

## BIBLIOGRAPHY

- Aditi, B., & Hermansyur, H. (2018). Pengaruh Atribut Produk, Kualitas Produk Dan Promosi, Terhadap Keputusan Pembelian Mobil Merek Honda Di Kota Medan. *Jurnal Ilmiah Manajemen Dan Bisnis*, 19(1), 64–72. <https://doi.org/10.30596/jimb.v19i1.1743>
- Ahmaddien, I., & Widati, E. (2019). Pengaruh Kualitas Pelayanan, Kualitas Produk dan Keputusan Pembelian terhadap Loyalitas Pelanggan Go Food melalui Variabel Kepuasan. *Intekna*, 19(1), 1–68.
- Amin, F., & Nika, F. A. (2022). Brand Experience and Customer Brand Engagement: An Empirical Study of Online Shopping Brands. *Amity Journal of Management Research*, 5(1), 550–563.
- Andriyani, M., & Ardianto, R. E. (2020). Pengaruh Kualitas Layanan dan Kualitas Produk Terhadap Kepuasan Nasabah Bank ( The Effect of Service Quality and Product Quality on Bank Customer Satisfaction ) Pendahuluan. *Jurnal Ekonomi Manajemen Bisnis*, 01(02), 135.
- Boonlertvanich, K. (2019). Service quality, satisfaction, trust, and loyalty: the moderating role of main-bank and wealth status. *International Journal of Bank Marketing*, 37(1), 278–302. <https://doi.org/10.1108/IJBM-02-2018-0021>
- Edriasa, Alrom Trisena; Sijabat, R. (2022). Purchase Intention Short Video Marketing Tiktok : Studi Pada Boy Group BTS Tokopedia. *Jurnal Administrasi Bisnis (JAB)*, 12(1), 27–40. Interesting content, Scenario-based Experience, User Participant Interaction, Perceived%0AUsefulness, Playfulness, The Involvement of Celebrity, Consumer Brand Attitude, Online Purchase Intention,%0APemasaran Video Pendek,
- Fakhrudin, A. (2020). Pengaruh Kepuasan dan Kepercayaan terhadap Loyalitas Penumpang Maskapai Garuda Indonesia di Bandar Udara Adi Soemarmo. *Jurnal Maksipreneur: Manajemen, Koperasi, Dan Entrepreneurship*, 10(1), 102. <https://doi.org/10.30588/jmp.v10i1.677>
- Fitriani, W. R., Sandhyaduhita, P. I., Hidayanto, A. N., & Purwandari, B. (2017). Determinants of intention to use open data website: An insight from Indonesia. *Proceedings Ot the 21st Pacific Asia Conference on Information Systems: “Societal Transformation Through IS/IT”*, PACIS 2017, 11(2), 96–120. <https://doi.org/10.17705/1pais.11205>
- Ghozali, I. (2018a). *Aplikasi analisis multivariate dengan program IBM SPSS 25*.
- Ghozali, I. (2018b). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Hair, J. F., Hult, G. T., Ringle, C., & Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) - Joseph F. Hair, Jr., G. Tomas M. Hult, Christian Ringle, Marko Sarstedt. In *Sage*.
- Hardani, Auliya, N. H., Andriani, H., Ustiawaty, R. A. F. J., Utami, E. F., Sukmana, D. J., & Ria Rahmatul Istiqomah. (2015). Buku Metode Penelitian Kualitatif dan Kuantitatif. In *Pustaka Ilmu* (Issue March).
- Hayuningtyas, P. (2020). *the Impact of Marketing Mix on Cunsomer Satisfaction and*. 4(June 2015), 83–103.
- ibisworld. (2023). *Restaurants in Australia - Industry Data, Trends, Stats |*

- IBISWorld*. Ibisworld.Com.  
<https://www.ibisworld.com/au/industry/restaurants/2010/>
- Intansari, D. D., & Roostika, R. (2022). The Impact of Store Environment on Purchase Intention in Supermarkets. *Selekta Manajemen: Jurnal Mahasiswa Bisnis & Manajemen*, 01(01), 123–137.  
[https://doi.org/10.1007/978-3-030-92127-9\\_34](https://doi.org/10.1007/978-3-030-92127-9_34)
- Ishmael, & Dei, R. (2018). Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus. *Journal of Tourism, Heritage & Services Marketing*, 4(1), 27–36.  
<http://doi.org/10.5281/zenodo.1247542>
- Jamilah, R. N., Saefuloh, D., & Kunci, K. (2022). Pengaruh Sosial Media Tik Tok terhadap Keterlibatan Merek Pelanggan , Kesadaran Merek , dan Niat Beli ( Studi Kasus Mie Setan Cijerah ). 13–14.
- Kadir. (2019). *Statistika Terapan Kosep, Contoh dan Analisis Data dengan Program SPSS/Lisrel dalam Penelitian*.
- Khuzaifah, H., Hendrati, I. M., & Purwanto, S. (2023). THE EFFECT OF SERVICE QUALITY AND PRICE PERCEPTION ON REPURCHASE INTENTION THROUGH CUSTOMER SATISFACTION CITILINK JUANDA AIRPORT SURABAYA. 16(1), 49–63.
- Kington, H., Chapman, M., Clarke, C., & Beesley, S. (2018). Principles of marketing. In *BSAVA Manual of Small Animal Practice Management and Development*. <https://doi.org/10.22233/9781910443156.25>
- Kiswanto, K., Pudyarningsih, A. R., & Akramiah, N. (2019). Pengaruh Harga Dan Kualitas Produk Terhadap Keputusan Pembelian Keripik Talas. *Jurnal EMA*, 4(1), 14–22. <https://doi.org/10.47335/ema.v4i1.34>
- Kotler, P., Armstrong, G., Harris, L. C., & He, H. (2016). *Principles of Marketing Eighth Europe an Edition*. [www.pearson.com/uk](http://www.pearson.com/uk)
- Made, M. (2021). THE EFFECT OF PRICE PERCEPTION , PRODUCT QUALITY , AND SERVICE QUALITY ON REPURCHASE INTENTION Made Mahendrayanti , I Made Wardana. *American Journal of Humanities and Social Sciences Research (AJHSSR)*, 1, 182–188.
- Meisaroh, F., Sudarmiatin Sudarmiatin, & Agus Hermawan. (2022). the Effect of E-Service Quality on Repurchase Intention Through E-Trust and E-Satisfaction (Study of B2B Emos Marketplace’S User in Malang). *Journal of Management and Informatics*, 1(3), 07–15.  
<https://doi.org/10.51903/jmi.v1i3.142>
- Mustafa, P. S., Andif, H. G., Victoria, A., Ndaru, Masgumelar, N. K., Hanik, N. D. L., Maslacha, H., Ardiyanto, D., Utama, H. A., Boru, M. J., Fachrozi, I., Rodriquez, E. I. S., Prasetyo, T. B., & Romadhana, S. (2020). Metodologi Penelitian Kuantitatif, Kualitatif, Dan Penelitian Tindakan Kelas Dalam Pendidikan Olahraga. *Program Studi Pendidikan Olahraga Fakultas Ilmu Keolahragaaan Universitas Negeri Malang 2020*, 53(9), 1689–1699.
- Ongkowijoyo, T. E. (2022). The Effect of Price and Product Quality on Consumer Satisfaction and Repurchase Interest at Cipork Keriyuk (Cab. G-Walk). *International Journal of Review Management Business and Entrepreneurship (RMBE)*, 2(1), 11–23. <https://doi.org/10.37715/rmbe.v2i1.2909>
- Praja, A. D., & Haryono, T. (2022). THE EFFECT OF BRAND IMAGE AND PRODUCT QUALITY ON REPURCHASE INTENTION MEDIATED BY

CONSUMER SATISFACTION STUDY AT UNIQLO IN SOLO.  
*International Journal of Economics, Business and Accounting Research (IJEBAR)*, 33(1), 1–12.

- Prakasa Restuputra, M. D., & Rahanatha, G. B. (2020). Promosi Penjualan, Store Atmosphere, Dan Brand Image Berpengaruh Terhadap Repurchase Intention. *E-Jurnal Manajemen Universitas Udayana*, 9(8), 3019. <https://doi.org/10.24843/ejmunud.2020.v09.i08.p07>
- Purnamawati, N. L. A., Mitariani, N. W. E., & Anggraini, N. P. N. (2020). Pengaruh Kualitas Pelayanan, Kualitas Produk Dan Persepsi Harga Terhadap Minat Beli Ulang Di Bandung Collection Kecamatan Kuta Utara, Badung. *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](http://www.journal.uta45jakarta.ac.id)
- Putri, P. P. S. S., & Setiawati, C. I. (2021). E-Service Quality, Customer Satisfaction, and Repurchase Intention: Analyzing the Impact on E-Commerce Platform. *Jurnal Aplikasi Manajemen*, 19(4), 825–837. <https://doi.org/10.21776/ub.jam.2021.019.04.11>
- Razak, F. Z. A., Mokhtar, A. E., Rahman, A. A., & Abidin, M. Z. Z. (2021). Service quality, satisfaction and users' continuance intention to use e-campus: A mediation analysis. *Journal of Physics: Conference Series*, 1793(1). <https://doi.org/10.1088/1742-6596/1793/1/012019>
- Ridwan, R., Nur, Y., & Mariah, M. (2021). The Influence of Customer Relationship Management on Customer Satisfaction. *Jurnal Economic Resources*, 4(3), 1. <https://doi.org/10.33096/jer.v4i1.864>
- Rizki, E. F., Juliati, R., & Praharjo, A. (2021). The Effect of Product Quality and Service Quality on Repurchasing Intention. *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 1(4), 247–254. <https://doi.org/10.22219/jamanika.v1i4.19407>
- Samsu. (2017). Metode penelitian: teori dan aplikasi penelitian kualitatif, kuantitatif, mixed methods, serta research & development. In *Pusaka*.
- Sari, D. A. T., & Giantari, I. G. A. K. (2020). Role of consumer satisfaction in mediating effect of product quality on repurchase intention. *International Research Journal of Management, IT and Social Sciences*, 7(1), 217–226. <https://doi.org/10.21744/irjmis.v7n1.839>
- Satrio, M. R., Chalil, C., & Santi, I. N. (2020). Pengaruh Kepuasan Dan Kepercayaan Terhadap Loyalitas Pelanggan Rumah Makan Dua Putri Di Kelurahan Matano Kecamatan Bungku Tengah. *Jurnal Ilmu Manajemen Universitas Tadulako (JIMUT)*, 3(2), 111–122. <https://doi.org/10.22487/jimut.v3i2.79>
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business*. In Wiley.
- Shafiq, M. A., Muhammad, H., & Arshad, A. (2018). *an Analysis of Social Media Marketing on Consumer Brand Engagement and Repurchase Intention*. September, 35–47.
- Simamora, M., & Khair, H. (2022). Pengaruh Strategi Pemasaran Terhadap Keputusan Masyarakat Pembelian Produk Usaha Mikro Kecil Dan Menengah Di Kabupaten Tapanuli Selatan. *Jesya (Jurnal Ekonomi & Ekonomi Syariah)*, 5(1), 546–559. <https://doi.org/10.36778/jesya.v5i1.632>
- Siyoto, S., & Ali, M. A. S. M. (2015). *Dasar Metodologi Penelitian* Dr. Sandu

- Siyoto, SKM, M.Kes M. Ali Sodik, M.A. 1. *Dasar Metodologi Penelitian*, 1–109.
- Sugiharto, A., & Darmawan, M. F. (2021). Pengaruh Kualitas Produk, Harga Dan Kualitas Layanan Terhadap Keputusan Pembelian Janji Jiwa Coffee Citra Raya. *PAPATUNG: Jurnal Ilmu Administrasi Publik, Pemerintahan Dan Politik*, 4(2), 24–32. <https://doi.org/10.54783/japp.v4i2.454>
- Susanti, D. (2017). Pengaruh Kualitas Produk Terhadap Minat Konsumen Dalam Membeli Produk Tupperware Pada Perumahan Griya Tika Utama Pekanbaru. *Menara Ekonomi*, 3(5), 23–32.
- Syamsu, Z. imani, Rizan, M., & Santoso, B. (2020). Continuance Intention Customer Analysis On Online Accounting Software Usage. *Journal of Sosial Science*, 1(5), 266–271. <https://doi.org/10.46799/jsss.v1i5.65>
- Utami, R. P., & Saputra, H. (2017). Pengaruh Harga Dan Kualitas Produk Terhadap Minat Beli Sayuran Organik Di Pasar Sambas Medan. *Niagawan*, 6(2), 44–53. <https://doi.org/10.24114/niaga.v6i2.8334>
- Werdiastuti, P. E., & Agustiono, A. (2022). The effect of product quality and price toward repurchase intention at Taco Casa Bali during Covid-19 pandemic. *Asian Management and Business Review*, 2(2), 193–206. <https://doi.org/10.20885/ambr.vol2.iss2.art7>
- Winata, S., & Tjokrosaputro, M. (2022). The Roles of Effort Expectancy, Attitude, and Service Quality in Mobile Payment Users Continuance Intention. *Proceedings of the Tenth International Conference on Entrepreneurship and Business Management 2021 (ICEBM 2021)*, 653(Icebm 2021), 121–126. <https://doi.org/10.2991/aebmr.k.220501.020>

