

## DAFTAR PUSTAKA

- Akter, S., & Ashraf, E. (2016). Factors affecting repurchase intention of customers: in the context of retail chain store industry in Bangladesh. *European Journal of Business and Management*, 8(32), 40-47.
- Ankitha, S., & Basri, S. (2019). The effect of relational selling on life insurance decision making in India. *International Journal of Bank Marketing*.
- Bareksa. (2020, 10 Agustus). Jumlah Investor Pasar Modal Indonesia Tembus 3 Juta, Reksadana Tumbuh Terbesar. Diakses 2 Maret 2021. <<https://www.bareksa.com/berita/berita-ekonomi-terkini/2020-08-10/jumlah-investor-pasar-modal-indonesia-tembus-3-juta-reksadana-tumbuh-terbesar>>
- Byrne, Donn; Clore JR, Gerald L.; Worchel, Philip. Effect of economic similarity-dissimilarity on interpersonal attraction. *Journal of Personality and Social psychology*, 1966, 4.2: 220.
- Contractor, F. J., Woodley, J. A., & Piepenbrink, A. (2011). How tight an embrace? Choosing the optimal degree of partner interaction in alliances based on risk, technology characteristics, and agreement provisions. *Global Strategy Journal*, 1(1-2), 67-85.
- Crosby, L. A., Evans, K. R., & Cowles, D. (1990). Relationship quality in services selling: an interpersonal influence perspective. *Journal of marketing*, 54(3), 68-81.
- Editor Liputan6. (2020, 30 Desember). Di Tengah Pandemi Covid-19, Investor Pasar Modal di BEI Naik 50 Persen. Diakses pada 2 Maret 2021. <<https://www.liputan6.com/saham/read/4445653/di-tengah-pandemi-covid-19-investor-pasar-modal-di-bei-naik-50-persen>>
- Ferdinand, A. (2008). *Structural Equation Modelling Dalam Penelitian Manajemen: Aplikasi Model-Model Rumit Dalam Penelitian Untuk Tesis Magister & Disertasi Doktor*. Edisi 5. Semarang: BP UNDIP.
- Gaur, S. S., Herjanto, H., & Bathula, H. (2012). Does buyer–seller similarity affect buyer satisfaction with the seller firm?. *The International Review of Retail, Distribution and Consumer Research*, 22(3), 315-335.
- Hanks, L., Zhang, L., & Line, N. (2020). Perceived similarity in third places: Understanding the effect of place attachment. *International Journal of Hospitality Management*, 86, 102455.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention. *European journal of marketing*, 37(11), 1762-1800.

- Herjanto, H., & Amin, M. (2020). Repurchase Intention: The Effect Of Similarity And Client Knowledge. *International Journal of Bank Marketing*.
- Herjanto, H., & Gaur, S. S. (2011). Intercultural Interaction And Relationship Selling In The Banking Industry. *Journal of Services Research*, 11(1), 101-119.
- Hilmawan, A. (2017, 3 April). Mandiri Sekuritas Online Trading. Diakses 2 Maret 2021. <<https://sekuritas.co.id/mandiri-sekuritas-online-trading/>>
- Hobman, E. V., Bordia, P., & Gallois, C. (2003). Consequences Of Feeling Dissimilar From Others In A Work Team. *Journal of Business and Psychology*, 17(3), 301-325.
- Hume, M., & Mort, G. S. (2010). The Consequence Of Appraisal Emotion, Service Quality, Perceived Value And Customer Satisfaction On Repurchase Intent In The Performing Arts. *Journal of Services Marketing*, 24(2), 170-182.
- Kitapci, O., Akdogan, C., & Dortyol, İ. T. (2014). The impact of service quality dimensions on patient satisfaction, repurchase intentions and word-of-mouth communication in the public healthcare industry. *Procedia-Social and Behavioral Sciences*, 148, 161-169.
- Lichtenthal, J. D., & Tellefsen, T. (2001). Toward a theory of business buyer-seller similarity. *Journal of Personal Selling & Sales Management*, 21(1), 1-14.
- Lin, S. Y. (2012). Customer orientation and cross-buying: the mediating effects of relational selling behavior and relationship quality. *Journal of management research*, 4(4), 334-358.
- Lin, J. S. C., & Hsieh, C. C. (2011). Modeling service friendship and customer compliance in high-contact service relationships. *Journal of Service Management*.
- Luoh, H. F., & Tsaur, S. H. (2009). Physical attractiveness stereotypes and service quality in customer–server encounters. *The Service Industries Journal*, 29(8), 1093-1104.
- Mandiri Sekuritas. (2021, 3 Maret). Profil Mandiri Sekuritas. Diakses 3 Maret 2021. <<https://www.mandirisekuritas.co.id/profile>>
- McPherson, M., Smith-Lovin, L., & Cook, J. M. (2001). Birds of a feather: Homophily in social networks. *Annual review of sociology*, 27(1), 415-444.
- Miswanto, M., & Angelia, Y. R. (2019). The Influence of Customer Satisfaction on Trust, Word of Mouth, and Repurchase Intention: Case for Consumer of Souvenir Stores in Yogyakarta. in *Proceedings of the 7th International Conference on Entrepreneurship and Business Management (ICEBM Untar 2018)*, 308-313.

- Otoritas Jasa Keuangan. (2021, 2 Maret). Berkenalan Dengan Perusahaan Sekuritas Dan Manajer Investasi. Diakses pada 2 Maret 2021. <<https://sikapiuangmu.ojk.go.id/FrontEnd/CMS/Article/10453#:~:text=Perusahaan%20Sekuritas%20sendiri%20adalah%20perusahaan,ditetapkan%20oleh%20Pengawas%20Pasar%20Modal>>
- Pedragosa, V., Biscaia, R., & Correia, A. (2015). The Role Of Emotions On Consumers' Satisfaction Within The Fitness Context. *Motriz: Revista de Educação Física*, 21(2), 116-124.
- Sitorus, R. (2020, 17 Mei). 10 Sekuritas Termoncer Pekan Ini Periode 11-15 Mei 2020. Diakses pada 2 Maret 2021. <<https://market.bisnis.com/read/20200517/7/1241579/10-sekuritas-termoncer-pekan-ini-11-15-mei-2020>>
- Silalahi, U. (2012). *Metode Penelitian Sosial*. Bandung: PT. Refika Aditama.
- Situmorang, R. T. (2020, 23 Oktober). Biar Trading Saham Makin Gampang, Mandiri Sekuritas Hadirkan Tampilan Baru MOST. Diakses 3 Maret 2021. <<https://market.bisnis.com/read/20201023/192/1308953/biar-trading-saham-makin-gampang-mandiri-sekuritas-hadirkan-tampilan-baru-most>>
- Soebandhi, S., Wahid, A., & Darmawanti, I. (2020). Service quality and store atmosphere on customer satisfaction and repurchase intention. *BISMA (Bisnis dan Manajemen)*, 13(1), 26-36.
- Sohaib, M., & Akram, M. A. U. R. U. (2016). Underlying Effect of Customer Satisfaction on Repurchase Intentions: Mediating role of Trust and Commitment. *commitment*, 8(10).
- Sugiarto, D. (2020, 24 Desember). Kondisi Genting Pasar Modal saat Pandemi, Lebih Gawat dari Krisis 2008. Diakses 2 Maret 2021. <<https://finance.detik.com/bursa-dan-valas/d-5308108/kondisi-genting-pasar-modal-saat-pandemi-lebih-gawat-dari-krisis-2008>>
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Utami, D. N. (2020, 30 Desember). Tak Goyah Karena Pandemi, Jumlah Investor Pasar Modal Makin Tinggi. Diakses pada 2 Maret 2021. <<https://market.bisnis.com/read/20201230/7/1337096/tak-goyah-karena-pandemi-jumlah-investor-pasar-modal-makin-tinggi>>
- Utami, D. N. (2021, 3 Maret). Laba Tumbuh 45 Persen, Mandiri Sekuritas Cetak Kinerja Moncer di Tengah Pandemi. Diakses 19 Maret 2021. <[Laba Tumbuh 45 Persen, Mandiri Sekuritas Cetak Kinerja Moncer di Tengah Pandemi - Market Bisnis.com](https://market.bisnis.com/read/20210303/7/1337096/laba-tumbuh-45-persen-mandiri-sekuritas-cetak-kinerja-moncer-di-tengah-pandemi)>

Wageeh, N. A. (2016). Customer Satisfaction and Customer Loyalty: A Correlational Study on the Telecommunications Sector in Egypt. *Case Studies Journal*, 5.

Zaid, S. (2020). The Role of Familiarity in Increasing Repurchase Intentions in Online Shopping. *Journal of Economics, Business, & Accountancy Ventura*, 23(1), 12-18.

Zajadacz, A., & Śniadek, J. (2013). Tourism activities of deaf poles. *Physical Culture and Sport. Studies and Research*, 58(1), 17-32.

