DAFTAR PUSTAKA

Arabelen, G., & Kaya, H. T. (2021). Assessment of logistics service quality dimensions: a qualitative approach. *Journal of Shipping and Trade*, *6*(1), 1–14. https://doi.org/10.1186/s41072-021-00095-1

Balmer, J. M. T., Lin, Z., Chen, W., & He, X. (2020). The role of corporate brand image for B2B relationships of logistics service providers in China. *Journal of Business Research*, *117*, 850–861. https://doi.org/10.1016/j.jbusres.2020.03.043

Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research. Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, *51*(6), 1173–1182. https://doi.org/10.1037/0022-3514.51.6.1173

Barreda, A. A., Nusair, K., Wang, Y., Okumus, F., & Bilgihan, A. (2020). The impact of social media activities on brand image and emotional attachment: A case in the travel context. *Journal of Hospitality and Tourism Technology*, *11*(1), 109–135. https://doi.org/10.1108/JHTT-02-2018-0016

Çetin, D., Kuşçu, A., Özçam, D. S., & Erdem, Y. C. (2016). Brand Image, Satisfaction, and Brand Loyalty-How Effective Are They in the Automotive Industry Market Share. In *European Journal of Business and Management www.iiste.org ISSN* (Vol. 8, Issue 7). Online. www.iiste.org

Chen, Y. S., Hung, S. T., Wang, T. Y., Huang, A. F., & Liao, Y. W. (2017). The influence of excessive product packaging on green brand attachment: The mediation roles of green brand attitude and green brand image. *Sustainability (Switzerland)*, *9*(4). https://doi.org/10.3390/su9040654

Chien, L., & Chi, S. (2019). Corporate image as a mediator between service quality and customer satisfaction: difference across categorized exhibitors. *Heliyon*, *5*, 1307. https://doi.org/10.1016/j.heliyon.2019

Chien, L. H., & Chi, S. Y. (2019). Corporate image as a mediator between service quality and customer satisfaction: difference across categorized exhibitors. *Heliyon*, *5*(3), e01307. https://doi.org/10.1016/j.heliyon.2019.e01307

Choi, S. (2019). The Effect of Logistics Services, Corporate Image, Product Reliability & Customer Services on Customer Satisfaction and Repurchase Intention in e-Commerce. *Journal of Digital Convergence*, *17*(6), 159–167. https://doi.org/10.14400/JDC.2019.17.6.159

Dam, S. M., & Dam, T. C. (2021). Relationships between Service Quality, Brand Image, Customer Satisfaction, and Customer Loyalty. *Journal of Asian Finance, Economics and Business*, *8*(3), 585–593. https://doi.org/10.13106/jafeb.2021.vol8.no3.0585

Ferdinand, A. (2014). *METODE PENELITIAN MANAJEMEN (Kelima)*. Universitas Diponegoro.

Fernandes, D. W., Moori, R. G., & Filho, V. A. V. (2018). Logistic service quality as a mediator between logistics capabilities and customer satisfaction. *Revista de Gestao*, *25*(4), 358–372. https://doi.org/10.1108/REGE-01-2018-0015

Gaudenzi, B., Confente, I., & Russo, I. (2021). Logistics service quality and customer satisfaction in B2B relationships: a qualitative comparative analysis approach. *TQM Journal*, *33*(1), 125–140. https://doi.org/10.1108/TQM-04-2020-0088

Ghorbanzadeh, D., & Rahehagh, A. (2021). Emotional brand attachment and brand love: the emotional bridges in the process of transition from satisfaction to loyalty. *Rajagiri Management Journal*, *15*(1), 16–38. https://doi.org/10.1108/ramj-05-2020-0024

He, H., Zhu, W., Gouran, D., & Kolo, O. (2016). Moral identity centrality and cause-related marketing: The moderating effects of brand social responsibility image and emotional brand attachment. *European Journal of Marketing*, *50*(1–2), 236–259. https://doi.org/10.1108/EJM-10-2014-0613

Ho, J. S. Y., Teik, D. O. L., Tiffany, F., Kok, L. F., & Teh, T. Y. (2012). The Moderating Effect of Local VS. Foreign CourierService Providers on Logistic Service Quality (LSQ). *International Journal of Trade, Economics and Finance, January*, 257–261. https://doi.org/10.7763/ijtef.2012.v3.210

Hua, W., & Jing, Z. (2015). Association for Information Systems AIS Electronic

Library (AISeL) An Empirical Study on E-commerce Logistics Service Quality and Customer Satisfaction Recommended Citation An Empirical Study on E-commerce Logistics Service Quality and Customer Satisfacti. *Empirical Study on E-Commerce Logistics Service Quality and Customer Satisfaction*, *62*. http://aisel.aisnet.org/whiceb2015/62

Hult, G. T. M., Sharma, P. N., Morgeson, F. V., & Zhang, Y. (2019). Antecedents and Consequences of Customer Satisfaction: Do They Differ Across Online and Offline Purchases? *Journal of Retailing*, *95*(1), 10–23. https://doi.org/10.1016/j.jretai.2018.10.003

Huma, S., Ahmed, W., Ikram, M., & Khawaja, M. I. (2020a). The effect of logistics service quality on customer loyalty: case of logistics service industry. *South Asian Journal of Business Studies*, *9*(1), 43–61. https://doi.org/10.1108/SAJBS-10-2018-0114

Huma, S., Ahmed, W., Ikram, M., & Khawaja, M. I. (2020b). The effect of logistics service quality on customer loyalty: case of logistics service industry. *South Asian Journal of Business Studies*, *9*(1), 43–61. https://doi.org/10.1108/SAJBS-10-2018-0114

Iin Listyana Dewi, K., Nyoman Yulianthini, N., & Luh Wayan Sayang Telagawathi, N. (2019). PENGARUH DIMENSI KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN PENGGUNA BPJS KESEHATAN DI KOTA SINGARAJA. *Bisma: Jurnal Manajemen*, *5*(2).

Jang, H. M., Marlow, P. B., & Mitroussi, K. (2013). The effect of logistics service quality on customer loyalty through relationship quality in the container shipping context. *Transportation Journal*, *52*(4), 493–521. https://doi.org/10.5325/transportationj.52.4.0493

Japutra, A., Ekinci, Y., Simkin, L., & Nguyen, B. (2018). The role of ideal self-congruence and brand attachment in consumers' negative behaviour: Compulsive buying and external trash-talking. *European Journal of Marketing*, *52*(3–4), 683–701. https://doi.org/10.1108/EJM-06-2016-0318

Kocako, D. (2020). *The effect of service quality and customer satisfaction on*

customer loyalty The mediation of perceived value of services ,. https://doi.org/10.1108/IJBM-03-2019-0096

Lusch, R. F., Vargo, S. L., & Wessels, G. (2008). Toward a conceptual foundation for service science: Contributions from service-dominant logic. *IBM Systems Journal*, *47*(1), 5–14. https://doi.org/10.1147/sj.471.0005

Nazelina, M., Novitasari, D., Fikri, M. A. A., & Asbari, M. (2020). The Effect of Brand Image, Price and Service Quality on Consumer Decisions Using Delivery Services. *Journal of Industrial Engineering & Management Research (JIEMAR)*, *1*(3), 135–147. https://jiemar.org/index.php/jiemar/article/view/74

Nugroho, S., Kempa, S., & Wiliater Soaloon Panjaitan, T. (2020). Logistic Service Quality and Customer Satisfaction to Customer Retention on Rice Producer Industry. *SHS Web of Conferences*, *76*, 01048. https://doi.org/10.1051/shsconf/20207601048

Park, C. W., Macinnis, D. J., & Priester, J. (2006). **C. Whan Park is Joseph A. DeBell Professor of Marketing, Deborah J. MacInnis is Charles and Ramona I. Hilliard Professor of Marketing, and Joseph Priester is Assistant Professor of Marketing, all three at Marshall School of Business, University of Southe*. *12*(2).

Park, C. W., Macinnis, D. J., Priester, J., Eisingerich, A. B., & Iacobucci, D. (2010). Brand Attachment and Brand Attitude Strength: Conceptual and Empirical Differentiation of Two Critical Brand Equity Drivers. *Journal of Marketing*, *74*, 1–17.

Purbasari, D. M., & Purnamasari, D. L. (n.d.). *Anteseden Keterikatan Merek dalam Membangun Hubungan Merek pada Konsumen (Kepercayaan, Kepuasan, dan Komitmen) terhadap Loyalitas*.

Restuputri, D. P., Indriani, T. R., & Masudin, I. (2021). The effect of logistic service quality on customer satisfaction and loyalty using kansei engineering during the COVID-19 pandemic. *Cogent Business and Management*, *8*(1). https://doi.org/10.1080/23311975.2021.1906492

Savitri, I. A. P. D., & Wardana, I. M. (2018). Pengaruh Citra Merek, Kualitas

Produk Dan Persepsi Harga Terhadap Kepuasan Dan Niat Beli Ulang. *E-Jurnal Manajemen Universitas Udayana*, *7*(10), 5748. https://doi.org/10.24843/ejmunud.2018.v07.i10.p19

Smaliukiene, R., Chi-Shiun, L., & Sizovaite, I. (2015). Consumer value co-creation in online business: the case of global travel services. *Journal of Business Economics and Management*, *16*(2), 325–339. https://doi.org/10.3846/16111699.2014.985251

Subaebasni, S., Risnawaty, H., & Arie Wicaksono, A. (2019). Effect of Brand Image, the Quality and Price on Customer Satisfaction and Implications for Customer Loyalty PT Strait Liner Express in Jakarta. *International Review of Management and Marketing*, *9*(1), 2–6. https://www.proquest.com/docview/2288757626?accountid=50673&fromopenview=true&pq-origsite=gscholar

Świtała, M., Gamrot, W., Reformat, B., & Bilińska-Reformat, K. (2018). The influence of brand awareness and brand imageon brand equity – an empirical study of logisticsservice providers. *Journal of Economics and Management*, *33*, 96–119. https://doi.org/10.22367/jem.2018.33.06

Uvet, H. (2020). Importance of logistics service quality in customer satisfaction: An empirical study. *Operations and Supply Chain Management*, *13*(1), 1–10. https://doi.org/10.31387/OSCM0400248

Vargo, S. L., & Lusch, R. F. (2004). Evolving To A New Dominant Logic Of Markteing. *Journal of Marketing*, *68*(January), 1–17.

Yen, C. H., Chen, C. Y., Cheng, J. C., & Teng, H. Y. (2018). Brand Attachment, Tour Leader Attachment, and Behavioral Intentions of Tourists. *Journal of Hospitality and Tourism Research*, *42*(3), 365–391. https://doi.org/10.1177/1096348015584438