

## DAFTAR PUSTAKA

- Ahrholdt, D. C., Gudergan, S. P., & Ringle, C. M. (2017). Enhancing Service Loyalty: The Roles of Delight, Satisfaction, and Service Quality. *Journal of Travel Research*, 56(4), 436–450. <https://doi.org/10.1177/0047287516649058>
- Airbnb. (2022). *Fast Facts*. <https://press.airbnb.com/fast-facts/>
- An, S., Suh, J., & Eck, T. (2019). Examining Structural Relationships among Service Quality, Perceived Value, Satisfaction and Revisit Intention for Airbnb Guests. *Int. J. Tour. Sci.* 19(3), pp. 145-165. *Int. J. Tour. Sci.*, 19(3), 145–165.
- Bajs, I. P. (2014). Čimbenici Očekivane I Doživljene Vrijednosti Za Potrošača: Primjer Turističke Destinacije Dubrovnik. *Ekonomski Pregled*, 65(4), 271–293.
- Botsman, R., & Rogers, R. (2010). *What's Mine Is Yours: How Collaborative Consumption is Changing The Way We Live*. Collins.
- Bucher, E., Fieseller, C., Fleck, M., & Lutz, C. (2018). Authenticity and the Sharing Economy. *Academy of Management Discoveries*, 4(3), 1–49.
- Chandra, S., Verma, S., Lim, W. M., Kumar, S., & Donthu, N. (2022). Personalization in personalized marketing: Trends and ways forward. *Psychology and Marketing*, 39(8), 1529–1562. <https://doi.org/10.1002/mar.21670>
- Chen, C. F., & Chen, F. S. (2010). Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists. *Tourism Management*, 31(1), 29–35. <https://doi.org/10.1016/j.tourman.2009.02.008>
- Chen, Z., & Dubinsky, A. J. (2003). A Conceptual Model of Perceived Customer Value in E-Commerce: A Preliminary Investigation. *Psychol Mark*, 20(4), 323–347. <https://onlinelibrary.wiley.com/doi/epdf/10.1002/mar.10076>
- Darmawan. (2013). *Metode Penelitian Kuantitatif*. RosdaKarya.

- Eckhardt, G. M., Houston, M. B., Jiang, B., Lamberton, C., Rindfleisch, A., & Zervas, G. (2019). Marketing in the Sharing Economy. *Journal of Marketing*, 83(5), 5–27. <https://doi.org/10.1177/0022242919861929>
- Ferreri, M., & Sanyal, R. (2018). Platform economies and urban planning: Airbnb and regulated deregulation in London. *Urban Studies*, 55(15), 3353–3368. <https://doi.org/10.1177/0042098017751982>
- Frenken, K., & Schor, J. (2019). Putting the sharing economy into Perspective\*. *A Research Agenda for Sustainable Consumption Governance*, 121–135. <https://doi.org/10.4337/9781788117814.00017>
- Ganapati, I. D. G., Sukwika, T., & Sulistyadi, Y. (2021). Analisis Dampak Platform Peer-To-Peer Airbnb Terhadap Usaha Perhotelan Konvensional di Provinsi Bali. *Jurnal Kepariwisataan: Destinasi, Hospitalitas dan Perjalanan*, 5(1), 34–47. <https://doi.org/10.34013/jk.v5i1.340>
- García-Fernández, Gálvez-Ruiz, P., Fernández-Gavira, Jeronimo, & Bernal-García, A. (2018). The effects of service convenience and perceived quality on perceived value, satisfaction and loyalty in low-cost fitness centers. *Sport Management Review*, 21(3), 250–262.
- Guttentag, D. (2015). Airbnb: disruptive innovation and the rise of an informal tourism accommodation sector. *Current Issues in Tourism*, 18(12), 1192–1217. <https://doi.org/10.1080/13683500.2013.827159>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Ishaq, I. (2012). Perceived value, service quality, corporate image and customer loyalty: Empirical assessment from Pakistan. *Serbian Journal of Management*,

- 7(1), 25–36. <https://doi.org/10.5937/sjm1201025i>
- Jain, S., & Sundström, M. (2021). Toward a conceptualization of personalized services in apparel e-commerce fulfillment. *Research Journal of Textile and Apparel*, 25(4), 414–430. <https://doi.org/10.1108/RJTA-06-2020-0066>
- Kasiri, L. A., Guan Cheng, K. T., Sambasivan, M., & Sidin, S. M. (2017). Integration of standardization and customization: Impact on service quality, customer satisfaction, and loyalty. *Journal of Retailing and Consumer Services*, 35(November 2016), 91–97. <https://doi.org/10.1016/j.jretconser.2016.11.007>
- Keshavarz, Y., & Jamshidi, D. (2018). Service quality evaluation and the mediating role of perceived value and customer satisfaction in customer loyalty. *International Journal of Tourism Cities*, 4(2), 220–244.  
<https://doi.org/10.1108/IJTC-09-2017-0044>
- Khasbulloh, A. H. K., & Suparna, G. (2022). Effect of Perceived Risk and Perceived Value on Customer Loyalty through Customer Satisfaction as Intervening Variables on Bukalapak Users. *European Journal of Business and Management Research*, 7(4), 22–28. <https://doi.org/10.24018/ejbm.2022.7.4.1472>
- Kim, B., & Kim, D. (2020). Attracted to or locked in? Explaining consumer loyalty toward airbnb. *Sustainability (Switzerland)*, 12(7), 1–19.  
<https://doi.org/10.3390/su12072814>
- Leoni, V. (2020). Stars vs lemons. Survival analysis of peer-to-peer marketplaces: the case of Airbnb. *Tourism Management*, 79(February), 104091.  
<https://doi.org/10.1016/j.tourman.2020.104091>
- Leung, X. Y., Xue, L., & Wen, H. (2018). Framing the sharing economy: Toward a sustainable ecosystem. *Tourism Management Perspectives*, 71(1), 44–53.  
<https://doi.org/doi:10.1016/j.tourman.2018.09.021>

- Li, J., Hudson, S., & So, K. K. F. (2019). Exploring the customer experience with Airbnb. *International Journal of Culture, Tourism, and Hospitality Research*, 13(4), 410–429. <https://doi.org/10.1108/IJCTHR-10-2018-0148>
- Liat, C. B., Mansori, S., & Huei, C. T. (2014). The Associations Between Service Quality, Corporate Image, Customer Satisfaction, and Loyalty: Evidence From the Malaysian Hotel Industry. *Journal of Hospitality Marketing and Management*, 23(3), 314–326. <https://doi.org/10.1080/19368623.2013.796867>
- Mao, Z., & Lyu, J. (2017). Why travelers use Airbnb again?: An integrative approach to understanding travelers' repurchase intention. *International Journal of Contemporary Hospitality Management*, 29(9), 2464–2482.  
<https://doi.org/10.1108/IJCHM-08-2016-0439>
- Merkle, T., Tajeddini, K., & Wittmer, A. (2021). Can the Netflix Business Model Actually Work for Commercial Aviation in Central Europe? It Is Complicated! *Journal of Hospitality and Tourism Cases (JHTC)*, 9(2), 0–9.  
<https://doi.org/10.4135/9781529798616>
- Mody, M. A., Suess, C., & Lehto, X. (2017). The Accommodation Experiencescape: a Comparative Assessment of Hotels and Airbnb. *International Journal of Contemporary Hospitality Management*, 29(9), 2377–2404.
- Naderifar, M., Goli, H., & Ghaljaie, F. (2017). Snowball Sampling: A Purposeful Method of Sampling in Qualitative Research. *Strides in Development of Medical Education*, 14(3). <https://doi.org/10.5812/sdme.67670>
- Oskam, J., & Boswijk, A. (2016). Airbnb: the future of networked hospitality businesses. *Journal of Tourism Futures*, 2(1), 22–42.  
<https://doi.org/10.1108/JTF-11-2015-0048>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). Reproduced with

- permission of the A Conceptual Model of Service Quality and Its Implications for Future Research Want more papers like this? *Journal of marketing*, 49(4), 41–50.
- Petrick, J. F. (2004). The roles of quality, value and satisfaction in predicting cruise passengers' behavioral intentions. *Journal of Travel Research*, 42(4), 397–407.  
<https://doi.org/10.1177/0047287504263037>
- Petruzzi, M. A., Marques, G. S., do Carmo, M., & Correia, A. (2020). Airbnb and neighbourhoods: an exploratory study. *International Journal of Tourism Cities*, 6(1), 72–89. <https://doi.org/10.1108/IJTC-08-2019-0119>
- Polk, J., Tassin, C., & McNellis, J. (2020). *Magic Quadrant for Personalization Engines*.
- Priporas, C. V., Stylos, N., Vedanthachari, L. N., & Santiwatana, P. (2017). Service quality, satisfaction, and customer loyalty in Airbnb accommodation in Thailand. In *International Journal of Tourism Research* (Vol. 19, Nomor 6).  
<https://doi.org/10.1002/jtr.2141>
- Rasoolimanesh, S. M., Dahalan, N., & Jaafar, M. (2016). Tourists' Perceived Value and Satisfaction in a Community-based Homestay in the Lenggong Valley World Heritage Site. *Tourism Management*, 26(1), 72–81.
- Rizki Delfiyando. (2019). PERANAN LEMBAGA FILANTROPI ISLAM DALAM MENINGKATKAN KESEJAHTERAAN MASYARAKAT (Studi Kasus Lembaga Filantropi Di Metro Pusat Kota Metro). In *Fakultas Ekonomi dan Bisnis Islam* (Vol. 1, Nomor 1). IAIN Metro.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. Wiley & Sons.
- Shahin, A., & Dabestani, R. (2010). Correlation Analysis of Service Quality Gaps in a

- Four-Star Hotel in Iran. *International Business Research*, 3(3), 40.  
<https://doi.org/10.5539/ibr.v3n3p40>
- Som, M., & Badarneh, M. B. (2011). Tourist satisfaction and repeat visitation; toward a new comprehensive model. World Academy of Science. *Engineering and Technology*, 50(1), 1106–1113.
- Stollery, A., & Jun, S. H. (2017). The antecedents of perceived value in the Airbnb context. *Asia Pacific Journal of Innovation and Entrepreneurship*, 11(3), 391–404. <https://doi.org/10.1108/apjie-12-2017-040>
- Tong, H., Wang, Y., & Xu, J. (2020). Green transformation in China: Structures of endowment, investment, and employment. *Structural Change and Economic Dynamics*, 54, 173–185. <https://doi.org/10.1016/j.strueco.2020.04.005>
- Um, S., Chon, K., & Ro, Y. H. (2006). Antecedents of revisit intention. *Annals of Tourism Research*, 33(4), 1141–1158.  
<https://doi.org/10.1016/j.annals.2006.06.003>
- Viet, B. N., & Van, S. N. (2021). Factors Affecting Satisfaction and Revisit-intention of Pilgrimage Tourists: Bà Chúa Xứ Shrine in Vietnam. *International Journal of Religious Tourism and Pilgrimage*, 9(4), 101–112.
- Wang, Y., Asaad, Y., & Filieri, R. (2020). What makes hosts trust Airbnb? Antecedents of host's trust towards Airbnb and its impact on continuance intention. *Journal of Travel Research*, 59(4), 686–703.
- Wirtz, J., So, K. K. F., Mody, M. A., Liu, S. Q., & Chun, H. H. (2019). Platforms in the peer-to-peer sharing economy. *Journal of Service Management*, 74, 44–63.  
<http://www.emeraldinsight.com/1757-5818.htm>
- Zervas, G., Proserpio, D., & Byers, J. W. (2005). The Rise of the Sharing Economy : Estimating the Impact of Airbnb. *Journal of Marketing Research*, 54(5), 687–

705. <https://doi.org/10.1111/j.0955-6419.2005.00347.x>
- Zhang, T., Cheung, C., & Law, R. (2018). Functionality Evaluation for Destination Marketing Websites in Smart Tourism Cities. *Journal of China Tourism Research*, 14(3), 263–278. <https://doi.org/10.1080/19388160.2018.1488641>
- Zhu, G., So, K. K. F., & Hudson, S. (2017). Inside the sharing economy: Understanding consumer motivations behind the adoption of mobile applications. *International Journal of Contemporary Hospitality Management*, 29(9), 2218–2239. <https://doi.org/10.1108/IJCHM-09-2016-0496>

