

DAFTAR PUSTAKA

- Abbas, U., Islam, K. M. A., Hussain, S., Baqir, M., & Muhammad, N. (2021). Impact of Brand Image on Customer Loyalty With the Mediating Role of Customer Satisfaction and Brand Awareness. *International Journal of Marketing Research Innovation*, 5(1), 1–15. <https://doi.org/10.46281/ijmri.v5i1.987>
- Abdullaeva, M. (2020). Impact of Customer Satisfaction on Customer Loyalty in Upscale Ethnic Restaurants. *Theoretical & Applied Science*, 86(06), 372–375. <https://doi.org/10.15863/tas.2020.06.86.71>
- Abu-Alhajja, A. S., Hussein, H. S., & Allan, A. J. A. (2019). Relationship Between Customer Satisfaction and Customer Loyalty: a Review and Future Directions of Its Nature and Approaches. *Eurasian Journal of Social Sciences*, 7(4), 28–39. <https://doi.org/10.15604/ejss.2019.07.04.003>
- Alhaddad, A. (2014). The effect of brand image and brand loyalty on brand equity. *International Journal of Business and Management Invention*, 3(5), 28–32.
- Anggoro, B. (2019). Impact of Service Quality, Product Quality and Price on Customer Satisfaction. *AJEFB - Asian Journal of Entrepreneurship and Family Business*, 1(4), 1491–1498. <http://118.97.187.12/pustaka/files/17726/jurnal/the-impact-of-service-quality-product-quality-and-price-on-customer-satisfaction.pdf>
- Anshori, M., & Iswati, S. (2018). Uji Validitas Dan Reliabilitas Instrumen Penelitian Kuantitatif. *Jurnal Ilmiah Kependidikan*, 7(1), 17–23.
- Apriliani, D., Baqiyyatus S, N., Febila, R., & Sanjaya, V. F. (2020). Pengaruh Kepuasan Pelanggan, Brand Image, Dan Kepercayaan Pelanggan Terhadap Loyalitas Pelanggan Pada Membercard. *Entrepreneurship Bisnis Manajemen Akuntansi (E-BISMA)*, 1(1), 20–30. <https://doi.org/10.37631/e-bisma.v1i1.214>

- Aprilyanti, S. (2017). Pengaruh Usia dan Masa Kerja Terhadap Produktivitas Kerja (Studi Kasus: PT. OASIS Water International Cabang Palembang). *Jurnal Sistem Dan Manajemen Industri*, 1(2), 68. <https://doi.org/10.30656/jsmi.v1i2.413>
- Azizah, M. (2016). Pengaruh Kepercayaan Terhadap Loyalitas Dengan Kepuasan Pelanggan Sebagai Variabel Intervening. *154115377*, 1–95.
- Binoy, S. (2019). Significance of Hypothesis in Research. *Indian Journal of Holistic Nursing*, 10(01), 31–33. <https://doi.org/10.24321/2348.2133.201905>
- Bistara, D. N., & Kartini, Y. (2018). Hubungan Kebiasaan Mengonsumsi Kopi dengan Tekanan Darah Pada Dewasa Muda. *Jurnal Kesehatan Vokasional*, 3(1), 23. <https://doi.org/10.22146/jkesvo.34079>
- Bougie & Sekaran, U. (2016). Research Methods for Business. *Encyclopedia of Quality of Life and Well-Being Research*, 3336–3336. https://doi.org/10.1007/978-94-007-0753-5_102084
- Brand, T. (2019, August). Bagaimana Penilaian Bagi Merek Dalam Survei Top Brand? *Top Brand Award*, 1. <https://www.topbrand-award.com/2019/08/bagaimana-penilaian-bagi-merek-dalam-survei-top-brand/>
- Cahyani, N. M., Indriyanto, E., & Masripah, S. (2016). Uji Validitas dan Reabilitas Terhadap Implementasi Aplikasi Penjualan dan Pembelian. *Information System for Education and Professionals*, 1(1), 21–34. 1(1), 21–34.
- Devi, S., Fatchiya, A., & Susanto, D. (2016). Kapasitas Kader dalam Penyuluhan Keluarga Berencana di Kota Palembang, Provinsi Sumatera Selatan *12(2)*.
- Edy, I. C. (2017). Konstruksi Model Faktor Anteseden Loyalitas Berbasis Nilai Pelanggan. *Jurnal Economia*, 13(1), 56. <https://doi.org/10.21831/economia.v13i1.12958>

- Fatimah, E. (2017). Pengaruh Kualitas Pelayanan Dan Kepercayaan Pelanggan Terhadap Loyalitas Pelanggan, Melalui Kepuasan Pelanggan (Studi Pada Pelanggan Klinik Hewan Happy Petty Semarang). *Jurnal Ekonomi Universitas Negeri Semarang*. <http://lib.unnes.ac.id/30657/>
- Febriansyah, A. (2017). Tinjauan Atas Proses Penyusunan Laporan Keuangan Pada Young Entrepreneur Academy Indonesia Bandung. *Jurnal Riset Akuntansi*, 8(2). <https://doi.org/10.34010/jra.v8i2.525>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hakim, A. K., & Sharif, O. O. (2017). Analisis Positioning Smartphone Berdasarkan Persepsi Konsumen Di Indonesia (Studi Pada Merek Samsung , Iphone , Blackberry , Nokia) Smartphone Positioning Analysis Based On Consumer Perception In Indonesia (Studies Of Samsung , Iphone , Blackberry And . *Universitas Telkom*, 4(1), 146–154.
- Halim, P., Swasto, B., Hamid, D., & Firdaus, M. R. (2014). The Influence of Product Quality , Brand Image , and Quality of Service to Customer Trust and Implication on Customer Loyalty (Survey on Customer Brand Sharp Electronics Product at the South Kalimantan Province). *European Journal of Business and Management*, 6(29), 159–166.
- Ikhsania, Z. (2015). Pengaruh Implementasi Internal Marketing Terhadap Kinerja Melalui Kepuasan Tenaga Kependidikan Di Fakultas Ekonomi Dan Bisnis Universitas Brawijaya Malang. *Jurnal Ilmiah Administrasi Publik*, 1(2), 59–69. <https://doi.org/10.21776/ub.jiap.2015.001.02.9>
- Islam, T., Islam, R., Pitafi, A. H., Xiaobei, L., Rehmani, M., Irfan, M., & Mubarak, M. S. (2021). The impact of corporate social responsibility on customer loyalty: The mediating role of corporate reputation, customer satisfaction, and

trust. *Sustainable Production and Consumption*, 25, 123–135.
<https://doi.org/10.1016/j.spc.2020.07.019>

Ivan Christian, J. K. (2021). Analisis Perbandingan Persepsi Pelanggan Terhadap Bauran Pemasaran Kopi Janji Jiwa Dan Kopi Kenangan. *13*(April), 15–38.

Kenangan, K. (2021). Outlets Kopi Kenangan. <https://kopikenangan.com/outlets>

Leninkumar, V. (2017). The Relationship between Customer Satisfaction and Customer Trust on Customer Loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4), 450–465.
<https://doi.org/10.6007/ijarbss/v7-i4/2821>

M, H., Militina, T., & Achmad, G. N. (2020). Effect of Customer Value and Customer Experience on Customer Satisfaction and Loyalty Pt Meratus Samarinda. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(01), 84–94. <https://doi.org/10.29040/ijebar.v4i01.909>

Manajemen, P. S., Ekonomi, F., & Mahendradatta, U. (2021). *Abstrak Jurnal Satyagraha*. 03(02), 28–48.

Marliana, R. R. (2019). Partial Least Square-Structural Equation Modeling Pada Hubungan Antara Tingkat Kepuasan Mahasiswa Dan Kualitas Google Classroom Berdasarkan Metode Webqual 4.0. *Jurnal Matematika, Statistika Dan Komputasi*, 16(2), 174. <https://doi.org/10.20956/jmsk.v16i2.7851>

Minar, D., & Safitri, A. (2017). Brand Image and Product Quality on Customer Loyalty. *Trikonomika*, 16(1), 43.

Ngo, M. V., & Nguyen, H. H. (2016). The Relationship between Service Quality, Customer Satisfaction and Customer Loyalty: An Investigation in Vietnamese Retail Banking Sector. *Journal of Competitiveness*, 8(2), 103–116.
<https://doi.org/10.7441/joc.2016.02.08>

Patria, N. A. E. (2019). Pengaruh Citra Merek, Kualitas Pelayanan Dan Religiusitas

Terhadap Loyalitas Pelanggan Dengan Variabel Kepuasan Konsumen Sebagai Variabel Intervening Di Soto Segeer Hj Fatimah. *ISSN 2502-3632 (Online) ISSN 2356-0304 (Paper) Jurnal Online Internasional & Nasional Vol. 7 No.1, Januari – Juni 2019 Universitas 17 Agustus 1945 Jakarta, 53(9), 1689–1699.*
www.journal.uta45jakarta.ac.id

- Pradipta Utama, A., Kosasih, K., & Trisnawati, N. (2021). the Influence of Customer Value and Brand Image on the Loyalty of Nissan Car Users, and Satisfaction As a Mediating Variable. *Dinasti International Journal of Management Science*, 2(5), 741–750. <https://doi.org/10.31933/dijms.v2i5.842>
- Putri, K. S. R. (2020). *Perilaku gaya hidup konsumtif perempuan penikmat kopi di cliq coffee jakarta.*
- Ramadhi, A. (2020). Cerita Pemilik Kopi Kenangan Edward Tirtanata Melawan Dominasi Kopi Internasional. *Ilovelife*. <https://ilovelife.co.id/blog/cerita-pemilik-kopi-kenangan-edward-tirtanata-melawan-dominasi-kopi-internasional/>
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Safitri, D., Nurikhsan, F., Indrianie, W. S., & Indrianie, W. S. (2019). Fenomena Coffe Shop Di Kalangan Konsumen Remaja. *Widya Komunika*, 9(2), 137. <https://doi.org/10.20884/wk.v9i2.1962>
- Santoso, B. (2014). Pengaruh Citra Merek Terhadap Loyalitas Merek Melalui Kepuasan Konsumen Pada Pengguna Sepeda Motor Honda Di Kabupaten Magelang. *Oikonomia: Jurnal Pendidikan Ekonomi*, 3(1), 1–6.
- Sauddin, A., & Ramadhani, N. S. (2018). Analisis Pengaruh Keterampilan Mengajar, Emosi Mahasiswa, Tekanan Akademik Dan Perceived Academic Control Terhadap Prestasi Akademik Mahasiswa Menggunakan Pendekatan

- Sem-Pls. *Jurnal MSA (Matematika Dan Statistika Serta Aplikasinya)*, 6(1), 6. <https://doi.org/10.24252/msa.v6i1.5063>
- Setyowati, E. (2017). Pengaruh Kualitas Pelayanan, Harga, Dan Citra Merek Terhadap Loyalitas Pelanggan Dengan Kepuasan Pelanggan Sebagai Variabel Pemediiasi. *Jurnal Manajemen DayaSaing*, 18(2), 102. <https://doi.org/10.23917/dayasaing.v18i2.4507>
- Spinelli, A. R. I. G. (2007). Journal of Fashion Marketing and Management : An International Article information: *Journal of Fashion Marketing and Management*, 11(4), 571–586.
- Supertini, N. P. S., Telagawati, N. L. W. S., & Yulianthini, N. N. (2020). Pengaruh kepercayaan dan kepuasan pelanggan terhadap loyalitas pelanggan pada Pusaka Kebaya di Singaraja. *Prospek: Jurnal Manajemen Dan Bisnis*, 2(1), 61. <https://doi.org/10.23887/pjmb.v2i1.26201>
- Taqi, I., & Muhammad, G. (2020). Brand loyalty and the mediating roles of brand image and customer satisfaction. *Market Forces*, 15(1), 101–119. <http://www.pafkiet.edu.pk/marketforces/index.php/marketforces/article/view/410>
- Thamrin, G., Bernarto, I., & Kawata, Y. (2020). The influence of trust, satisfaction, value, and brand image on loyalty. *BISMA (Bisnis Dan Manajemen)*, 12(2), 168. <https://doi.org/10.26740/bisma.v12n2.p168-185>
- Tumiwa, J., Lopian, S., & Kumowal, R. (2016). the Effect of Store Brand Image and Service Quality Towards Customer Loyalty At Freshmart Superstore Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 4(1), 306–315. <https://doi.org/10.35794/emba.v4i1.11598>
- Uncles, M. D., Dowling, G. R., & Hammond, K. (2003). Customer loyalty and customer loyalty programs. *Journal of Consumer Marketing*, 20(4–5), 294–316. <https://doi.org/10.1108/07363760310483676>

- Vinet, L., & Zhedanov, A. (2011). A “missing” family of classical orthogonal polynomials. *Journal of Physics A: Mathematical and Theoretical*, 44(8), 7–9. <https://doi.org/10.1088/1751-8113/44/8/085201>
- WHO. (2018). Stability testing of active pharmaceutical ingredients and finished pharmaceutical products Introduction. *WHO Expert Committee on Specifications for Pharmaceutical Preparations Fifty-Second*, 52(1010), 309–352.
https://database.ich.org/sites/default/files/Q1F_Stability_Guideline_WHO_2018.pdf
- Widhiarso, W. (2016). Estimasi Reliabilitas Pengukuran Dalam Pendekatan Model Persamaan Struktural. *Buletin Psikologi*, 17(1).
<https://doi.org/10.22146/bpsi.11480>
- Wiwiek, W. (2020). Analysis of the Effect of Trust, Privacy, and Efficiency on E-Satisfaction in Forming E-Loyalty in Tokopedia Customers in Surabaya. *Research In Management and Accounting*, 3(1), 12–25.
<https://doi.org/10.33508/rima.v3i1.2744>
- Abbas, U., Islam, K. M. A., Hussain, S., Baqir, M., & Muhammad, N. (2021). Impact of Brand Image on Customer Loyalty With the Mediating Role of Customer Satisfaction and Brand Awareness. *International Journal of Marketing Research Innovation*, 5(1), 1–15.
<https://doi.org/10.46281/ijmri.v5i1.987>
- Abdullaeva, M. (2020). Impact of Customer Satisfaction on Customer Loyalty in Upscale Ethnic Restaurants. *Theoretical & Applied Science*, 86(06), 372–375.
<https://doi.org/10.15863/tas.2020.06.86.71>
- Abu-Alhaija, A. S., Hussein, H. S., & Allan, A. J. A. (2019). Relationship Between Customer Satisfaction and Customer Loyalty: a Review and Future Directions of Its Nature and Approaches. *Eurasian Journal of Social Sciences*, 7(4), 28–39. <https://doi.org/10.15604/ejss.2019.07.04.003>

- Alhaddad, A. (2014). The effect of brand image and brand loyalty on brand equity. *International Journal of Business and Management Invention*, 3(5), 28–32.
- Anggoro, B. (2019). Impact of Service Quality, Product Quality and Price on Customer Satisfaction. *AJEFB - Asian Journal of Entrepreneurship and Family Business*, 1(4), 1491–1498. <http://118.97.187.12/pustaka/files/17726/jurnal/the-impact-of-service-quality-product-quality-and-price-on-customer-satisfaction.pdf>
- Anshori, M., & Iswati, S. (2018). Uji Validitas Dan Reliabilitas Instrumen Penelitian Kuantitatif. *Jurnal Ilmiah Kependidikan*, 7(1), 17–23.
- Apriliani, D., Baqiyyatus S, N., Febila, R., & Sanjaya, V. F. (2020). Pengaruh Kepuasan Pelanggan, Brand Image, Dan Kepercayaan Pelanggan Terhadap Loyalitas Pelanggan Pada Membercard. *Entrepreneurship Bisnis Manajemen Akuntansi (E-BISMA)*, 1(1), 20–30. <https://doi.org/10.37631/e-bisma.v1i1.214>
- Aprilyanti, S. (2017). Pengaruh Usia dan Masa Kerja Terhadap Produktivitas Kerja (Studi Kasus: PT. OASIS Water International Cabang Palembang). *Jurnal Sistem Dan Manajemen Industri*, 1(2), 68. <https://doi.org/10.30656/jsmi.v1i2.413>
- Azizah, M. (2016). Pengaruh Kepercayaan Terhadap Loyalitas Dengan Kepuasan Pelanggan Sebagai Variabel Intervening. *154115377*, 1–95.
- Binoy, S. (2019). Significance of Hypothesis in Research. *Indian Journal of Holistic Nursing*, 10(01), 31–33. <https://doi.org/10.24321/2348.2133.201905>
- Bistara, D. N., & Kartini, Y. (2018). Hubungan Kebiasaan Mengonsumsi Kopi dengan Tekanan Darah Pada Dewasa Muda. *Jurnal Kesehatan Vokasional*, 3(1), 23. <https://doi.org/10.22146/jkesvo.34079>
- Bougie & Sekaran, U. (2016). Research Methods for Business. *Encyclopedia of Quality of Life and Well-Being Research*, 3336–3336. https://doi.org/10.1007/978-94-007-0753-5_102084

- Brand, T. (2019, August). Bagaimana Penilaian Bagi Merek Dalam Survei Top Brand? *Top Brand Award*, 1. <https://www.topbrand-award.com/2019/08/bagaimana-penilaian-bagi-merek-dalam-survei-top-brand/>
- Cahyani, N. M., Indriyanto, E., & Masripah, S. (2016). Uji Validitas dan Reabilitas Terhadap Implementasi Aplikasi Penjualan dan Pembelian. *Information System for Education and Professionals*, 1(1), 21–34. 1(1), 21–34.
- Edy, I. C. (2017). Konstruksi Model Faktor Anteseden Loyalitas Berbasis Nilai Pelanggan. *Jurnal Economia*, 13(1), 56. <https://doi.org/10.21831/economia.v13i1.12958>
- Fatimah, E. (2017). Pengaruh Kualitas Pelayanan Dan Kepercayaan Pelanggan Terhadap Loyalitas Pelanggan, Melalui Kepuasan Pelanggan (Studi Pada Pelanggan Klinik Hewan Happy Petty Semarang). *Jurnal Ekonomi Universitas Negeri Semarang*. <http://lib.unnes.ac.id/30657/>
- Febriansyah, A. (2017). Tinjauan Atas Proses Penyusunan Laporan Keuangan Pada Young Entrepreneur Academy Indonesia Bandung. *Jurnal Riset Akuntansi*, 8(2). <https://doi.org/10.34010/jra.v8i2.525>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hakim, A. K., & Sharif, O. O. (2017). Analisis Positioning Smartphone Berdasarkan Persepsi Konsumen Di Indonesia (Studi Pada Merek Samsung , Iphone , Blackberry , Nokia) Smartphone Positioning Analysis Based On Consumer Perception In Indonesia (Studies Of Samsung , Iphone , Blackberry And . *Universitas Telkom*, 4(1), 146–154.
- Halim, P., Swasto, B., Hamid, D., & Firdaus, M. R. (2014). The Influence of

Product Quality , Brand Image , and Quality of Service to Customer Trust and Implication on Customer Loyalty (Survey on Customer Brand Sharp Electronics Product at the South Kalimantan Province). *European Journal of Business and Management*, 6(29), 159–166.

Ikhsania, Z. (2015). Pengaruh Implementasi Internal Marketing Terhadap Kinerja Melalui Kepuasan Tenaga Kependidikan Di Fakultas Ekonomi Dan Bisnis Universitas Brawijaya Malang. *Jurnal Ilmiah Administrasi Publik*, 1(2), 59–69. <https://doi.org/10.21776/ub.jiap.2015.001.02.9>

Islam, T., Islam, R., Pitafi, A. H., Xiaobei, L., Rehmani, M., Irfan, M., & Mubarak, M. S. (2021). The impact of corporate social responsibility on customer loyalty: The mediating role of corporate reputation, customer satisfaction, and trust. *Sustainable Production and Consumption*, 25, 123–135. <https://doi.org/10.1016/j.spc.2020.07.019>

Ivan Christian, J. K. (2021). Analisis Perbandingan Persepsi Pelanggan Terhadap Bauran Pemasaran Kopi Janji Jiwa Dan Kopi Kenangan. 13(April), 15–38.

Kenangan, K. (2021). *Outlets Kopi Kenangan*. <https://kopikenangan.com/outlets>

Leninkumar, V. (2017). The Relationship between Customer Satisfaction and Customer Trust on Customer Loyalty. *International Journal of Academic Research in Business and Social Sciences*, 7(4), 450–465. <https://doi.org/10.6007/ijarbss/v7-i4/2821>

M, H., Militina, T., & Achmad, G. N. (2020). Effect of Customer Value and Customer Experience on Customer Satisfaction and Loyalty Pt Meratus Samarinda. *International Journal of Economics, Business and Accounting Research (IJEBAR)*, 4(01), 84–94. <https://doi.org/10.29040/ijebar.v4i01.909>

Manajemen, P. S., Ekonomi, F., & Mahendradatta, U. (2021). *Abstrak Jurnal Satyagraha*. 03(02), 28–48.

Marliana, R. R. (2019). Partial Least Square-Structural Equation Modeling Pada

- Hubungan Antara Tingkat Kepuasan Mahasiswa Dan Kualitas Google Classroom Berdasarkan Metode Webqual 4.0. *Jurnal Matematika, Statistika Dan Komputasi*, 16(2), 174. <https://doi.org/10.20956/jmsk.v16i2.7851>
- Minar, D., & Safitri, A. (2017). Brand Image and Product Quality on Customer Loyalty. *Trikonomika*, 16(1), 43.
- Ngo, M. V., & Nguyen, H. H. (2016). The Relationship between Service Quality, Customer Satisfaction and Customer Loyalty: An Investigation in Vietnamese Retail Banking Sector. *Journal of Competitiveness*, 8(2), 103–116. <https://doi.org/10.7441/joc.2016.02.08>
- Patria, N. A. E. (2019). Pengaruh Citra Merek, Kualitas Pelayanan Dan Religiusitas Terhadap Loyalitas Pelanggan Dengan Variabel Kepuasan Konsumen Sebagai Variabel Intervening Di Soto Segeer Hj Fatimah. *ISSN 2502-3632 (Online) ISSN 2356-0304 (Paper) Jurnal Online Internasional & Nasional Vol. 7 No.1, Januari – Juni 2019 Universitas 17 Agustus 1945 Jakarta*, 53(9), 1689–1699. www.journal.uta45jakarta.ac.id
- Pradipta Utama, A., Kosasih, K., & Trisnawati, N. (2021). the Influence of Customer Value and Brand Image on the Loyalty of Nissan Car Users, and Satisfaction As a Mediating Variable. *Dinasti International Journal of Management Science*, 2(5), 741–750. <https://doi.org/10.31933/dijms.v2i5.842>
- Putri, K. S. R. (2020). Perilaku gaya hidup konsumtif perempuan penikmat kopi di cliq coffee jakarta.
- Ramadhi, A. (2020). Cerita Pemilik Kopi Kenangan Edward Tirtanata Melawan Dominasi Kopi Internasional. *Ilovelife*. <https://ilovelife.co.id/blog/cerita-pemilik-kopi-kenangan-edward-tirtanata-melawan-dominasi-kopi-internasional/>
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*,

5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>

Safitri, D., Nurikhsan, F., Indrianie, W. S., & Indrianie, W. S. (2019). Fenomena Coffe Shop Di Kalangan Konsumen Remaja. *Widya Komunika*, 9(2), 137. <https://doi.org/10.20884/wk.v9i2.1962>

Santoso, B. (2014). Pengaruh Citra Merek Terhadap Loyalitas Merek Melalui Kepuasan Konsumen Pada Pengguna Sepeda Motor Honda Di Kabupaten Magelang. *Oikonomia: Jurnal Pendidikan Ekonomi*, 3(1), 1–6.

Sauddin, A., & Ramadhani, N. S. (2018). Analisis Pengaruh Keterampilan Mengajar, Emosi Mahasiswa, Tekanan Akademik Dan Perceived Academic Control Terhadap Prestasi Akademik Mahasiswa Menggunakan Pendekatan Sem-Pls. *Jurnal MSA (Matematika Dan Statistika Serta Aplikasinya)*, 6(1), 6. <https://doi.org/10.24252/msa.v6i1.5063>

Setyowati, E. (2017). Pengaruh Kualitas Pelayanan, Harga, Dan Citra Merek Terhadap Loyalitas Pelanggan Dengan Kepuasan Pelanggan Sebagai Variabel Pemediasi. *Jurnal Manajemen Daya Saing*, 18(2), 102. <https://doi.org/10.23917/dayasaing.v18i2.4507>

Spinelli, A. R. I. G. (2007). Journal of Fashion Marketing and Management : An International Article information: *Journal of Fashion Marketing and Management*, 11(4), 571–586.

Supertini, N. P. S., Telagawati, N. L. W. S., & Yulianthini, N. N. (2020). Pengaruh kepercayaan dan kepuasan pelanggan terhadap loyalitas pelanggan pada Pusaka Kebaya di Singaraja. *Prospek: Jurnal Manajemen Dan Bisnis*, 2(1), 61. <https://doi.org/10.23887/pjmb.v2i1.26201>

Taqi, I., & Muhammad, G. (2020). Brand loyalty and the mediating roles of brand image and customer satisfaction. *Market Forces*, 15(1), 101–119. <http://www.pafkiet.edu.pk/marketforces/index.php/marketforces/article/view/410>

- Thamrin, G., Bernarto, I., & Kawata, Y. (2020). The influence of trust, satisfaction, value, and brand image on loyalty. *BISMA (Bisnis Dan Manajemen)*, 12(2), 168. <https://doi.org/10.26740/bisma.v12n2.p168-185>
- Tumiwa, J., Lapian, S., & Kumowal, R. (2016). the Effect of Store Brand Image and Service Quality Towards Customer Loyalty At Freshmart Superstore Manado. *Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 4(1), 306–315. <https://doi.org/10.35794/emba.v4i1.11598>
- Uncles, M. D., Dowling, G. R., & Hammond, K. (2003). Customer loyalty and customer loyalty programs. *Journal of Consumer Marketing*, 20(4–5), 294–316. <https://doi.org/10.1108/07363760310483676>
- Vinet, L., & Zhedanov, A. (2011). A “missing” family of classical orthogonal polynomials. *Journal of Physics A: Mathematical and Theoretical*, 44(8), 7–9. <https://doi.org/10.1088/1751-8113/44/8/085201>
- WHO. (2018). Stability testing of active pharmaceutical ingredients and finished pharmaceutical products Introduction. *WHO Expert Committee on Specifications for Pharmaceutical Preparations Fifty-Second*, 52(1010), 309–352. https://database.ich.org/sites/default/files/Q1F_Stability_Guideline_WHO_2018.pdf
- Widhiarso, W. (2016). Estimasi Reliabilitas Pengukuran Dalam Pendekatan Model Persamaan Struktural. *Buletin Psikologi*, 17(1). <https://doi.org/10.22146/bpsi.11480>
- Wiwiek, W. (2020). Analysis of the Effect of Trust, Privacy, and Efficiency on E-Satisfaction in Forming E-Loyalty in Tokopedia Customers in Surabaya. *Research In Management and Accounting*, 3(1), 12–25. <https://doi.org/10.33508/rima.v3i1.2744>