

DAFTAR PUSTAKA

- Agarwal, I., & Gowda, K. R. (2020). The effect of *airline* service quality on customer satisfaction and loyalty in India. *Materials Today: Proceedings*, 37(Part 2), 1341–1348. <https://doi.org/10.1016/j.matpr.2020.06.557>
- Anggoro Wilis, R., & Nurwulandari, A. (2020). The effect of E-Service Quality, E-Trust, Price and Brand Image Towards E-Satisfaction and Its Impact on E-Loyalty of Traveloka's Customer. *Jurnal Ilmiah MEA*, 4(3).
- Angkasa Pura 2. (2023). *PPID Angkasa Pura 2*. <https://Ppid.Angkasapura2.Co.Id/>. <https://ppid.angkasapura2.co.id/id/news/event/info/695-ap-ii-targetkan-rasio-pemulihan-industri-penerbangan-2023-capai-81-persen>
- Aprilla, I. W., & Amalia, S. (2019). Peran Kualitas Pelayanan Terhadap Loyalitas Pelanggan Jasa Transportasi Online. *Jurnal Riset Bisnis Dan Investasi*, 5(1), 1. <https://doi.org/10.35697/jrbi.v5i1.1611>
- Arif, M. E. (2019). The Influence Of Electronic Word Of Mouth (Ewom), Brand Image, And Price On Re-Purchase Intention Of *Airline* Customers. *Jurnal Aplikasi Manajemen*, 17(2), 345–356. <https://doi.org/10.21776/ub.jam.2019.017.02.18>
- Cakici, A. C., Akgunduz, Y., & Yildirim, O. (2019). The impact of perceived price justice and satisfaction on loyalty: the mediating effect of revisit intention. *Tourism Review*, 74(3), 443–462. <https://doi.org/10.1108/TR-02-2018-0025>
- Chang, W. J. (2021). Experiential marketing, brand image and brand loyalty: a case study of Starbucks. *British Food Journal*, 123(1), 209–223. <https://doi.org/10.1108/BFJ-01-2020-0014>
- Chung, S., Park, J. W., & Lee, S. (2022). The Influence of CSR on *Airline* loyalty through the Mediations of Passenger Satisfaction, *Airline* Brand, and *Airline* Trust: Korean Market Focused. *Sustainability (Switzerland)*, 14(8). <https://doi.org/10.3390/su14084548>

- Correa, C., Alarcón, D., & Cepeda, I. (2021). “I am Delighted!”: The Effect of Perceived Customer Value on Repurchase and Advocacy Intention in B2B Express Delivery Services. *Sustainability (Switzerland)*, 13(11).
<https://doi.org/10.3390/su13116013>
- Dam, S. M., & Dam, T. C. (2021). Relationships between Service Quality, Brand Image, Customer Satisfaction, and Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 8(3), 585–593.
<https://doi.org/10.13106/jafeb.2021.vol8.no3.0585>
- Fadlan Abdurochman, A., & Tantra, T. (2023). Pengaruh Airlines Service Quality Dan Brand Image Terhadap Customer Loyalty Penumpang Maskapai Lcc. *Jurnal Ilmiah MEA*, 7(2).
- Farid Shamsudin, M., Johari, N., Nayan, S., Aisyah Esa, S., Kadir, B., & Kuala Lumpur, U. (2020). The Influence Of Service Quality, Brand Image, Trust, And Price On Customer Satisfaction: Case Of Airline Services. *Journal of Critical Reviews*.
- Fiqqih, M. N. (2023). *The Effect of Perceived Price Fairness, Product Quality, and Service Quality on Customer Loyalty with Customer Satisfaction Mediation on Shopee Consumers*. Atlantis Press International BV.
https://doi.org/10.2991/978-94-6463-008-4_35
- Ghozali, I. (2018a). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2018b). *Aplikasi analisis multivariate dengan program IBM SPSS 25*.
- Gstngr, I., Diputra, A. W., & Yasa, N. N. (2021). PP 25-34 *Corresponding Author: I GstNgr Arya WigunaMaha Diputra. In *American International Journal of Business Management (AIJBM)* (Vol. 4, Issue 01).
- Hair, J. F., Hult, G. T., Ringle, C., & Sarstedt, M. (2017). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM). In *Sage* (2nd ed.).
- Hair, J. F., M. Hult, G. T., M. Ringle, C., Sarstedt, & Marko. (2022). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) [3 ed]. In *Angewandte Chemie International Edition*, 6(11), 951–952. (Vol. 3, Issue 1).

- Han, H., Lee, K. S., Chua, B. L., Lee, S., & Kim, W. (2019). Role of *airline* food quality, price reasonableness, image, satisfaction, and attachment in building re-flying intention. *International Journal of Hospitality Management*, 80, 91–100. <https://doi.org/10.1016/j.ijhm.2019.01.013>
- Haudi, Handayani, W., Musnaini, Suyoto, Y. T., Prasetyo, T., Pital-Oka, E., Wijoyo, H., Yonata, H., Koho, I. R., & Cahyono, Y. (2022). The effect of social media marketing on brand trust, brand equity and brand loyalty. *International Journal of Data and Network Science*, 6(3), 961–972. <https://doi.org/10.5267/j.ijdns.2022.1.015>
- Jelita, I. N. (2022). *Citilink Rugi Rp56,3 Miliar Akibat Kontrak Pesawat*. <https://mediaindonesia.com/>
<https://mediaindonesia.com/ekonomi/547344/citilink-rugi-rp563-miliar-akibat-kontrak-pesawat>
- Jo, H. (2023). What Drives Recommendation Intention and Loyalty of Online for Offline (O4O) Consumers? *Sustainability*, 15(6), 4775. <https://doi.org/10.3390/su15064775>
- Jusuf, D. D., & Yoedjadi, M. G. (2019). Pengaruh Brand Trust terhadap Brand Loyalty Masyarakat dalam Menggunakan Maskapai Batik Air. *Jurnal Prologia*, 3(2), 481–488.
- Kadir. (2019). *Statistika Terapan Kosep, Contoh dan Analisis Data dengan Program SPSS/Lisrel dalam Penelitian*.
- Kartini, D., Sari, D., & Padmasasmita, S. (2016). *2016 Customer Loyalty As the Implications of Price Fairness Determined By Relationship Marketing and Service Quality of Airline Services*. 11(2), 43–51.
- 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>
- Konuk, F. A. (2021). The moderating impact of taste award on the interplay between perceived taste, perceived quality and brand trust. *Journal of Retailing and*

- Consumer Services*, 63(February), 102698.
<https://doi.org/10.1016/j.jretconser.2021.102698>
- Özkan, P., Süer, S., Keser, İ. K., & Kocakoç, İ. D. (2020). The effect of service quality and customer satisfaction on customer loyalty: The mediation of perceived value of services, corporate image, and corporate reputation. *International Journal of Bank Marketing*, 38(2), 384–405.
<https://doi.org/10.1108/IJBM-03-2019-0096>
- Praja, A. K. A., Septiawan, R. A., Syah, T. Y. R., Sari, E. M., Dewi, M. P., Katijan, P. S., Cionita, T., & Lai, Y. L. (2023). Sustainable Development Strategy of Low-Cost Airlines: Empirical Evidence for Indonesia Based on Analysis of Passenger Loyalty. *Sustainability (Switzerland)*, 15(3).
<https://doi.org/10.3390/su15032093>
- Raihan. (2019). Metodologi Penelitian. In *Journal of Chemical Information and Modeling* (Vol. 53, Issue 9). Universitas Islam Jakarta.
- Ricardianto, P., Yanto, T. A., Wardhono, D. T., Fachrial, P., Sari, M., Suryobuwono, A. A., Perwitasari, E. P., Gunawan, A., Indriyati, & Endri, E. (2023). The impact of service quality, ticket price policy and passenger trust on airport train passenger loyalty. *Uncertain Supply Chain Management*, 11(1), 307–318.
<https://doi.org/10.5267/j.uscm.2022.9.012>
- Sekaran, U., & Bougie, R. (2016). Research Methods for Business. In Wiley.
- Setiawan, E. B., Wati, S., Wardana, A., & Ikhsan, R. B. (2020). Building trust through customer satisfaction in the airline industry in Indonesia: Service quality and price fairness contribution. *Management Science Letters*, 10(5), 1095–1102. <https://doi.org/10.5267/j.msl.2019.10.033>
- Sugiyono. (2018). *Metode Penelitian Kuantitatif*. Penerbit Alfabetha.
- Uzir, M. U. H., Al Halbusi, H., Thurasamy, R., Thiam Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63. <https://doi.org/10.1016/j.jretconser.2021.102721>

- Yum, K., & Yoo, B. (2023). The Impact of Service Quality on Customer Loyalty through Customer Satisfaction in Mobile Social Media. *Sustainability (Switzerland)*, *15*(14). <https://doi.org/10.3390/su151411214>
- Zeren, D., & Kara, A. (2021). Effects of brand heritage on intentions to buy of *airline* services: The mediating roles of brand trust and brand loyalty. *Sustainability (Switzerland)*, *13*(1), 1–15. <https://doi.org/10.3390/su13010303>
- 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>
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Hair, J. F., M. Hult, G. T., M. Ringle, C., Sarstedt, & Marko. (2022). A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) [3 ed]. In *Angewandte Chemie International Edition*, *6*(11), 951–952. (Vol. 3, Issue 1). <https://medium.com/@arifwicaksanaa/pengertian-use-case-a7e576e1b6bf>
- Jo, H. (2023). What Drives Recommendation Intention and Loyalty of Online for Offline (O4O) Consumers? *Sustainability*, *15*(6), 4775. <https://doi.org/10.3390/su15064775>
- Zu, E., Liu, S. Y., Hsu, B. M., Wang, Y. C., & Lau, E. M. (2020). An analysis of the success factors for passenger boarding enthusiasm for low-cost regional *airline* routes. *Sustainability (Switzerland)*, *12*(16). <https://doi.org/10.3390/su12166600>