

REFERENCE

- Aaker, J., Fournier, S., & Brasel, S. A. (2004). When good brands do bad. *Journal of Consumer Research*, 31, 1–16. DOI: 10.1086/383419
- Ahmed, Z. (2014). Effect of brand trust and customer satisfaction on brand loyalty in Bahawalpur. *Journal of Sociological Research*, 5(1). DOI: 10.5296/jsr.v5i1.6568
- Ali, T. (2016). Factors Deriving Consumers' Repurchase Intention in Online Shopping: a Pakistani Consumer's Perspective. *International Journal of Management Sciences and Business Research*, 5(12).
- Alsajjan, B. A. (2014). Satisfaction-Trust Model: Developing Customer Satisfaction and Trust Indices for Mobile Service Providers in the UK. *International Review of Management and Business Research*, 3(2).
- Andiyappillai, N. (2019). Implementing warehouse management systems (WMS) in logistics: A case study. *International Journal of Logistics Systems and Management*, 2(1), 12-23. DOI:10.5281/zenodo.2576011
- Aoyama, Y. (2007). Oligopoly and Structural Paradox of Retail TNCs: An Assessment of Carrefour and Wal-Mart in Japan. *Journal of Economic Geography*, 7(4), 471– 90. DOI:10.1093/jeg/lbm014
- Barsky, J. D., & Labagh, R. (1992). A strategy for customer satisfaction. *Cornell Hotel & Restaurant Administration Quarterly*, 33(5), 32-40. DOI: [https://doi.org/10.1016/S0010-8804\(99\)80007-X](https://doi.org/10.1016/S0010-8804(99)80007-X)
- Benoit, S., Kienzler, M., & Kowalkowski, C. (2020). Intuitive pricing by independent store managers: Challenging beliefs and practices. *Journal of Business Research*, 115, 70-84. DOI: <https://doi.org/10.1016/j.jbusres.2020.04.027>
- Berry, L. L., Bennet, D. R. & Brown, C. W. (1989). *Service Quality: A Profit Strategy for Financial Institutions*. Homewood, IL: Dow-Jones-Irwin.

- Bitner, M. J. (1990). Evaluating Service Encounters: The Effects of Physical Surroundings and Employee Responses. *Jorunal of Marketing*, 54(2). DOI:[10.2307/1251871](https://doi.org/10.2307/1251871)
- Bolton, R.N., & Drew, J.H. (1991). A multistage model of customers' assessments of service quality and value. *Journal of Consumer Research*, 17(4): 375-384. DOI:10.1086/208564
- BPS (Statistics Indonesia). (2013). Projection of Indonesian Population (2010 -2035). Jakarta: Badan Pusat Statistik.
- Burt, S., Mellahi, K., Jackson, T.P., & Sparks, L. (2002). Retail internationalization and retail failure: Issues from the case of Marks and Spencer. *The International Review of Retail Distribution and Consumer Research*, 12(2), 191-219. DOI: 10.1080/09593960210127727
- Cai, Y., Zhao, G., & He, J. (2015). Influences of two modes of intergenerational communication on brand equity. *Journal of Business Research*, 68 (3), 553–560. DOI: 10.1016/j.jbusres.2014.09.007
- Casalo, L. V., Flavian, C., & Guinaliu, M. (2007). The influence of satisfaction, perceived reputation and trust on a consumer's commitment to a website. *Journal of Marketing Communications*, 13, 1–17. DOI: 10.1080/13527260600951633
- Casalo, L. V., Flavian, C., & Guinaliu, M. (2007). The influence of satisfaction, perceived reputation and trust on a consumer's commitment to a website. *Journal of Marketing Communications*, 13, 1–17. DOI: 10.1080/13527260600951633
- Chae, H., Kim, S., Lee, J., & Park, K. (2020). Impact of product characteristics of limited edition shoes on perceived value, brand trust, and purchase intention; focused on the scarcity message frequency. *Journal of Business Research*. DOI: <https://doi.org/10.1016/j.jbusres.2019.11.040>
- Chandio, Z. U., Qureshi, M. A., & Ahmed, S. (2015). Brand trust, customer satisfaction and Brand Loyalty-a cross Examination. *Journal of Business Strategies*, 9(1), 63-82.

- Chang, P.-L., & Chieng, M.-H. (2006). Building consumer-brand relationship: A crosscultural experiential view. *Psychology & Marketing*, 23, 927–959. DOI: 10.1002/mar.20140
- Chaudhuri, A., & Holbrook, M. B. (2001). The chain of effects from brand trust and brand affect to brand performance: the role of brand loyalty. *Journal of Marketing*, 65(2), 81-93. DOI: <https://doi.org/10.1509/jmkg.65.2.81.182>
- Chaudhuri, A., & Holbrook, M. B. (2001). The chain of effects from brand trust and brand affect to brand performance: the role of brand loyalty. *Journal of Marketing*, 65(2), 81-93. DOI: <https://doi.org/10.1509/jmkg.65.2.81.182>
- Chen-Yu, J., Cho, S., & Kincade, D. (2016). Brand perception and brand repurchase intent in online apparel shopping: An examination of brand experience, image congruence, brand affect, and brand trust. *Journal of Global Fashion Marketing*, 7(1), 30-44. DOI: 10.1080/20932685.2015.1110042
- Chi, T., & Kilduff, P. P. D. (2011). Understanding consumer perceived value of casual sportswear: an empirical study. *Journal of Retailing and Consumer Services*, 18(5), 422– 429. DOI: 10.1016/j.jretconser.2011.06.004
- Chinomona, R., Mahlangu, D., & Pooe, D. (2013). Brand service quality, satisfaction, trust and preference as predictors of consumer brand loyalty in the retailing industry. *Mediterranean Journal of Social Sciences*, 4(14), 181–190. DOI:10.5901/mjss.2013.v4n14p181
- Chiu, C., Chang C., Cheng H., & Fang, Y. (2009). Determinants of customer repurchase intention in online shopping. *Online Information Review*, 33(4), 761-764.
- Choi, Chung, & Young. (2019). Sustainable Online Shopping Logistics for Customer Satisfaction and Repeat Purchasing Behavior: Evidence from China. *Sustainability*, 11(20), 5626. DOI: 10.3390/su11205626
- Coulter, K. S., & Coulter, R. A. (2002). Determinants of trust in a service provider: The moderating role of length of relationship. *Journal of Service Marketing*, 16, 35–50. DOI: <https://doi.org/10.1108/08876040210419406>
- Cronin, J. J. J., Brady, M. K., Hult, G. T. M. (2000). Assessing the effects of quality, value, and customer satisfaction on consumer behavioural intentions in service

- environments. *Journal of Retailing*, 76(2), 193- 218. DOI:10.1016/S0022-4359(00)00028-2
- Cronin, J. Jr., Brady, M., & Hult, T. (2000). Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments. *Journal of Retailing*, 76(2): 193-218. DOI:10.1016/S0022-4359(00)00028-2
- Curtis, T., Abratt, R., Rhoades, D., & Dion, P. (2011). Customer loyalty, repurchase and satisfaction: A meta-analytical review. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 24.
- Datanesia. (2023). 5 Perusahaan Ritel Supermarket Terbesar di Indonesia. Retreived from <https://datanesia.id/5-perusahaan-ritel-supermarket-terbesar-di-indonesia/>.
- Delgado-Ballester, E. (2003). Development and validation of a brand trust scale. *International Journal of Market Research*, 45(1), 35–54. DOI: <https://doi.org/10.1088/1751-8113/44/8/085201>
- Deloitte. (2018). *Global powers of retailing 2018: Transformative change, reinvigorated commerce*. United Kingdom: Deloitte Touche Tohmatsu Limited.
- Doney, P. M., & Cannon, J. P. (1997). An examination of the nature of trust in the buyerseller relationship. *Journal of Marketing*, 61, 35–51. DOI: <https://doi.org/10.2307/1251829>
- Einhorm, H. J., & Hogarth, R.M. (1981). Behavioral decision theory: Processes of judgment and choice. *Annual Review of Psychology*, 32, 53-88. DOI:10.1146/annurev.ps.32.020181.000413
- Elbeltagi, I., & Agag, G. (2015). E-retailing ethics and its impact on customer satisfaction and repurchase intention A cultural and commitment-trust theory perspective. *Internet Research*, 26(1), 288-310. DOI: <https://doi.org/10.1108/IntR-10-2014-0244>
- Engel, J. F., Blackwell, R. D., & Miniard, P. W. (1995). *Consumer behavior, international edition*. New York, NY: The Drydden.

- Fang, Y., Qureshi, I., Sun, H., McCole, P., Ramsey, E., & Lim, K. H. (2014). Trust, satisfaction, and online repurchase intention: The moderating role of perceived effectiveness of ecommerce institutional mechanisms. *Mis Quarterly*, 38(2). DOI:[10.25300/MISQ/2014/38.2.04](https://doi.org/10.25300/MISQ/2014/38.2.04)
- Farki, A., Baihaqi I., & Wibawa, B. (2016). Pengaruh online customer review dan rating terhadap kepercayaan dan minat pembelian pada online marketplace di Indonesia. *Jurnal Teknik ITS*, 5(2), 614-619.
- Fournier, S. (1998). Consumer and their brands: Developing relationship theory in consumer research. *Journal of Consumer Research*, 24, 343–374. DOI: <https://doi.org/10.1086/209515>
- Ghozali, I. (2008). *Structural Equation Modelling, Edisi II*. Semarang: Universitas Diponegoro.
- Goodstats. (2022). 10 Ritel dengan nilai konsumen tertinggi di Indonesia 2021. Retrieved from <https://goodstats.id/article/10-ritel-dengan-nilai-konsumen-tertinggi-di-indonesia-2021-itZKh>.
- Graciola, A. P., Toni, D. D., Milan, G. S., & Eberle, L. (2020). Mediated -moderated effects: High and low store image, brand awareness, perceived value from mini and supermarkets retail stores. *Journal of Retailing and Consumer Services*, 55, 102117. DOI: <https://doi.org/10.1016/j.jretconser.2020.102117>
- Groonroos, C. (1990). *Service Management and Marketing*. Toronto: Lexington Books.
- Hamdan, H., & Rizka, N. (2021). The Influence of Trust, Service Quality, Product Quality and Promotion in Shaping Repurchase Intention in XI Axiata Providers. *Journal of Low Politic and Humanities*, 1(2), 2747-1985.
- Han, H., Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the restaurant industry. *Journal of Hospitality & Tourism Research*, 33(4), 487-510. DOI:[10.1177/1096348009344212](https://doi.org/10.1177/1096348009344212)
- Harris, L., & Goode, M. (2004). The four levels of loyalty and the pivotal role of trust: A study of online service dynamics. *Journal of Retailing*, 80(2), 139–158. DOI:[10.1016/j.jretai.2004.04.002](https://doi.org/10.1016/j.jretai.2004.04.002)

- Haryono, S. (2016). *Metode SEM Untuk Penelitian Manajemen dengan AMOS LISREL PLS*. Bekasi: PT Intermedia Personalia Utama.
- Hasan, H., Kong, T., & Ainuddin, R. (2014). Effects of perceived value and trust on customer loyalty towards foreign banks in Sabah, Malaysia. *Global Journal of Emerging Trends in e-Business, Marketing and Consumer Psychology*, 1(2), 137–153.
- He, H., Li, Y., & Harris, L. (2012). Social identity perspective on brand loyalty. *Journal of Business Research*, 65, 648-657. DOI: 10.1016/j.jbusres.2011.03.007
- Hero. (2019). IKEA Bandung akan segera hadir – Berukuran tiga kali lebih besar dari alun-alun Bandung. Menciptakan kesempatan kerja baru di Bandung. Retrieved from <https://www.hero.co.id/media/detail/881#:~:text=Toko%20IKEA%20pertama%20di%20Indonesia,pada%20tanggal%2015%20Oktober%202014>.
- Holbrook, M. B. (1994). *The nature of customer value: An axiology of services in the consumption experience*. California: Sage Publication.
- Howat, G., & Assaker, G. (2013). The hierarchical effects of perceived quality on perceived value, satisfaction, and loyalty: empirical results from public, outdoor aquatic centres in Australia. *Sport Management Review*, 16(3), 268-284. DOI:10.1016/j.smr.2012.10.001
- Hsu, M. H., Chang, C. M., Chu, K. K., & Lee, Y. J. (2014). Determinants of repurchase intention in online group-buying: The perspectives of DeLone & McLean IS success model and trust. *Computers in Human Behavior*, 36, 234-245. DOI:10.1016/j.chb.2014.03.065
- Hurley, R. F., & Estelami, H. (1998). Alternative indexes for monitoring customer perceptions of service quality: A comparative evaluation in a retail context. *Journal of the Academy of Marketing Science*, 26(3), 209 –221. DOI:10.1177/0092070398263003
- Hussain, R., Nasser, A. A., & Hussain, Y. K. (2015). Service quality and customer satisfaction of a UAE-based airline: An empirical investigation. *Journal of Air*

- Transport Management*, 42, 167-175. DOI:
<http://dx.doi.org/10.1016/j.jairtraman.2014.10.001>
- Ibzan, E., Balarabe, F., & Jakada, B. (2016). Consumer satisfaction and repurchase intention. *Journal of International Institute for Science Technology and Education*, 6(2), 96-100.
- IDPRO. (2016). Data Center Business In Indonesia: Switching From Online to Offline. Retrieved from <https://apjii.or.id/gudang/down/Topik-1--Industri-Data-Center.pdf> Indonesia Data Center Provider Association.
- Iglesias, N., & Guillen, M. (2004). Perceived quality and price: their impact on the satisfaction of restaurant customers. *International Journal of Contemporary Hospitality Management*, 16(6): 373- 379. DOI:10.1108/09596110410550824
- Ilyas, G. B., Rahmi, S., Tamsah, H., & Munir, A. R. (2020). Reflective Model of Brand Awareness on Repurchase Intention and Customer Satisfaction. *Journal of Asian Finance, Economics and Business*, 7(9), 427-438. DOI: 10.13106/jafeb.2020.vol7.no9.427
- Innis, D.E. (1991). Customer service, repurchase intentions, market orientation and firm performance in the channel. Ohio: Ohio State University.
- Jin, N., Lee, S., & Huffman, L. (2012). Impact of Restaurant Experience on Brand Image and Customer Loyalty: Moderating Role of Dining Motivation. *Journal of Travel & Tourism Marketing*, 29(6), 532-551. DOI:10.1080/10548408.2012.701552
- Kang, J., & Hustvedt, G. (2014). Building trust between consumers and corporations: The role of consumer perceptions of transparency and social responsibility. *Journal of Business Ethics*, 125(2), 253–265. DOI: <https://doi.org/10.1007/s10551-013-1916-7>
- Keller, K. (1998). *Strategic brand management: building, measuring, and managing brand equity*. Upper Saddle River, New Jersey: Prentice Hall.
- Khorunnisa, A., & Astini, R. (2021). The Effects of Experiential Marketing and Social Media Marketing on Repurchase Intention with Brand Trust as Variable Mediation for Wearing Klamby Hijab Fashion Products. *European Journal of*

Business and Management Research, 6(6). DOI:
<http://dx.doi.org/10.24018/ejbm.2021.6.6.1145>

Kotler, P., & Keller, K. L. (2012). *Manajemen pemasaran. 12th Ed.* Jakarta: Erlangga.

Kotler, P., Amstrong, G. (2004). *Principles of Marketing.* Upper Saddle River: NJ Prentice Hall.

Kusumawati, A., & Rahayu, K. S. (2019). The effect of experience quality on customer perceived value and customer satisfaction and its impact on customer loyalty. *The TQM Journal*, 1754-2731. DOI: 10.1108/TQM-05-2019-0150

Ladhari, R. (2009). A review of twenty years of SERVQUAL research. *International Journal of Quality and Service Sciences*, 1 (2), 172-198. DOI:
<http://dx.doi.org/10.1108/17566690910971445>

Lau, M. M., Chang, M. T., Moon, K. L. & Liu, W. S. (2006). The brand loyalty of sportswear in Hong Kong. *Journal of Textile and Apparel, technology and management*, 5 (1), 1-13.

Lepak, D.P., Smith, K.G., & Taylor, M.S. (2007). Value creation and value capture: a multilevel perspective. *Academy of Management Review*, 32(1): 180-194.
DOI:10.5465/AMR.2007.23464011

Leung, C. S. & To, C. K. M. (2001). Measuring perceived service quality of fashion stores: A test-retest reliability investigation. *Journal of Fashion Marketing and Management*, 5 (4), 324-329. DOI:
<http://dx.doi.org/10.1108/EUM0000000007294>

Levy, M., & Weitz B.A. (2009). *Retailing management. 7th ed.* McGraw-Hill Higher Education.

Lewin, K. (1938). *The conceptual representation and measurement of psychological forces.* Durham, NC: Duke University Press.

Liang, L. J., Choi, H. C., & Joppe, M. (2018). Understanding repurchase intention of Airbnb consumers: perceived authenticity, electronic word-of-mouth, and price sensitivity. *Journal of Travel & Tourism Marketing*, 35(1), 73-89.
DOI:10.1080/10548408.2016.1224750

Liljander, V., & Strandvik, T. (1993). Estimating zones of tolerance in perceived service quality and perceived service value. *International Journal of Service*

Industry Management, 4(2): 6-28. DOI:
<http://dx.doi.org/10.1108/09564239310037909>

- Lin, C., & Lekhawipat, W. (2014). Factors affecting online repurchase intention. *Industrial Management & Data Systems*, 114(4), 597-611. DOI:10.1108/IMDS-10-2013-0432
- Mao, Z., & Lyu, J. (2017). Why travelers use Airbnb again? An integrative approach to understanding travelers' repurchase intention. *International Journal of Contemporary Hospitality Management*, 29(9), 2464-2482. DOI:10.1108/IJCHM-08-2016-0439
- Mashur, R, Gunawan, B. I., Fitriany, Ashoer, M., Hidayat, M., & Aditya, H. P. K. P. (2019). Moving from traditional to society 5.0: Case study by online transportation business. *Journal of Distribution Science*, 17(9), 93-102. DOI: <https://doi.org/10.15722/jds.17.09.201909.93>
- Monroe, K. (1990). Pricing: Making profitable Decisions, McGraw-Hill, New York, NY. The construct of perceived value for the prediction of golf travelers' intentions to revisit. *Journal of Travel Research*, 41(1): 38-45. DOI:10.1177/0047287502041001005
- Morgan, R. M., & Hunt, S. D. (1994). The Commitment-Trust Theory of Relationship Marketing. *Journal of Marketing*, 58, 20-38. DOI: <https://doi.org/10.2307/1252308>
- Mudzakkir, M. F., & Nurfarida, I. N. (2015). The Influence of Brand Awareness on Brand Trust Through Brand Image. *International Conference of Accounting Business Economics*.
- Norton, M. I., Mochon, D., & Ariely, D. (2012). The IKEA effect: When labor leads to love. *Journal of Consumer Psychology*, 22(3), 453-460. DOI: <https://doi.org/10.1016/j.jcps.2011.08.002>
- Oktora, K., & Achyar, A. (2014). The effect of postpurchase perceived -value towards the relationship quality of hajj and umrah travel agencies in Indonesia. *The South East Asian Journal of Management*, 8(1), 29-46. DOI: <https://doi.org/10.21002/seam.v8i1.3100>.

- Parasuraman, A. AO., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple- Item Scale for measuring consumer perceptions of service quality. *Journal of Retailing*.
- Parker, C., & Mathews, B. P. (2001). Customer satisfaction: Contrasting academic and consumers' interpretations. *Marketing Intelligence & Planning*, 19(1), 38 –44. DOI:10.1108/02634500110363790
- Prabjit, Salim, C. V., Kusumawardhani, A., & Gunadi, W. (2021). The Influence of Service Quality, Perceived Value, Customer Satisfaction and Brand Trust towards Customer Loyalty in Subscription Video on Demand. *Budapest International Research and Critics Institute Journal (BIRCI-Journal)*, 4(4), 10868-10882. DOI: <https://doi.org/10.33258/birci.v4i4.3140>
- Prahiawan, W., Fahlevi, M., Juliana, J., Purban, J. T., & Tarigan, S. A. (2021). The role of e-satisfaction, e-word of mouth and e-trust on repurchase intention of online shop. *International Journal of Data and Network Science*, 5, 593-600. DOI: 10.5267/j.ijdns.2021.8.008
- Ramamoorthy, R., Gunasekaran, A., Roy, M., Kai, B. K., & Senthilkumar, S. A. (2018). Service quality and its impact on customers' behavioural intentions and satisfaction: an empirical study of the Indian life insurance sector. *Total Quality Management & Business Excellence*. DOI: 10.1080/14783363.2016.1240611
- Roca, J., José García, J., & José de la Vega, J. (2009). The importance of perceived trust, security and privacy in online trading systems. *Information Management & Computer Security*, 17(2), 96– 113. DOI: <https://doi.org/10.1108/0968522091096 3983>
- Roest, H., & Pieters, R. (1997). The nomological net of perceived service quality. *International Journal of Service Industry Management*, 8(4), 336-351.
- Rose, S., Clark, M., Samouel, P., & Hair, N. (2012). Online customer experience in e-retailing: an empirical model of antecedents and outcomes. *Journal of Retailing*, 88(2), 308-322. DOI:10.1016/j.jretai.2012.03.001
- Sarah, A., Lulwa, K., Majdi, A., Monika, P., Rudresh, P., & Thiagarajan, S. (2020). Factors affecting environment performance: A study of IKEA. *International*

- Journal of Tourism & Hospitality in Asia Pasific*, 3(3), 79-89.
DOI:10.32535/ijthap.v3i3.949
- Sawitri, D., & Muis, M. (2014). Human Resource Management: A Strategic Theoretical Perspective. *International Journal of Organizational Innovation*, 6(3).
- Selvi, F. (2007). Diversity, geographic variation and conservation of the serpentine flora of Tuscany(Italy). *Biodiversification and Conservation*, 16: 1423-1439.
DOI:10.1007/s10531-006-6931-x
- Shama, A. (1981). Coping with stagflation: Voluntray simplicity. *The Journal of Marketing*, 120 – 134. DOI: <https://doi.org/10.2307/1251547>
- Sharma, V. M., & Klein, A. (2020). Consumer perceived value, involvement, trust, susceptibility to interpersonal influence, and intention to participate in online group buying. *Journal of Retailing and Consumer Services*, 52, 101946. DOI: <https://doi.org/10.1016/j.jretconser.2019.101946>
- Shirin, A., & Puth, G. (2011). Customer satisfaction, brand trust and variety seeking as determinants of brand loyalty. *Afriare able Journal of Business Management*, 5(30), 11899–11915. DOI: 10.5897/AJBM11.238
- Simanuntak, M., Nur, H. R., Sartono, B., & Sabri, M. F. (2020). A general structural equation model of the emotions and repurchase intention in modern retail. *Management Science Letters*, 10, 801-814.
- Smith, J.B., & Colgate, M. (2007). Customer Value Creation: a Practical Framework. *Journal of Marketing Theory and Practice*, 15(1): 7-23.
DOI: 10.2753/MTP1069-6679150101
- Soliha, E. (2008). Analysis of the retail industry in Indonesia. *Jurnal Bisnis dan Ekonomi*, 15(2), 128-142.
- Statista. (2023). Gross profit of INGKA Group (IKEA) worldwide from 2009 to 2022. Retrieved from <https://www.statista.com/statistics/241801/gross-profit-of-ikea-worldwide/>.
- Statista. (2023). Leading Selling Countries of IKEA Products in 2022. Retrieved from <https://www.statista.com/statistics/255583/leading-5-selling-countries-of-ikea-products/>.

- Subawa, N. S., Widhiasthini, N. W., & Suastika, N. P. M. W. S. (2020). The effect of experiential marketing, social media marketing, and brand trust on repurchase intention in Ovo applications. *International Research Journal of Management, IT and Social Sciences*, 7(3), 11–21. DOI:10.21744/irjmis.v7n3.881
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta, CV.
- Swartz, T.A., & Brown, S.W. (1989). Consumer and provider expectations and experience in evaluating professional service quality. *Journal of the Academy of Marketing Science*, 17, 189-95.
- Thomas, S. (2013). Linking customer loyalty to customer satisfaction and store image: a structural model for retail stores. *Decision*, 40(1-2), 15-25. DOI 10.1007/s40622-013-0007-z
- Tjiptono, F. (2014). *Pemasaran Jasa*. Malang: Bayumedia.
- Trivedi, S. K. (2020). Repurchase intentions in Y generation: mediation of trust and e-satisfaction. *Marketing Intelligence & Planning*, 38(4), 401-415. DOI: 10.1108/MIP-02-2019-0072
- Tuncer, I., Unusan, C., Cobanoglu, C. (2020). Service Quality, Perceived Value and Customer Satisfaction on Behavioral Intention in Restaurants: An Integrated Structural Model. *Journal of Quality Assurance in Hospitality & Tourism*. DOI: 10.1080/1528008X.2020.1802390
- Wang, W., Ou, W., & Chen, W. (2019). The impact of inertia and user satisfaction on the continuance intentions to use mobile communication applications: A mobile service quality perspective. *International Journal of Information Management*, 44, 178-193. DOI: <https://doi.org/10.1016/j.ijinfomgt.2018.10.011>
- Wijaya, A. F., Surachman, S., & Mugiono, M. (2020). The Effect Of Service Quality, Perceived Value And Mediating Effect Of Brand Image On Brand Trust. *Jurnal Manajemen dan Kewirausahaan*, 22(1), 45-56. DOI: 10.9744/jmk.22.1.45–56
- Wijaya, T. (2009). *Analisis structural Equation Modeling Menggunakan AMOS*. Yogyakarta: Universitas Atma Jaya Yogyakarta.

- Wu, L. Y., Chen, K. Y., Chen, P. Y., & Cheng, S. L. (2014). Perceived value, transaction cost, and repurchase-intention in online shopping: A relational exchange perspective. *Journal of Business Research*, 67(1), 2768-2776. DOI:10.1016/j.jbusres.2012.09.007
- Yu, H. S., Zhang, J. J., Kim, D. H., Chen, K. K., Henderson, C., Min, S. D., & Huang, H. (2014). Service quality, perceived value, customer satisfaction, and behavioral intention among fitness center members aged 60 years and over. *Social Behavior and Personality: an international journal*, 42(5), 757-767. DOI:10.2224/sbp.2014.42.5.757
- Zeithaml, V.A. (1988). Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence. *Journal of Marketing*, 52:2-22. DOI:10.1177/002224298805200302
- Zhang, Y., Fang, Y., Wei, K., Ramsey, E., McCole, P., & Chen, H. (2011). Repurchase intention in B2C e-commerce – a relationship quality perspective. *Information and Management*, 48(6), 192-200. DOI:10.1016/j.im.2011.05.003