3(5), 1471–1480. <https://doi.org/10.55927/ijba.v3i5.5390>
- Nasution, F. A., & Adnans, A. A. (2024). The Influence of Customer Experience and Price Perception on Repurchase Intention on Mixue's Products. *International Journal of Research and Review*, 11(2), 102–107.
<https://doi.org/10.52403/ijrr.20240212>
- Ngatno. (2024). *Analisis Model Mediasi dan Moderasi dengan Smart-PLS*. Badan Penerbit Universitas Diponegoro.
- Nguyen, D. T., Pham, V. T., Tran, D. M., & Pham, D. B. T. (2020a). Impact of service quality, customer satisfaction and switching costs on customer loyalty. *Journal of Asian Finance, Economics and Business*, 7(8), 395–405.
<https://doi.org/10.13106/JAFEB.2020.VOL7.NO8.395>
- Oliver, R. L. (1980). Accessibility support: If you experience accessibility issues with this file, report them here A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. In *Source: Journal of Marketing Research* (Vol. 17, Number 4).
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1998). SERVQUAL: A Multiple-Item Scale For Measuring Consumer Perception of Service Quality. *Journal of Retailing*, Volume 64.

- Prasetyo, M. M., & Wibowo, S. (2023). Analisis Pengaruh Citra Merek, Kualitas Produk dan Persepsi Harga Terhadap Kepuasan Konsumen dan Minat Pembelian Ulang. *Jurnal Manajemen Dinamis*, 1(2), 62–79. <https://doi.org/10.59330/jmd.v1i2.14>
- Priansa, D. J. (2021). *Perilaku Konsumen dalam Persaingan Bisnis Kontemporer*. ALFABETA.
- Puspitasari, N. K., Imbayani, I. G. A., & Prayoga, I. M. S. (2025). Pengaruh Service Scape, Persepsi Harga Dan Kualitas Produk Terhadap Minat Beli Ulang Pada Eco Bike Coffe Shop Di Kintamani. *EMAS*, 6(1), 109–123. <https://doi.org/10.36733/emas.v6i1.11270>
- Rifki, M., Wicaksana, A., & Santosa, S. B. (2022). Pengaruh Kualitas Produk, Kualitas Layanan, Dan Persepsi Harga Terhadap Minat Beli Ulang Dengan Kepuasan Pelanggan Sebagai Variabel Intervening (Studi Pada Pelanggan Jne Di Kota Semarang). *DIPONEGORO JOURNAL OF MANAGEMENT*, 11(1). <http://ejournal-s1.undip.ac.id/index.php/dbr>
- Rohman, I. Z. (2022). Pengaruh Kepuasan Konsumen, Kualitas Produk, Citra Merek, Dan Word Of Mouth Terhadap Minat Beli Ulang. *MANAJEMEN DEWANTARA*, 6(1), 53–60. <https://doi.org/10.26460/md.v6i1.11846>
- Salem, O., & Kiss, M. (2022). The impact of perceived service quality on customers' repurchase intention: Mediation effect of price perception. *Innovative Marketing*, 18(4), 1–12. [https://doi.org/10.21511/im.18\(4\).2022.01](https://doi.org/10.21511/im.18(4).2022.01)
- Saputra, R. K., Saladin, K., & Perhotelan, M. (2025). The Influence of Service Quality and Price Perception on Repurchase Intention at Salejourn Cafe and Space Padang. In *Journal of Multidimensional Management (JoMM)* (Vol. 2, Number 2).
- Sari, D. A. T. (2020). Role of consumer satisfaction in mediating effect of product quality on repurchase intention. *International Research Journal of Management, IT and Social Sciences*. <https://doi.org/10.21744/irjmis.v7n1.839>
- Schiffman, L., & Kanuk, L. L. (2004). *Consumer Behaviour* (Seventh Edition). Prentice Hall.
- Sela Marselina, A., Hartanto, B., & Hilman, A. (2026). Pengaruh Persepsi Harga terhadap Kepuasan Konsumen: Studi Pada RM Saung Sambel Hejo Al-

- Amin. *Jurnal Administrasi Bisnis*, 6(1), 27–36.
<https://doi.org/10.31294/jab.v6i1.12668>
- Sharma, P., Srivastava, A., Sharma, V., Singh, N., & Nijjer, S. (2024). Understanding consumer repurchase intentions towards luxury retail brands: Evidence from an emerging market. *Journal of Retailing and Consumer Services*, 76, 103570. <https://doi.org/10.1016/j.jretconser.2023.103570>
- Siaputra, H. (2024). Pengaruh Kualitas Makanan, Kualitas Layanan dan Persepsi Harga Terhadap Minat Beli Ulang pada Restoran XYZ Surabaya. *Jurnal Manajemen Perhotelan*, 10(1), 13–23. <https://doi.org/10.9744/jmp.10.1.13-23>
- Singh Yadav, S., & Kumar Kar, S. (2025). Influence of religious *Value* and minimalism on repurchase intention of sustainable fashion: A combined PLS-SEM and NCA approach. *Journal of Cleaner Production*, 486, 144585. <https://doi.org/10.1016/j.jclepro.2024.144585>
- Soeharso, S. Y. (2024). Customer satisfaction as a mediator between service quality to repurchase intention in online shopping. *Cogent Business & Management*, 11(1). <https://doi.org/10.1080/23311975.2024.2336304>
- Teressa, B., Lukito, J. I., Aprilia, A., & Andreani, F. (2024). Pengaruh Kualitas Produk Dan Kualitas Layanan Terhadap Kepuasan Konsumen Dan Minat Beli Ulang Di Wizz Drive Thru Gelato Surabaya. *Jurnal Manajemen Pemasaran*, 18(1), 1–14. <https://doi.org/10.9744/pemasaran.18.1.1-14>
- Tjiptono, F., & Chandra, G. (2016). *Service, Quality dan Satisfaction* (Edisi 4). Penerbit ANDI.
- Utami, T. W., & Hidayat, A. M. (2024). The effect of e-service quality on customer satisfaction with repurchase intention as a moderating variable in the Soco by Sociolla application. *Edelweiss Applied Science and Technology*, 8(6), 3886–3901. <https://doi.org/10.55214/25768484.v8i6.2845>
- Zaini, A. A. (2022). *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen (Studi Pada Konsumen “Warung Bek Mu 2” Banjaranyar Paciran Lamongan)*. <https://doi.org/10.55352>