

REFERENCES

- Arikunto, S. (2010). *Prosedur Penelitian Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Amstrong, G., & Kotler, P. (2012). *Dasar-Dasar Pemasaran*. Jilid I. Alih bahasa Alexander Sindoro dan Benyamin Molan. Jakarta: Penerbit Prenhalindo.
- Ba, S., & Pavlou, P. A. (2002). Evidence of the effect of trust building technology in electronic markets: Price premiums and buyer behavior. *MIS Quarterly*, 26(3), 243-246.
- Ghozali, I. (2009). *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang: UNDIP.
- Kotler, P., & Keller, K. L. (2016). *Manajemen Pemasaran* (12th ed., Vols. 1 & 2). Jakarta: PT. Indeks.
- Kotler, P., & Keller, K. L. (2008). **Marketing Management** (13th ed.). Erlangga.
- Lau, T.-C., & Ng, D. (2019). Online food delivery services: Making food delivery the new normal. ResearchGate.
- Mowen, J. C., & Minor, M. (2012). *Perilaku Konsumen*. Dialih bahasakan oleh Dwi Kartika Yahya. Jakarta: Erlangga.
- Philip, K., & Kotler, P. (2016). *Manajemen Pemasaran* (12th ed., Vols. 1 & 2). Jakarta: PT. Indeks.
- Simamora, H. (2014). *Manajemen Sumber Daya Manusia*. Jakarta: Gramedia.

Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta, CV.

Anwar, R., & Adidarma, W. (2016). Pengaruh Kepercayaan dan Risiko Pada Minat Beli Belanja Online. *JURNAL MANAJEMEN DAN BISNIS SRIWIJAYA*, 14(2), 155–168.
<https://doi.org/10.29259/JMBS.V14I2.3995>

Cahyaningtyas, R. P., & Ludiya, E. (2024). Perceived Value terhadap Repurchase Intention yang Dimediasi Customer Trust pada E-Commerce Tokopedia di Kota Bandung. *Journal of Management and Bussines (JOMB)*, 6(3), 1120–1129.
<https://doi.org/10.31539/JOMB.V6I3.8848>

Cardoso, A., Gabriel, M., Figueiredo, J., Oliveira, I., Rêgo, R., Silva, R., Oliveira, M., & Meirinhos, G. (2022). Trust and Loyalty in Building the Brand Relationship with the Customer: Empirical Analysis in a Retail Chain in Northern Brazil. *Journal of Open Innovation: Technology, Market, and Complexity*, 8(3), 109.
<https://doi.org/10.3390/joitmc8030109>

Chai, L. T., & Yat, D. N. C. (2019). Online Food Delivery Services: Making Food Delivery the New Normal. *Journal of Marketing Advances and Practices*, 1(1), 62–77.

Chiu, C. M., Hsu, M. H., Lai, H., & Chang, C. M. (2012). Re-examining the influence of trust on online repeat purchase intention: The moderating role of habit and its antecedents. *Decision Support Systems*, 53(4), 835–845.
<https://doi.org/10.1016/J.DSS.2012.05.021>

Emam, H. E. E.-D. M., & Wageh Mahmoud, S. (2022). The Impact of the Positive E-WOM on the Relationship between the Use of Online Food Delivery Applications (FDAs)

- and Customer Satisfaction and Their Intention to Repurchase. *Journal of Association of Arab Universities for Tourism and Hospitality*, 0(0), 0–0. <https://doi.org/10.21608/jaauth.2022.98955.1250>
- Farida, N., & Ardyan, E. (2015). Repeat Purchase Intention of Starbucks Consumers in Indonesia: A Green Brand Approach. *Tržište/Market*, 27(2), 189–202. <https://ideas.repec.org/a/zag/market/v27y2015i2p189-202.html>
- Kwon, J.-H., Jung, S.-H., Choi, H.-J., & Kim, J. (2021). Antecedent factors that affect restaurant brand trust and brand loyalty: focusing on US and Korean consumers. *Journal of Product & Brand Management*, 30(7), 990–1015. <https://doi.org/10.1108/JPBM-02-2020-2763>
- Latifah, S. (2018). *The Effect of Perceived-Value Towards Customer Loyalty With Consumer Trust As Intervening Variable: Empirical Study in International Program Universitas Muhammadiyah Surakarta*. Universitas Muhammadiyah Surakarta.
- Lee, S. (Olivia), & Han, H. (2022). Food delivery application quality in customer brand loyalty formation: Identifying its antecedent and outcomes. *International Journal of Hospitality Management*, 107, 103292. <https://doi.org/10.1016/J.IJHM.2022.103292>
- Miao, M., Jalees, T., Zaman, S. I., Khan, S., Hanif, N. ul A., & Javed, M. K. (2022). The influence of e-customer satisfaction, e-trust and perceived value on consumer's repurchase intention in B2C e-commerce segment. *Asia Pacific Journal of Marketing and Logistics*, 34(10), 2184–2206. <https://doi.org/10.1108/APJML-03-2021-0221>

- Ray, A., Dhir, A., Bala, P. K., & Kaur, P. (2019). Why do people use food delivery apps (FDA)? A uses and gratification theory perspective. *Journal of Retailing and Consumer Services*, *51*, 221–230. <https://doi.org/10.1016/J.JRETCONSER.2019.05.025>
- Scott, R., & Brand, C. (2001). *Emotion Marketing: The Hall Mark Way of Winning Customer's For Life*. McGrawHill International.
- Song, H., Wang, J., & Han, H. (2019). Effect of image, satisfaction, trust, love, and respect on loyalty formation for name-brand coffee shops. *International Journal of Hospitality Management*, *79*, 50–59. <https://doi.org/10.1016/j.ijhm.2018.12.011>
- Sugiyono. (2016). *Metode Penelitian Kualitatif, Kuantitatif dan R&D*. PT Alfabet.
- Wang, J., Shahzad, F., Ahmad, Z., & Abdullah, M. (2022). Trust and Consumers' Purchase Intention in a Social Commerce Platform: A Meta-Analytic Approach. *Sage Open*, *12*(2), 1–15.
- Yeo, V. C. S., Goh, S. K., & Rezaei, S. (2017). Consumer experiences, attitude and behavioral intention toward online food delivery (OFD) services. *Journal of Retailing and Consumer Services*, *35*, 150–162. <https://doi.org/10.1016/J.JRETCONSER.2016.12.013>
- Zamry, A. D., & Nayan, S. M. (2020). What Is the Relationship Between Trust and Customer Satisfaction? *Journal of Undergraduate Social Science and Technology*, *2*(2). <https://doi.org/10.1108/JIMA-03-2019-0044>