

## DAFTAR PUSTAKA

- Aaker, D. (2007). Innovation: Brand it or lose it. *California Management Review*, 50(1), 8-24.
- Aaker, D. 2008. *Strategic market management*. 8th edition. New Jersey: John Wiley & Sons.
- Aaker, D., 2007. Innovation: Brand it or lose it. *CA. Manage. Rev.* 50 (1), 8–24.
- Ahlstrom, D. (2010). Innovation and growth: How business contributes to society. *Academy of management perspectives*, 24(3), 11-24.
- Ahmad, I., Millhoff, B., John, M., Andi, K., & Oakley, R. (2015). Virtual endoscopy—a new assessment tool in difficult airway management. *Journal of clinical anesthesia*, 27(6), 508-513.
- Ahmadi, H. (2013). Analisis Pengaruh Harga dan Kualitas Layanan terhadap Minat Beli Ulang Gas Elpiji 3 Kg dalam Meningkatkan Citra Perusahaan. *Jurnal STIE Dharma Iswara Madiun Ekomaks*, 2(1).
- Anderson, Rolph. E, dan Srinivasan, S. (2003) “E-satisfaction and e-loyalty: A contingency Framework”. *Psychology and Marketing*.
- Angelova, B., & Zekiri, J. (2011). Measuring customer satisfaction with service quality using American Customer Satisfaction Model (ACSI Model). *International journal of academic research in business and social sciences*, 1(3), 232.
- Ardhanari, M. (2012). Customer satisfaction pengaruhnya terhadap brand preference dan repurchase intention private brand. *Jurnal Riset Ekonomi dan Bisnis*, 8(2), 58-69.
- Arikunto, Suharsimi, *Prosedur Penelitian Suatu Pendekatan Praktek*. Jakarta: Rineka Cipta, 2004.
- Ariyanto, Debby. (2018). Pengaruh Attitude, Subjective Norm, dan Perceived Behavioral Control terhadap Repurchase Intention E-Money. *Jurnal Ilmu Manajemen Vol 6 No 4 – Jurusan Manajemen Fakultas Ekonomi Universitas Negeri Surabaya*.
- Baker, G., Gray, S. R., Wright, A., Fitzsimons, C., Nimmo, M., Lowry, R., & Mutrie, N. (2008). The effect of a pedometer-based community walking

- intervention" Walking for Wellbeing in the West" on physical activity levels and health outcomes: a 12-week randomized controlled trial. *International Journal of Behavioral Nutrition and Physical Activity*, 5(1), 1-15.
- Bukowski, W. M., & Hoza, B. (1989). Popularity and friendship: Issues in theory, measurement, and outcome.
- Bulut, Z. A. (2015). Determinants of repurchase intention in online shopping: a Turkish consumer's perspective. *International Journal of Business and Social Science*, 6(10), 55-63.
- Chang, L. H., Tsai, C. H., & Yeh, S. S. (2014). Evaluation of green hotel guests' behavioral intention. In *Advances in hospitality and leisure*. Emerald Group Publishing Limited.
- Chang, Y., Ko, Y. J., & Leite, W. L. (2016). The effect of perceived brand leadership on luxury service WOM. *Journal of Services Marketing*.
- Chen, J. V., Chen, Y., & Capistrano, E.P. (2013). Process Quality And Collaboration Quality On B2B E-commerce. *Industrial Management & Data Systems*, 113, 908-926.
- Chiu, C., Hsu, M., Lai, H., & Chang, C. (2012). Re-examining the influence of trust on online repeat purchase intention: the moderating role of habit and its antecedents. *Decision Support Systems*, 53, 835-845.
- Chiu, W., & Cho, H. (2019). E-commerce brand: The effect of perceived brand leadership on consumers' satisfaction and repurchase intention on e-commerce websites. *Asia Pacific Journal of Marketing and Logistics*.
- Damanpour, F. (1991). Organizational innovation: A meta-analysis of effects of determinants and moderators. *Academy of management journal*, 34(3), 555-590.
- Darmadi Durianto. 2004. *Strategi Menaklukkan Pasar*. Jakarta: PT. Gramedia.
- Dean, D. H. (1999). Brand endorsement, popularity, and event sponsorship as advertising cues affecting consumer pre-purchase attitudes. *Journal of advertising*, 28(3), 1-12.

- Demirgüneş, K. (2015). Determinants of target dividend payout ratio: A panel autoregressive distributed lag analysis. *International Journal of Economics and Financial Issues*, 5(2), 418-426.
- Dodds, W.R., Monroe, K.B., Grewal, D. (1991), "Effects of price, brand and store information on buyers' product evaluations", *Journal of Marketing Research*, Vol. 28 pp.307-19.
- Durianto, D. (2004). *Brand Equity Ten Strategi Memimpin Pasar*. Gramedia Pustaka Utama.
- Durianto, D., Sugiarto, & Sitinjak, T. (2001). *Strategi Menaklukkan Pasar Melalui Riset Ekuitas & Perilaku Konsumen*. Jakarta. Gramedia
- Elder, D., Westbrook, R. N., & Reilly, M. (2012). Wikipedia lover, not a hater: Harnessing Wikipedia to increase the discoverability of library resources. *Journal of web librarianship*, 6(1), 32-44.
- Engel, F.J., Kollat, D.T. and Blackwell, R.D. (2001), *Consumer Behavior*, 7th ed., Holt Rinehart & Winston, New York, NY.
- Falkenreck, C., & Wagner, R. (2011). The impact of perceived innovativeness on maintaining a buyer–seller relationship in health care markets: A cross-cultural study. *Journal of Marketing Management*, 27(3-4), 225-242.
- Falkenreck, C., Wagner, R., (2011). The impact of perceived innovativeness on maintaining a buyer–seller relationship in health care markets: a cross-cultural study. *J. Mark. Manag.* 27 (3–4), 225–242.
- Fu, F. Q., & Elliott, M. T. (2013). The moderating effect of perceived product innovativeness and product knowledge on new product adoption: An integrated model. *Journal of Marketing Theory and Practice*, 21(3), 257-272.
- Gibbs, M., Schönrogge, K., Alma, A., Melika, G., Quacchia, A., Stone, G. N., & Aebi, A. (2011). *Torymus sinensis*: a viable management option for the biological control of *Dryocosmus kuriphilus* in Europe?. *BioControl*, 56(4), 527-538.
- Guntur, Effendi, M. (2010). *Transformasi Manajemen Pemasaran Membangun Citra Negara*. Sagung Seto, Jakarta.

- Hafid, H., Gurnadi, R. E., Priyanto, R., & Saefuddin, A. (2010). Identifications Of Carcass C Aracteristic For Estimating Te Composition Of Beef Carcass. *Journal of the Indonesian Tropical Animal Agriculture*, 35(1), 22-26.
- Hair JF., Anderson, R.E. Tatham, R.L. and Black W.C. (1998). *Multivariate Data Analysis*. 5 th Edition. New Jersey, Prentice Hall.
- Hallowell, R. (1996), "The relationships of customer satisfaction, customer loyalty, and profitability: An empirical study", *International Journal of Service Industry Management*, Vol. 7 No. 4, pp. 27-42.
- Handayani, R. S., & Dewi, C. K. (2020). Pengaruh Customer Satisfaction, Calculative Commitment, dan Corporate Image terhadap Attitudinal Loyalty dan Behavioral Loyalty Pada Program Pasti Prima Pertamina (Studi Pada SPBU Pasti Prima Wilayah Jakarta). *Jurnal Sekretaris dan Administrasi Bisnis*, 4(1), 56-57.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention. *European journal of marketing*.
- Hellofs, L. L., & Jacobson, R. (1999). Market share and customers' perceptions of quality: when can firms grow their way to higher versus lower quality?. *Journal of marketing*, 63(1), 16-25.
- Hemawan, D. dkk. (2014). Perencanaan Program Bus Rapid Transit Di kota Bandar Lampung. *Jurnal Ilmu Administrasi FISIP.Unila*.
- Holbrook, M. B. (1994). The nature of customer value: an axiology of services in the consumption experience. In R. T. Rust and R. L. Oliver (Eds.). *Service Quality, New Directions In Theory and Practice* (21-71). Thousand Oaks: Sage.
- Hume, M., Mort, G. S., & Winzar, H. (2007). Exploring repurchase intention in a performing arts context: who comes? And why do they come back?. *International Journal of Nonprofit and Voluntary Sector Marketing*, 12(2), 135-148.
- Hurley, R. F., & Hult, G. T. M. (1998). Innovation, market orientation, and organizational learning: an integration and empirical examination. *Journal of marketing*, 62(3), 42-54.

- Hwang, J., Lee, J. S., & Kim, H. (2019). Perceived innovativeness of drone food delivery services and its impacts on attitude and behavioral intentions: The moderating role of gender and age. *International Journal of Hospitality Management*, 81, 94-103.
- Im, S., Mason, C.H., Houston, M.B., (2007). Does innate consumer innovativeness relate to new product/service adoption behavior? The intervening role of social learning via vicarious innovativeness. *J. Acad. Mark. Sci.* 35 (1), 63–75.
- Irawan, H. (2008). Sepuluh prinsip kepuasan pelanggan. Jakarta: Media Komputindo Kelompok Gramedia.
- Jamarnis, S., & Susanti, F. (2019). PEGARUH HARGA DAN PERIKLANAN MELALUI INTERNET TERHADAP KEPUTUSAN PEMBELIAN PRODUK SABUN MEREK LUX PADA MAHASISWA STIE “KBP” PADANG.
- Kang, J., & Schrier, T. (2011, April). The decision-making process of tradeshow exhibitors: The effects of social value, company size, and prior experience on satisfaction and behavioral intentions. In *Journal of Convention & Event Tourism* (Vol. 12, No. 2, pp. 65-85). Taylor & Francis Group.
- Keller, K. L. (1993). Conceptualizing, measuring and managing customer-based brand equity. *Journal of Marketing*, 57(1), 1–22.
- Kennedy, B. P., Kawachi, I., & Brainerd, E. (1998). The role of social capital in the Russian mortality crisis. *World development*, 26(11), 2029-2043.
- Kim, C, Galliers, Robert D., Ryood, Joo-Han, Shinc, Namchul and Kime, Jongheon. (2012). Factors influencing internet shopping value and customer Repurchase intention. *Electronic commerce research and applications*, 11(4), 374-387.
- Kim, C. K. (1997). Brand popularity and country image in global competition: managerial implications. *Journal of Product & Brand Management*, 4(5), 21–31.

- Kim, C. K., & Chung, J. Y. (1997). Brand popularity, country image and market share: an empirical study. *Journal of International Business Studies*, 28(2), 361-386.
- Kim, D. J. (2012). An investigation of the effect of online consumer trust on expectation, satisfaction, and post-expectation. *Information Systems and E-Business Management*, 10(2), 219-240.
- Kleinschmidt, E.J., Cooper, R.G., 1991. The impact of product innovativeness on performance. *J. Prod. Innov. Manage.* 8 (4), 240–251.
- Kotler Dan Keller. (2008). *Manajemen Pemasaran. Edisi Ketiga Belas Jilid Satu.* Jakarta: Erlangga.
- Kotler, P and Amstrong, G. (2012). *Principke of Marketing. 14<sup>th</sup> Edition.* New Jersey. Published by Prentice Hall
- Kotler, P and Keller, K.L. (2012). *Marketing Management. 14<sup>th</sup> Edition.* New Jersey. Published by Prentice Hall
- Kotler, P. (2000). *Manajemen pemasaran, Jilid 1 & 2.* Jakarta: PT Indeks
- Kotler, P. (2001). *A framework for marketing management.* Upper Saddle River, NJ: Prentice-Hall.
- Kotler, P. and Keller, K. (2011), *Marketing Management, 14th ed.,* Prentice Hall, NJ.
- Kotler, P., & Amstrong, G. (2008). *Dasar-dasar pemasaran, Edisi Kesembilan, Jilid 1.* Penerbit PT. Indeks Kelompok Gramedia: Jakarta.
- Kotler, Philip, and Kevin Lane Keller. 2009b. “Manajemen Pemasaran Jilid 1 Edisi 13.” Jakarta: Erlangga.
- Kurnianto, D. (2015). *Perceived Quality, Perceived Value, Perceived Sacrifice dan Pengaruhnya Terhadap Customer Satisfaction (Survei pada Pengguna Jasa Bus Efiseiensi)* (Doctoral dissertation, Manajemen-Fakultas Ekonomi).
- Kusdyah, I. (2012). *Persepsi Harga, Persepsi Merek, Persepsi Nilai, dan Keinginan Pembelian Ulang Jasa Clinic Kesehatan (Studi Kasus Erha Clinic Surabaya).* *Jurnal Manajemen Pemasaran*, 7(1), 25-32.
- Lee, J., Kim, J., dan Moon, J. Y., (2000) “What makes Internet users visit cyber stores again? Key design factors for customer loyalty”, *CHI Letters* (2:1).

- Lewis, B.R. and McCann, P, (2004). "Service Failure and Recovery: Evidence from the Hotel Industry". *International Journal of Contemporary Hospitality Management*.
- Liebowitz, S. J., & Margolis, S. E. (1994). Network externality: An uncommon tragedy. *Journal of economic perspectives*, 8(2), 133-150.
- Liu, X., & Wei, K. (2003). An empirical study of product differences in consumers ecommerce adoption behavior. *Electronic Commerce Research and Application*, 2, 229-239.
- Lovelock, Christopher H., dan Waright, Lauren K., (2007). "Manajemen Pemasaran Jasa", Aloh Bahasa Agus Widyantoro, Cetakan Kedua, PT Indeks Kelompok Gramedia, Jakarta.
- Lucas, R. W. (2015). *Customer service: Skills for success (Sixth Edition)*. New York: McGraw-Hill Education.
- Luo, J., Ba, S., & Zhang, H. (2012). The effectiveness of online shopping characteristics and well-designed websites on satisfaction. *Mis Quarterly*, 1131-1144.
- Machfoedz, Mahmud, (2010). "Komunikasi Pemasaran Modern", Cetakan Pertama, Cakra Ilmu, Yogyakarta.
- Magnini, V. P., Karande, K., Singal, M., & Kim, D. (2013). The effect of brand popularity statements on consumers' purchase intentions: The role of instrumental attitudes toward the act. *International Journal of Hospitality Management*, 34, 160-168.
- Marwati, S., Hidayat, W., & Listyorini, S. (2014). Pengaruh Kesadaran Merek, Persepsi Kualitas, dan Asosiasi Merek terhadap Keputusan Pembelian Melalui Ekuitas Merek (Studi Pada Mahasiswa Pengguna Smartphone Blackberry di Universitas Diponegoro Semarang). *Jurnal Ilmu Administrasi Bisnis*, 3(3), 30-39.
- Mohmed, A. S., Azizan, N.B., & Jali, M. Z. (2013). The impact of trust and past experience on intention to purchase in ecommerce. *International Journal of Engineering Research and Development*, 7 (10): 28-35.

- Nurdiawan, A. K. (2020). Pengaruh Service Quality dan Brand Image terhadap Customer Loyalty Pengguna Traveloka di Surabaya dengan Customer Satisfaction sebagai Variabel Mediasi (Doctoral dissertation, STIE Perbanas Surabaya).
- Orlando, D. (2015). Analisa Pengaruh Brand Image dan Brand Awareness Terhadap Purchase Intention Kawasaki Ninja 250Fi. *Jurnal Strategi Pemasaran*, 3(1), 1-9.
- Parasuraman A., Zeithaml, Valerie A., dan Arvind Malhotra, (2005). "E-S QUAL: A Multiple-Item Scale For Assessing Electronic Service Quality", *Journal Of Service Research*.
- Park, Y., & Gates, S. C. (2009, November). Towards real-time measurement of customer satisfaction using automatically generated call transcripts. In *Proceedings of the 18th ACM conference on Information and knowledge management* (pp. 1387-1396).
- Patterson, P. G., & Spreng, R. A. (1997). Modelling the relationship between perceived value, satisfaction and repurchase intentions in a business-to-business, services context: an empirical examination. *International Journal of service Industry management*.
- Petty, R., Cacioppo, J., & Schumann, D. (1983). Central and peripheral routes to advertising effectiveness: The moderating role of involvement. *Journal of Consumer Research*, 10, 135– 145.
- Philip Kotler & Lee, N. (2008). *Social marketing: Influencing behaviors for good*. Sage.
- Malone, Thomas & Yates, Joanne & Benjamin, Robert, (1987). "Electronic Markets And Electronic Hierarchies", *Commun, Acm*.
- Rajaobelina, L. and Bergeron, J. (2009), "Antecedents and consequences of buyer-seller relationship quality in the financial services industry", *International Journal of Bank Marketing*, Vol. 27 No. 5, pp. 359 – 80.
- Rambitan, Tasya Febriana. (2013). The Effect Of Perceived Value And Brand Experience On Customer Repurchase Intention. *Jurnal EMBA Vol 1*, pp 917-926.



- Rossiter, J. & Percy, L (1997).: "Adverting Communications & Promotion Management". McGraw-Hill
- Sadat, Z., Aboutalebi, M. S., & Masoudi Alavi, N. (2017). Quality of work life and its related factors: A survey of nurses. *Trauma Monthly*, 22(3).
- Sekaran, U. (2003). *The Sampling Process of Research Methods for Business*.
- Setyaningsih, E. D. (2016). Pengaruh Kualitas Layanan Dan Periklanan Melalui Minat Nasabah Terhadap Keputusan Nasabah Dalam Menggunakan Kartu Kredit Mega Carrefour. *Jurnal Akuntansi Keuangan dan Perbankan*, 1(5), 375-384.
- Setyaningsih, E. D. (2016). Pengaruh Kualitas Layanan dan Periklanan Melalui Minat Nasabah Terhadap Keputusan Nasabah Dalam Menggunakan Kartu Kredit Mega Carrefour. *Jurnal Akuntansi Keuangan dan Perbankan*, 1(5), 375-384.
- Setyaningsih, E. D. (2017). Pengaruh Kualitas Layanan Dan Word Of Mouth Melalui Minat Terhadap Keputusan Nasabah Dalam Menggunakan E-Banking Pada Bank Bni. *Jurnal Ilmiah Ekonomi Bisnis*, 22(1).
- Shin, J. I., Chung, K. H., Oh, J. S., & Lee, C. W. (2013). The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea. *International Journal of Information Management*, 33(3), 453-463.
- Sibarani, C. (2010). Factors that Influence Self Control and its Effect to Perceived Fear Through Perceived Risk of Accountant in Social Network Sites. Available at SSRN 1587255.
- Simamora, Bilson, (2008). *Panduan Riset Perilaku Konsumen*, Gramedia Pustaka Utama, Jakarta.
- Singhal, A., & Rogers, E. M. (2003). The status of entertainment-education worldwide. In *Entertainment-education and social change* (pp. 25-42). Routledge.
- Slater, S.F. and Narver, J.C. (1994), "Market orientation, customer value, and superior performance", *Business Horizons*, Vol. 37 No. 2, pp. 22-28.

- Snoj, B., Korda, A. P., & Mumel, D. (2004). The relationships among perceived quality, perceived risk and perceived product value. *Journal of Product & Brand Management*.
- Sugiyono. (2013). *Metode Penelitian Pendekatan Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta
- Sugiyono. (2010). *Statistika untuk Penelitian*. Cetakan ke-16, CV. Alfabeta, Bandung.
- Sukotjo, H., & Radix, S. A. (2010). Analisa Marketing Mix-7P (Produk, Price, Promotion, Place, Partisipant, Process, dan Physical Evidence) terhadap Keputusan Pembelian Produk Klinik Kecantikan Teta di Surabaya. *Jurnal Mitra Ekonomi dan Manajemen Bisnis*, 1(2), 216-228.
- Sullivan, Y. W., & Kim, D. J. (2018). Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39, 199-219.
- Susanto, R., & Sidharta, I. (2014). Pengukuran persepsi manfaat dan persepsi kemudahan terhadap sikap rerta dampaknya atas penggunaan ulang online shopping pada ecommerce. *Jurnal Computech & Bisnis*, 8(2), 92-100.
- Swastha, Basu. (2005). *Manajemen Pemasaran*. Edisi Kedelapan. Cetakan Kedelapan. Liberty, Jakarta.
- Tan, H. (2019). Pengaruh Perceived Value Terhadap Repurchase Intention Melalui Customer Satisfaction Sebagai Variabel Intervening Pada Pada Shopee. *Agora*, 7(1).
- Taylor, S., & Shimp, L. (2010). Using data to guide action in polio health communications: experience from the Polio Eradication Initiative (PEI). *Journal of Health Communication*, 15(S1), 48-65.
- Tjiptono, F. 2005. *Pemasaran Jasa*. Malang: Bayumedia Publishing
- Tjiptono, F., Chandra, G., & Adriana, D. (2012). *Pemasaran strategik*. Yogyakarta: Andi
- Tjiptono, fandy dan Chandra, Gregorius 2005. *Service, Quality & Satisfaction*.andy offset: Yogyakarta.

- Tri, R. S. R. H. A. (2016). Peran Perceived Value Dan Kepuasan Pelanggan Dalam Upaya Membangun Loyalitas Pengguna Kartu Seluler. *Media Ekonomi dan Manajemen*, 30(1).
- Tseng, F. M., & Lo, H. Y. (2011). Antecedents of consumers' intentions to upgrade their mobile phones. *Telecommunications Policy*, 35(1), 74-86.
- Watchravesringkan, K., Nelson Hodges, N., Kim, Y.H., (2010). Exploring consumers' adoption of highly technological fashion products: the role of extrinsic and intrinsic motivational factors. *J. Fash. Market. Manage. Int. J.* 14 (2), 263–281.
- Widiandita, B. K., & Ketut, G. I. A. (2020). The effect of perceived brand leadership towards consumer satisfaction and repurchase intention on e-commerce website. *Russian Journal of Agricultural and Socio-Economic Sciences*, 97(1).
- Widiyanto, I., & Prasusilowati, S. (2015). Perilaku pembelian melalui internet. *Jurnal Manajemen dan Kewirausahaan*, 17(2), 109-112.
- Widiyanto, Joko, 2010, *SPSS for Windows Untuk Analisis Data Statistik dan Penelitian*. Surakarta: BP-FKIP UMS
- Wijanto, H. S. (2008). *Structural equation modelling dengan lisrel 8.8*. Yogyakarta: Graha Ilmu.
- Woodruff, R.B. (1997), "Customer value: the next source for competitive advantage", *Journal of the Academy of Marketing Science*, Vol. 25 No. 2, pp. 139-153.
- Zeithaml, V. (1988), "Consumer perceptions of price, quality, and value: a means-end model and synthesis of evidence", *Journal of Marketing*, Vol. 52 No. 3, pp. 2-22.
- Zeng, F., Hu, Z., Chen, R., & Yang, Z. (2009). Determinants of online service satisfaction and their impacts on behavioural intentions. *Total Quality Management*, 20(9), 953-969.
- Zhang, Y., Fang, Y., Wei, K. K., Ramsey, E., McCole, P., & Chen, H. (2011). Repurchase intention in B2C e-commerce A relationship quality perspective. *Information & Management*, 48(6), 192-200.

Zhang., Yu Meng and Kim, Myoung Soo (2019) “The Effect of the Service Quality on the Customer Satisfaction and the Intention to Repurchase in Chinese Internet Shopping Mall”, KNU The Institute of Management & Economy Research.

<https://inet.detik.com/cyberlife/d-4907674/riset-ada-1752-juta-pengguna-internet-di-indonesia>

<https://id.berita.yahoo.com/tren-teknologi-yang-berkembang-pesat-120001648>

<https://www.sirclo.com/jumlah-pengguna-e-commerce-indonesia-di-tahun-2020-meningkat-pesat/>

[https://www.kominfo.go.id/content/detail/6441/indonesia-akan-jadi-pemain-ekonomi-digital-terbesar-di-asia-tenggara/0/berita\\_satker](https://www.kominfo.go.id/content/detail/6441/indonesia-akan-jadi-pemain-ekonomi-digital-terbesar-di-asia-tenggara/0/berita_satker)

<https://databoks.katadata.co.id/datapublish/2019/10/10/tren-pengguna-e-commerce-2017-2023>

<https://databoks.katadata.co.id/datapublish/2018/02/07/produksi-fesyen-dan-kecantikan-paling-diminati-di-belanja-online>

<https://openlibrary.telkomuniversity.ac.id/pustaka/159855/pengaruh-e-service-quality-terhadap-e-customer-satisfaction-dan-e-customer-loyalty-pada-aplikasi-soco-by-sociolla.html>

<https://id.techinasia.com/strategi-sociolla-tingkatkan>

<https://teknologi.bisnis.com/read/20190821/266/1139344/ceo-sociollajohn-rasjid-di-kecantikan-kami-ahlinya-di-bidang-digital>

<https://www.sociolla.com/content/4-about-us>

<https://www.idntimes.com/life/women/vrisca-angelina/5-rekomendasonline-skin-care-beauty-shopping-website-terpercaya-c1c2>

<https://databoks.katadata.co.id/datapublish/2017/11/11/2011-2015-nilaitransaksi-e-commerce-indonesia-melonjak-250-persen>

<https://media.neliti.com/media/publications/73501-ID-pengaruh-kualitas-produk-harga-terhadap.pdf>