

## DAFTAR PUSTAKA

- Acharya, C. *et al.* (2020) ‘Modular interconnected processes, fluid partnering, and innovation speed: A loosely coupled systems perspective on B2B service supply chain management’, *Industrial Marketing Management*, 89, pp. 209–219. Available at: <https://doi.org/10.1016/j.indmarman.2019.05.007>.
- AL-Fadhlani, N. (2022) ‘An AMOS-SEM approach to evaluating stakeholders’ influence on construction project delivery performance’, *Engineering, Construction and Architectural Management* [Preprint]. Available at: <https://doi.org/10.1108/ECAM-09-2021-0780>.
- Ali, N. and Dzandu, M.D. (2023) ‘A paradigm shift for medical health care to focus on a service-value approach to achieve greater patient satisfaction’, *Journal of Health Organization and Management* [Preprint]. Available at: <https://doi.org/10.1108/jhom-06-2022-0180>.
- Bae, H.-S. (2016) *Relationship between a Port’s Reputation, Customer Satisfaction and Customer Loyalty, Journal of International Logistics and Trade*.
- Benson, M.C. *et al.* (2023) ‘Service-dominant logic: reframing category captainship and retailer category management’, *International Journal of Retail and Distribution Management* [Preprint]. Available at: <https://doi.org/10.1108/IJRDM-12-2021-0618>.
- Davis, M.M. and Heineke, J. (2002) ‘How disconfirmation, perception and actual waiting times impact customer satisfaction’, *How disconfirmation, perception and actual waiting times impact customer satisfaction Mark* [Preprint].
- Faraoni, M. *et al.* (2019) ‘Exploring e-Loyalty Antecedents in B2C e-Commerce: Empirical results from Italian grocery retailers’, *British Food Journal*, 121(2), pp. 574–589. Available at: <https://doi.org/10.1108/BFJ-04-2018-0216>.
- Ferdinand, A.T. and Zuhroh, S. (2022) ‘A study on socio-aesthetic value accentuation and marketing performance: an SDL perspective’, *International Journal of Innovation Science*, 14(2), pp. 213–229. Available at: <https://doi.org/10.1108/IJIS-11-2020-0255>.
- Ferdinand A (2014) *Metode penelitian manajemen: Pedoman penelitian untuk penulisan skripsi tesis dan desrtasi ilmu manajemen*. 5th edn. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2017) *Model Persamaan Struktural Konsep dan Aplikasi dengan Program AMOS 24 Update Bayesian SEM*. 7th edn. Semarang: Badan

Penerbit Universitas Diponegoro.

- Gliga, G. and Evers, N. (2023) ‘Marketing capability development through networking – An entrepreneurial marketing perspective’, *Journal of Business Research*, 156. Available at: <https://doi.org/10.1016/j.jbusres.2022.113472>.
- Gonçalves, S.M. and Silva, R.V. (2021) ‘Discussing the potential of the institutional theory to leverage service-dominant logic advancements’, *European Journal of Management Studies*, 26(1), pp. 3–16. Available at: <https://doi.org/10.1108/ejms-01-2021-0004>.
- Hsu, L.C. et al. (2021) ‘Modeling revenge and avoidance in the mobile service industry: moderation role of technology anxiety’, *Service Industries Journal*, 41(15–16), pp. 1029–1052. Available at: <https://doi.org/10.1080/02642069.2019.1585428>.
- Iqbal, A. (2021) ‘Innovation speed and quality in higher education institutions: the role of knowledge management enablers and knowledge sharing process’, *Journal of Knowledge Management*, 25(9), pp. 2334–2360. Available at: <https://doi.org/10.1108/JKM-07-2020-0546>.
- Jahan, N. and Shahria, G. (2022) ‘Factors effecting customer satisfaction of mobile banking in Bangladesh: a study on young users’ perspective’, *South Asian Journal of Marketing*, 3(1), pp. 60–76. Available at: <https://doi.org/10.1108/sajm-02-2021-0018>.
- Karani, L.M., Syah, T.Y.R. and Anindita, R. (2019) ‘Influence of Service Quality and Customer Satisfaction on Customer Loyalty in Restaurants of The Tangerang Area’, *Russian Journal of Agricultural and Socio-Economic Sciences*, 92(8), pp. 142–147. Available at: <https://doi.org/10.18551/rjoas.2019-08.15>.
- Magdalena, A. and Jaolis, F. (2018) *Analisis antara E-service Quality, E-Satisfaction, dan E-Loyalty Dalam Konteks E-Commerce Blibli*.
- Makanyeza, C. and Chikazhe, L. (2017) ‘Mediators of the relationship between service quality and customer loyalty: Evidence from the banking sector in Zimbabwe’, *International Journal of Bank Marketing*, 35(3), pp. 540–556. Available at: <https://doi.org/10.1108/IJBM-11-2016-0164>.
- Maldonado-Guzmán, G. et al. (2019) ‘Innovation capabilities and performance: are they truly linked in SMEs?’, *International Journal of Innovation Science*, 11(1), pp. 48–62. Available at: <https://doi.org/10.1108/IJIS-12-2017-0139>.
- Martin, S.L., Javalgi, R.G. and Cavusgil, E. (2017) ‘Marketing capabilities,

- positional advantage, and performance of born global firms: Contingent effect of ambidextrous innovation', *International Business Review*, 26(3), pp. 527–543. Available at: <https://doi.org/10.1016/j.ibusrev.2016.11.006>.
- Monferrer, D., Moliner, M.A. and Estrada, M. (2019) 'Increasing customer loyalty through customer engagement in the retail banking industry', *Spanish Journal of Marketing - ESIC*, 23(3), pp. 461–484. Available at: <https://doi.org/10.1108/SJME-07-2019-0042>.
- Moosa, R. and Kashiramka, S. (2023) 'Objectives of Islamic banking, customer satisfaction and customer loyalty: empirical evidence from South Africa', *Journal of Islamic Marketing*, 14(9), pp. 2188–2206. Available at: <https://doi.org/10.1108/JIMA-01-2022-0007>.
- Ojha, D. et al. (2021) 'Managing environmental turbulence through innovation speed and operational flexibility in B2B service organizations', *Journal of Business and Industrial Marketing*, 36(9), pp. 1627–1645. Available at: <https://doi.org/10.1108/JBIM-01-2020-0026>.
- Parra-Lopez, E., Martínez-gonzález, J.A. and Chinea-Martin, A. (2018) 'Drivers of the formation of e-loyalty towards tourism destinations', *European Journal of Management and Business Economics*, 27(1), pp. 66–82. Available at: <https://doi.org/10.1108/ejmbe-11-2017-0050>.
- Sa'adah, A.N., Rosma, A. and Aulia, D. (2022) 'Persepsi Generasi Z Terhadap Fitur Tiktok Shop Pada Aplikasi Tiktok', *TRANSEKONOMIKA: Akuntansi, Bisnis dan Keuangan*, 2(5), pp. 131–140. Available at: <https://transpublika.co.id/ojs/index.php/Transekonomika>.
- Satti, Z.W. et al. (2020) 'Innovations for potential entrepreneurs in service quality and customer loyalty in the hospitality industry', *Asia Pacific Journal of Innovation and Entrepreneurship*, 14(3), pp. 317–328. Available at: <https://doi.org/10.1108/apjie-08-2019-0063>.
- Sekaran dan Bougie (2017) *Research Methods for Business*. 7th edn.
- Shamsi, S., Khan, S. and Khan, M.A. (2023) 'Moderating effect of gender on service convenience and customer satisfaction: an empirical study of Indian e-retailers', *LBS Journal of Management & Research*, 21(1), pp. 64–80. Available at: <https://doi.org/10.1108/LBSJMR-07-2022-0038>.
- Shao, Z. et al. (2020) 'Examining user satisfaction and stickiness in social networking sites from a technology affordance lens: uncovering the moderating effect of user experience', *Industrial Management and Data Systems*, 120(7), pp. 1331–1360. Available at: <https://doi.org/10.1108/IMDS-11-2019-0614>.

Smith, T.A. (2020) ‘The role of customer personality in satisfaction, attitude-to-brand and loyalty in mobile services’, *Spanish Journal of Marketing - ESIC*, 24(2), pp. 155–175. Available at: <https://doi.org/10.1108/SJME-06-2019-0036>.

Ulfia R (2019) ‘Varibel Penelitian Dalam Penelitian Pendidikan’.

Yang, T., Wu, J. and Zhang, J. (2023) ‘Knowing how satisfied/dissatisfied is far from enough: a comprehensive customer satisfaction analysis framework based on hybrid text mining techniques’, *International Journal of Contemporary Hospitality Management* [Preprint]. Available at: <https://doi.org/10.1108/IJCHM-10-2022-1319>.

