

DAFTAR PUSTAKA

- Adewumi, O. M., Lien, G., & Mydland, Ø. (2023). Optimizing effects of firms' technological and non-technological processes on export-led innovation. *Economics of Innovation and New Technology*, 1–23. <https://doi.org/10.1080/10438599.2023.2224736>
- Amoako, G. K., Doe, J. K., & Neequaye, E. K. (2023). Online innovation and repurchase intentions in hotels: the mediating effect of customer experience. *International Hospitality Review*, 37(1), 28–47. <https://doi.org/10.1108/ihr-02-2021-0008>
- Andrews, F. M., & Herzog, A. R. (1986). The quality of survey data as related to age of respondent. *Journal of the American Statistical Association*, 81(394), 403–410. <https://doi.org/10.1080/01621459.1986.10478284>
- Ary, M. (2014). Analisis Korelasi dan Regresi Sederhana Menggunakan SPSS 17.0. *Statistik*, July, 1–27.
- Barbu, C. M., Florea, D. L., Dabija, D. C., & Barbu, M. C. R. (2021). Customer experience in fintech. *Journal of Theoretical and Applied Electronic Commerce Research*, 16(5), 1415–1433. <https://doi.org/10.3390/jtaer16050080>
- Bigliardi, B., Filippelli, S., Petroni, A., & Tagliente, L. (2022). The digitalization of supply chain: A review. *Procedia Computer Science*, 200(2019), 1806–1815. <https://doi.org/10.1016/j.procs.2022.01.381>
- Blavasciunaite, D., Garsviene, L., & Matuzeviciute, K. (2020). Trade balance effects on economic growth: Evidence from european union countries. *Economies*, 8(3). <https://doi.org/10.3390/ECONOMIES8030054>
- Bolton, R. N., & Lemon, K. N. (1999). A Dynamic Model of Customers' Usage of Services: Usage as an Antecedent and Consequence of Satisfaction. *Journal of Marketing Research*, 36(2), 171–186. <https://doi.org/10.1177/002224379903600203>
- Cepeda-Carrión, I., Alarcon-Rubio, D., Correa-Rodriguez, C., & Cepeda-Carrion, G. (2023). Managing customer experience dimensions in B2B express delivery services for better customer satisfaction: a PLS-SEM illustration. *International Journal of Physical Distribution and Logistics Management*, 53(7–8), 886–912. <https://doi.org/10.1108/IJPDLM-04-2022-0127>
- Ciani, A., & Mau, K. (2023). Delivery times in international competition: An empirical investigation. *Journal of Development Economics*, 161(July 2021), 103017. <https://doi.org/10.1016/j.jdevec.2022.103017>
- 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>
- Datu Mangngiri, I. Y., & Taufik, S. (2023). Evaluasi Manajemen Risiko Pelaksanaan Konstruksi Gedung Rumah Sakit Umum Daerah Kabupaten Paniai Provinsi Papua. *Sainstech: Jurnal Penelitian Dan Pengkajian Sains Dan Teknologi*, 33(1), 15–21. <https://doi.org/10.37277/stch.v33i1.1648>
- Decisions. (2021). *JurnalMantik*. 4(4), 2568–2575.
- Ding, J. (2023). *Logistics Service Quality in Cross-Border E-Commerce and Consumer Repurchase Intention: The Moderating Effects of Consumer*

- Ethnocentrism and Cosmopolitanism*. www.earticle.net
- Elliott, D., & Bonsignori, C. (2019). The influence of customs capabilities and express delivery on trade flows. *Journal of Air Transport Management*, 74(xxxx), 54–71. <https://doi.org/10.1016/j.jairtraman.2018.09.007>
- Eren, B. A. (2021). Determinants of customer satisfaction in chatbot use: evidence from a banking application in Turkey. *International Journal of Bank Marketing*, 39(2), 294–311. <https://doi.org/10.1108/IJBM-02-2020-0056>
- Evelina, T. Y., Kusumawati, A., Nimran, U., & Sunarti. (2020). The influence of utilitarian value, hedonic value, social value, and perceived risk on customer satisfaction: Survey of E-commerce customers in Indonesia. *Business: Theory and Practice*, 21(2), 613–622. <https://doi.org/10.3846/btp.2020.12143>
- Express, T., Express, T. G., & Questions, K. (2023). *Global Express and Small Parcels Market Report : Market Size and Forecast Data for 2022 , 2023 and out to. 0–1*.
- FedEx. (2016). FedEx Acquires TNT Express. *FedEx Press Release, 2015*. <https://about.van.fedex.com/newsroom/fedex-acquires-tnt-express/>
- Forecasting, O. E. (2009). The impact of the express delivery industry on the global economy. *Unpublished Report*, 44(September), 1–44. <http://www.eiciindia.org/frontsite/An Oxford Economic Forecasting - The impact of the Express Delivery Industry on the global economy.pdf>
- Frontier Economics Ltd., L. for G. E. A. (2015). Express Delivery and Trade Facilitation: Impacts on the Global Economy. *A Report Prepared for the Global Express Association, 1*, 1–5.
- Gani, A. (2017). The Logistics Performance Effect in International Trade. *Asian Journal of Shipping and Logistics*, 33(4), 279–288. <https://doi.org/10.1016/j.ajsl.2017.12.012>
- Garcia, J. M., Freire, O. B. D. L., Santos, E. B. A., & Andrade, J. (2020). Factors affecting satisfaction and loyalty to online group buying. *Revista de Gestao*, 27(3), 211–228. <https://doi.org/10.1108/REGE-02-2018-0037>
- Garden-ahmedabad, L., & Garden-ahmedabad, L. (2019). *a Study of Customers ' Satisfaction Toward ' S Service Quality of Shipping Service Providers*.
- Ghoumrassi, A., & Tigu, G. (2018). The impact of the logistics management in customer satisfaction. *Proceedings of the International Conference on Business Excellence*, 12(1), 407–415. <https://doi.org/10.2478/picbe-2018-0036>
- Gkypali, A., Love, J. H., & Roper, S. (2021). Export status and SME productivity: Learning-to-export versus learning-by-exporting. *Journal of Business Research*, 128(February), 486–498. <https://doi.org/10.1016/j.jbusres.2021.02.026>
- Global Value Chains in a Changing World. (2013). In *Global Value Chains in a Changing World*. <https://doi.org/10.30875/0b68ab34-en>
- Gupta, S., Goh, M., Desouza, R., & Garg, M. (2011). Assessing trade friendliness of logistics services in ASEAN. *Asia Pacific Journal of Marketing and Logistics*, 23(5), 773–792. <https://doi.org/10.1108/13555851111183444>
- Hajarisman, N., & Herlina, M. (2022). *Buku Ajar Analisis Regresi dan Aplikasinya menggunakan SPSS Program Studi Statistika*. March, 1–89. <https://doi.org/10.13140/RG.2.2.14988.80008>

- Hummels, D. (2007). Transportation costs and international trade in the second era of globalization (*Journal of Economic Perspectives*) (2007) (131-154)). *Journal of Economic Perspectives*, 21(4), 237. <https://doi.org/10.1257/jep.21.4.237>
- Hummels, D. L., & Schaur, G. (2013). Time as a trade barrier. *American Economic Review*, 103(7), 2935–2959. <https://doi.org/10.1257/aer.103.7.2935>
- ICAO, & WCO. (2023). Moving Air Cargo Globally. *Air Cargo and Mail Secure Supply Chain and Facilitation Guidelines*.
- Ikaningtyas, M. (2023). Pengaruh Kecerdasan Emosional Dan Efikasi Diri Terhadap Kinerja Karyawan Bagian Teknik Dan Layanan Service Pt Hasta Putera Perkasa Surabaya. *Journal Publicuho*, 6(1), 178–188. <https://doi.org/10.35817/publicuho.v6i1.103>
- Jijian, Z., Twum, A. K., Agyemang, A. O., Edziah, B. K., & Ayamba, E. C. (2021). Empirical study on the impact of international trade and foreign direct investment on carbon emission for belt and road countries. *Energy Reports*, 7, 7591–7600. <https://doi.org/10.1016/j.egyr.2021.09.122>
- Jin, N. (Paul), Merkebu, J., & Line, N. D. (2019). The examination of the relationship between experiential value and price fairness in consumers' dining experience. *Journal of Foodservice Business Research*, 22(2), 150–166. <https://doi.org/10.1080/15378020.2019.1592652>
- Kar, A., & Sinha, D. (2011). *The Impact Of Cost Of Logistics In Pricing Of Goods For Global Markets: A Pricing Framework*. May 2011, 1–19. https://www.researchgate.net/publication/303488019_The_Impact_Of_Cost_Of_Logistics_In_Pricing_Of_Goods_For_Global_Markets_A_Pricing_Framework
- Kaura, V., Prasad, C. S. D., & Sharma, S. (2015). Service quality, service convenience, price and fairness, customer loyalty, and the mediating role of customer satisfaction. *International Journal of Bank Marketing*, 33(4), 404–422. <https://doi.org/10.1108/IJBM-04-2014-0048>
- Kawa, A., & Światowiec-Szczepańska, J. (2021). Logistics as a value in e-commerce and its influence on satisfaction in industries: a multilevel analysis. *Journal of Business and Industrial Marketing*, 36(13), 220–235. <https://doi.org/10.1108/JBIM-09-2020-0429>
- Kementerian Keuangan, P. K. E. M. (2012). Laporan Tim Kajian Neraca Pembayaran. *Kementrian Keuangan Republik Indonesia*, 1–48.
- Kuppelwieser, V. G., Klaus, P., Manthiou, A., & Hollebeek, L. D. (2022). The role of customer experience in the perceived value–word-of-mouth relationship. *Journal of Services Marketing*, 36(3), 364–378. <https://doi.org/10.1108/JSM-11-2020-0447>
- Le, D. N., Nguyen, H. T., & Hoang Truong, P. (2020). Port logistics service quality and customer satisfaction: Empirical evidence from Vietnam. *Asian Journal of Shipping and Logistics*, 36(2), 89–103. <https://doi.org/10.1016/j.ajsl.2019.10.003>
- Lemon, K. N., & Verhoef, P. C. (2016). Understanding customer experience throughout the customer journey. *Journal of Marketing*, 80(6), 69–96. <https://doi.org/10.1509/jm.15.0420>
- Liu, A., Osewe, M., Shi, Y., Zhen, X., & Wu, Y. (2022). Cross-border e-

- commerce development and challenges in china: A systematic literature review. *Journal of Theoretical and Applied Electronic Commerce Research*, 17(1), 69–88. <https://doi.org/10.3390/jtaer17010004>
- Maersk. (2023, October 27). *5 peak logistics periods to prepare for in 2024*. <https://www.maersk.com/logistics-explained/freight-seasons/2023/10/27/peak-periods-in-logistics>.
- Majeed, M., Asare, C., Fatawu, A., & Abubakari, A. (2022). An analysis of the effects of customer satisfaction and engagement on social media on repurchase intention in the hospitality industry. *Cogent Business and Management*, 9(1). <https://doi.org/10.1080/23311975.2022.2028331>
- Malc, D., Selinšek, A., Dlačić, J., & Milfelner, B. (2021). Exploring the emotional side of price fairness perceptions and its consequences. *Economic Research-Ekonomska Istrazivanja*, 34(1), 1931–1948. <https://doi.org/10.1080/1331677X.2020.1860790>
- Margaretha Ardhanari, S. V. (2022). *Digital Digital Repository Repository Universitas Universitas Jember Jember Digital Digital Repository Repository Universitas Universitas Jember Jember*. 8(1).
- Meng, F., & Wang, W. (2023). The impact of digitalization on enterprise value creation: An empirical analysis of Chinese manufacturing enterprises. *Journal of Innovation and Knowledge*, 8(3), 100385. <https://doi.org/10.1016/j.jik.2023.100385>
- Mensah, I., & Mensah, R. D. (2018). Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus Urban Tourism and Sustainable development in Ghana View project Effects of Service Quality and Customer Satisfaction on Repurcha. *Journal of Tourism, Heritage & Services Marketing*, 4(1), 27–36. <http://doi.org/10.5281/zenodo.1247542>
- Naclerio, A. G., & De Giovanni, P. (2022). Blockchain, logistics and omnichannel for last mile and performance. *International Journal of Logistics Management*, 33(2), 663–686. <https://doi.org/10.1108/IJLM-08-2021-0415>
- Ngah, A. H., Anuar, M. M., Rozar, N. N., Ariza-Montes, A., Araya-Castillo, L., Kim, J. J., & Han, H. (2021). Online sellers' reuse behaviour for third-party logistics services: An innovative model development and E-Commerce. *Sustainability (Switzerland)*, 13(14). <https://doi.org/10.3390/su13147679>
- Nur Amanda Putri, A., & Bernarto, I. (2023). The Influence of Price Fairness, Promotion, and Perceived Ease of Use on the Repurchase Intention. *MEC-J (Management and Economics Journal)*, 7(1), 77–90. <https://doi.org/10.18860/mec-j.v7i1.19585>
- Olaru, D., Purchase, S., & Peterson, N. (2008). From customer value to repurchase intentions and recommendations. *Journal of Business and Industrial Marketing*, 23(8), 554–565. <https://doi.org/10.1108/08858620810913362>
- Olsson, J., Hellström, D., & Vakulenko, Y. (2023). Customer experience dimensions in last-mile delivery: an empirical study on unattended home delivery. *International Journal of Physical Distribution and Logistics Management*, 53(2), 184–205. <https://doi.org/10.1108/IJPDLM-12-2021-0517>
- Olyanga, A. M., Shinyekwa, I. M. B., Ngoma, M., Nkote, I. N., Esemu, T., &

- Kamya, M. (2022). Export logistics infrastructure and export competitiveness in the East African Community. *Modern Supply Chain Research and Applications*, 4(1), 39–61. <https://doi.org/10.1108/mscra-09-2021-0017>
- Ortigueira-Sánchez, L. C., Welsh, D. H. B., & Stein, W. C. (2022). Innovation drivers for export performance. *Sustainable Technology and Entrepreneurship*, 1(2). <https://doi.org/10.1016/j.stae.2022.100013>
- Parrilli, M. D., & Elola, A. (2012). The strength of science and technology drivers for SME innovation. *Small Business Economics*, 39(4), 897–907. <https://doi.org/10.1007/s11187-011-9319-6>
- Pei, X. L., Guo, J. N., Wu, T. J., Zhou, W. X., & Yeh, S. P. (2020). Does the effect of customer experience on customer satisfaction create a sustainable competitive advantage? A comparative study of different shopping situations. *Sustainability (Switzerland)*, 12(18). <https://doi.org/10.3390/SU12187436>
- R. Mehta, C., & R. Patel, N. (2011). IBM SPSS Exact Tests. 2011, January 1996. <http://www.spss.co.jp/medical/tutorial/04.html> ???
- Rahman, F. (2021). Pengaruh Transformational Leadership Terhadap Disiplin Kerja Petugas di Lembaga Pemasyarakatan Kelas IIB Klaten. *Jurnal Ilmiah Poli Bisnis*, 13(2), 118–129. <https://doi.org/10.30630/jipb.v13i2.603>
- Razi, F., & Lubis, A. R. (2022). Pengaruh Keterlibatan Terhadap Niat Rekomendasi Yang Dimediasi Oleh Pengalaman Dan Kepuasan Berwisata Pada Pengunjung Museum Tsunami Aceh. *Jurnal Ilmiah Mahasiswa Ekonomi Manajemen SINTA*, 4(1), 98–116. <http://jim.unsyiah.ac.id/ekm>
- Services, P., & Group, Q. (2021). *Framework of standards*. 2001–2003.
- Setiyawati, S., & Haryanto, B. (2016). Why Customers Intend to Use Express Delivery Services. *Case Studies in Business and Management*, 3(2), 56. <https://doi.org/10.5296/csbm.v3i2.9661>
- Sharma, N. (2022). How core, technical and social components of business relationship value drive customer satisfaction and loyalty in high tech B2B market. *Journal of Business and Industrial Marketing*, 37(5), 975–994. <https://doi.org/10.1108/JBIM-12-2020-0554>
- Sihombing, M., Donard Games, & Dessy Kurnia Sari. (2023). Analisis Service Quality Dan Customer Perceived Value Terhadap Customer Satisfaction Melalui Customer Trust Sebagai Variabel Mediasi. *Journal Publicuho*, 6(4), 1301–1310. <https://doi.org/10.35817/publicuho.v6i4.270>
- Singh, R. K. (2024). Leveraging technology in humanitarian supply chains: impacts on collaboration, agility and sustainable outcomes. *Journal of Humanitarian Logistics and Supply Chain Management*, June. <https://doi.org/10.1108/JHLSCM-05-2024-0063>
- Smith, R. (2014). Health and Health Care, Macroeconomics of. *Encyclopedia of Health Economics*, 1, 327–332. <https://doi.org/10.1016/B978-0-12-375678-7.00601-5>
- Srivastava, M., & Kaul, D. (2014). Social interaction, convenience and customer satisfaction: The mediating effect of customer experience. *Journal of Retailing and Consumer Services*, 21(6), 1028–1037. <https://doi.org/10.1016/j.jretconser.2014.04.007>
- Sugiyono, P. D. (2017). *Metode-Penelitian-Kuantitatif-Kualitatif-Dan-R-D-Prof-*

Dr-Sugiyono-2017.

- Tahir Jan, M., & Abdullah, K. (2014). The impact of technology csfs on customer satisfaction and the role of trust: An empirical study of the banks in malaysia. *International Journal of Bank Marketing*, 32(5), 429–447. <https://doi.org/10.1108/IJBM-11-2013-0139>
- Tarafdar, M., Tu, Q., & Ragu-Nathan, T. (2010). Impact of technostress on end-user satisfaction and performance. *Journal of Management Information Systems*, 27(3), 303–334. <https://doi.org/10.2753/MIS0742-1222270311>
- Teori, J. P. (2023). *p-ISSN: 2087-1708; e-ISSN: 2597-9035*. 14(2), 161–173.
- Tiwari, A. K., Marak, Z. R., Paul, J., & Deshpande, A. P. (2023). Determinants of electronic invoicing technology adoption: Toward managing business information system transformation. *Journal of Innovation and Knowledge*, 8(3). <https://doi.org/10.1016/j.jik.2023.100366>
- Undang Undang Kepabebean Republik Indonesia Nomor 17 Tahun 2006, 139 (2006).
- Undang Undang Kepabebean UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 17 TAHUN 2006, UNDANG-UNDANG KEPABEANAN (2006).
- UPS Paperless SM Invoice : Go Worldwide with a Leader . UPS is the first carrier that enables you to submit your commercial invoice electronically when you ship internationally .* (2007). 1970594.
- Vinish, P., Pinto, P., & Hawaldar, I. T. (2022). PERCEIVED IDLE WAIT AND ASSOCIATED EMOTIONAL DISCOMFORT: AN ANALYSIS OF RETAIL WAITING EXPERIENCE. *Innovative Marketing*, 18(1), 1–11. [https://doi.org/10.21511/im.18\(1\).2022.01](https://doi.org/10.21511/im.18(1).2022.01)
- Wang, J. N., Du, J., Chiu, Y. L., & Li, J. (2018). Dynamic effects of customer experience levels on durable product satisfaction: Price and popularity moderation. *Electronic Commerce Research and Applications*, 28, 16–29. <https://doi.org/10.1016/j.elerap.2018.01.002>
- Wang, M., Wang, B., & Chan, R. (2021). Reverse logistics uncertainty in a courier industry: a triadic model. *Modern Supply Chain Research and Applications*, 3(1), 56–73. <https://doi.org/10.1108/mscra-10-2020-0026>
- Wathne, K. H., Biong, H., & Heide, J. B. (2001). Choice of supplier in embedded markets: Relationship and marketing program effects. *Journal of Marketing*, 65(2), 54–66. <https://doi.org/10.1509/jmkg.65.2.54.18254>
- Wau, F. T., & Kiton, M. A. (2024). Signifikansi Inovasi Teknologi Dalam Konteks Ekspansi Dan Transformasi Ekonomi Pasca-Pandemi. *Journal Publicuho*, 7(1), 76–88. <https://doi.org/10.35817/publicuho.v7i1.323>
- WCO, World Customs Organization Chapter 2, D. (2008). *Chapter 2*. 13–15.
- WCO, W. C. O. (2018). *CUSTOMS GUIDELINES ON INTEGRATED SUPPLY CHAIN MANAGEMENT*.
- Witell, L., Kowalkowski, C., Perks, H., Raddats, C., Schwabe, M., Benedettini, O., & Burton, J. (2020). CHARACTERIZING CUSTOMER EXPERIENCE MANAGEMENT IN BUSINESS This is a pre-print (non- publisher ’ s document). Please cite the published article : Witell , Lars . , Christian Kowalkowski , Helen Perks , Chris Raddats , Maria Schwabe , Ornella Benedettini a. *Journal of Business Research*, Volume 116, 1–36. <https://www.sciencedirect.com/science/article/pii/S0148296319306502>
- World Customs Organization*. (n.d.-a). Retrieved April 10, 2024, from Adewumi,

- O. M., Lien, G., & Mydland, Ø. (2023). Optimizing effects of firms' technological and non-technological processes on export-led innovation. *Economics of Innovation and New Technology*, 1–23. <https://doi.org/10.1080/10438599.2023.2224736>
- Amoako, G. K., Doe, J. K., & Neequaye, E. K. (2023). Online innovation and repurchase intentions in hotels: the mediating effect of customer experience. *International Hospitality Review*, 37(1), 28–47. <https://doi.org/10.1108/ihr-02-2021-0008>
- Andrews, F. M., & Herzog, A. R. (1986). The quality of survey data as related to age of respondent. *Journal of the American Statistical Association*, 81(394), 403–410. <https://doi.org/10.1080/01621459.1986.10478284>
- Ary, M. (2014). Analisis Korelasi dan Regresi Sederhana Menggunakan SPSS 17.0. *Statistik*, July, 1–27.
- Barbu, C. M., Florea, D. L., Dabija, D. C., & Barbu, M. C. R. (2021). Customer experience in fintech. *Journal of Theoretical and Applied Electronic Commerce Research*, 16(5), 1415–1433. <https://doi.org/10.3390/jtaer16050080>
- Bigliardi, B., Filippelli, S., Petroni, A., & Tagliente, L. (2022). The digitalization of supply chain: A review. *Procedia Computer Science*, 200(2019), 1806–1815. <https://doi.org/10.1016/j.procs.2022.01.381>
- Blavasciunaite, D., Garsviene, L., & Matuzeviciute, K. (2020). Trade balance effects on economic growth: Evidence from european union countries. *Economies*, 8(3). <https://doi.org/10.3390/ECONOMIES8030054>
- Bolton, R. N., & Lemon, K. N. (1999). A Dynamic Model of Customers' Usage of Services: Usage as an Antecedent and Consequence of Satisfaction. *Journal of Marketing Research*, 36(2), 171–186. <https://doi.org/10.1177/002224379903600203>
- Cepeda-Carrión, I., Alarcon-Rubio, D., Correa-Rodriguez, C., & Cepeda-Carrion, G. (2023). Managing customer experience dimensions in B2B express delivery services for better customer satisfaction: a PLS-SEM illustration. *International Journal of Physical Distribution and Logistics Management*, 53(7–8), 886–912. <https://doi.org/10.1108/IJPDLM-04-2022-0127>
- Ciani, A., & Mau, K. (2023). Delivery times in international competition: An empirical investigation. *Journal of Development Economics*, 161(July 2021), 103017. <https://doi.org/10.1016/j.jdeveco.2022.103017>
- 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>
- Datu Mangngiri, I. Y., & Taufik, S. (2023). Evaluasi Manajemen Risiko Pelaksanaan Konstruksi Gedung Rumah Sakit Umum Daerah Kabupaten Paniai Provinsi Papua. *Sainstech: Jurnal Penelitian Dan Pengkajian Sains Dan Teknologi*, 33(1), 15–21. <https://doi.org/10.37277/stch.v33i1.1648>
- Decisions. (2021). *JurnalMantik*. 4(4), 2568–2575.
- Ding, J. (2023). *Logistics Service Quality in Cross-Border E-Commerce and Consumer Repurchase Intention: The Moderating Effects of Consumer Ethnocentrism and Cosmopolitanism*. www.earticle.net
- Elliott, D., & Bonsignori, C. (2019). The influence of customs capabilities and

- express delivery on trade flows. *Journal of Air Transport Management*, 74(xxxx), 54–71. <https://doi.org/10.1016/j.jairtraman.2018.09.007>
- Eren, B. A. (2021). Determinants of customer satisfaction in chatbot use: evidence from a banking application in Turkey. *International Journal of Bank Marketing*, 39(2), 294–311. <https://doi.org/10.1108/IJBM-02-2020-0056>
- Evelina, T. Y., Kusumawati, A., Nimran, U., & Sunarti. (2020). The influence of utilitarian value, hedonic value, social value, and perceived risk on customer satisfaction: Survey of E-commerce customers in indonesia. *Business: Theory and Practice*, 21(2), 613–622. <https://doi.org/10.3846/btp.2020.12143>
- Express, T., Express, T. G., & Questions, K. (2023). *Global Express and Small Parcels Market Report : Market Size and Forecast Data for 2022 , 2023 and out to. 0–1.*
- FedEx. (2016). FedEx Acquires TNT Express. *FedEx Press Release, 2015.* <https://about.van.fedex.com/newsroom/fedex-acquires-tnt-express/>
- Forecasting, O. E. (2009). The impact of the express delivery industry on the global economy. *Unpublished Report*, 44(September), 1–44. <http://www.eiciindia.org/frontsite/An Oxford Economic Forecasting - The impact of the Express Delivery Industry on the global economy.pdf>
- Frontier Economics Ltd., L. for G. E. A. (2015). Express Delivery and Trade Facilitation: Impacts on the Global Economy. *A Report Prepared for the Global Express Association*, 1, 1–5.
- Gani, A. (2017). The Logistics Performance Effect in International Trade. *Asian Journal of Shipping and Logistics*, 33(4), 279–288. <https://doi.org/10.1016/j.ajsl.2017.12.012>
- Garcia, J. M., Freire, O. B. D. L., Santos, E. B. A., & Andrade, J. (2020). Factors affecting satisfaction and loyalty to online group buying. *Revista de Gestao*, 27(3), 211–228. <https://doi.org/10.1108/REGE-02-2018-0037>
- Garden-ahmedabad, L., & Garden-ahmedabad, L. (2019). *a Study of Customers ' Satisfaction Toward ' S Service Quality of Shipping Service Providers.*
- Ghoumrassi, A., & Tigu, G. (2018). The impact of the logistics management in customer satisfaction. *Proceedings of the International Conference on Business Excellence*, 12(1), 407–415. <https://doi.org/10.2478/picbe-2018-0036>
- Gkypali, A., Love, J. H., & Roper, S. (2021). Export status and SME productivity: Learning-to-export versus learning-by-exporting. *Journal of Business Research*, 128(February), 486–498. <https://doi.org/10.1016/j.jbusres.2021.02.026>
- Global Value Chains in a Changing World. (2013). In *Global Value Chains in a Changing World*. <https://doi.org/10.30875/0b68ab34-en>
- Gupta, S., Goh, M., Desouza, R., & Garg, M. (2011). Assessing trade friendliness of logistics services in ASEAN. *Asia Pacific Journal of Marketing and Logistics*, 23(5), 773–792. <https://doi.org/10.1108/13555851111183444>
- Hajarisman, N., & Herlina, M. (2022). *Buku Ajar Analisis Regresi dan Aplikasinya menggunakan SPSS Program Studi Statistika. March*, 1–89. <https://doi.org/10.13140/RG.2.2.14988.80008>
- Hummels, D. (2007). Transportation costs and international trade in the second era of globalization (Journal of Economic Perspectives) (2007) (131-154)).

- Journal of Economic Perspectives*, 21(4), 237.
<https://doi.org/10.1257/jep.21.4.237>
- Hummels, D. L., & Schaur, G. (2013). Time as a trade barrier. *American Economic Review*, 103(7), 2935–2959.
<https://doi.org/10.1257/aer.103.7.2935>
- ICAO, & WCO. (2023). Moving Air Cargo Globally. *Air Cargo and Mail Secure Supply Chain and Facilitation Guidelines*.
- Ikaningtyas, M. (2023). Pengaruh Kecerdasan Emosional Dan Efikasi Diri Terhadap Kinerja Karyawan Bagian Teknik Dan Layanan Service Pt Hasta Putera Perkasa Surabaya. *Journal Publicuho*, 6(1), 178–188.
<https://doi.org/10.35817/publicuho.v6i1.103>
- Jijian, Z., Twum, A. K., Agyemang, A. O., Edziah, B. K., & Ayamba, E. C. (2021). Empirical study on the impact of international trade and foreign direct investment on carbon emission for belt and road countries. *Energy Reports*, 7, 7591–7600. <https://doi.org/10.1016/j.egyr.2021.09.122>
- Jin, N. (Paul), Merkebu, J., & Line, N. D. (2019). The examination of the relationship between experiential value and price fairness in consumers' dining experience. *Journal of Foodservice Business Research*, 22(2), 150–166. <https://doi.org/10.1080/15378020.2019.1592652>
- Kar, A., & Sinha, D. (2011). *The Impact Of Cost Of Logistics In Pricing Of Goods For Global Markets: A Pricing Framework*. May 2011, 1–19.
https://www.researchgate.net/publication/303488019_The_Impact_Of_Cost_Of_Logistics_In_Pricing_Of_Goods_For_Global_Markets_A_Pricing_Framework
- Kaura, V., Prasad, C. S. D., & Sharma, S. (2015). Service quality, service convenience, price and fairness, customer loyalty, and the mediating role of customer satisfaction. *International Journal of Bank Marketing*, 33(4), 404–422. <https://doi.org/10.1108/IJBM-04-2014-0048>
- Kawa, A., & Światowiec-Szczepańska, J. (2021). Logistics as a value in e-commerce and its influence on satisfaction in industries: a multilevel analysis. *Journal of Business and Industrial Marketing*, 36(13), 220–235. <https://doi.org/10.1108/JBIM-09-2020-0429>
- Kementerian Keuangan, P. K. E. M. (2012). Laporan Tim Kajian Neraca Pembayaran. *Kementrian Keuangan Republik Indonesia*, 1–48.
- Kuppelwieser, V. G., Klaus, P., Manthiou, A., & Hollebeek, L. D. (2022). The role of customer experience in the perceived value–word-of-mouth relationship. *Journal of Services Marketing*, 36(3), 364–378.
<https://doi.org/10.1108/JSM-11-2020-0447>
- Le, D. N., Nguyen, H. T., & Hoang Truong, P. (2020). Port logistics service quality and customer satisfaction: Empirical evidence from Vietnam. *Asian Journal of Shipping and Logistics*, 36(2), 89–103.
<https://doi.org/10.1016/j.ajsl.2019.10.003>
- Lemon, K. N., & Verhoef, P. C. (2016). Understanding customer experience throughout the customer journey. *Journal of Marketing*, 80(6), 69–96.
<https://doi.org/10.1509/jm.15.0420>
- Liu, A., Osewe, M., Shi, Y., Zhen, X., & Wu, Y. (2022). Cross-border e-commerce development and challenges in china: A systematic literature review. *Journal of Theoretical and Applied Electronic Commerce Research*,

- 17(1), 69–88. <https://doi.org/10.3390/jtaer17010004>
- Maersk. (2023, October 27). *5 peak logistics periods to prepare for in 2024*. <https://www.maersk.com/logistics-explained/freight-seasons/2023/10/27/peak-periods-in-logistics>.
- Majeed, M., Asare, C., Fatawu, A., & Abubakari, A. (2022). An analysis of the effects of customer satisfaction and engagement on social media on repurchase intention in the hospitality industry. *Cogent Business and Management*, 9(1). <https://doi.org/10.1080/23311975.2022.2028331>
- Malc, D., Selinšek, A., Dlačić, J., & Milfelner, B. (2021). Exploring the emotional side of price fairness perceptions and its consequences. *Economic Research-Ekonomska Istrazivanja*, 34(1), 1931–1948. <https://doi.org/10.1080/1331677X.2020.1860790>
- Margaretha Ardhanari, S. V. (2022). *Digital Digital Repository Repository Universitas Universitas Jember Jember Digital Digital Repository Repository Universitas Universitas Jember Jember*. 8(1).
- Meng, F., & Wang, W. (2023). The impact of digitalization on enterprise value creation: An empirical analysis of Chinese manufacturing enterprises. *Journal of Innovation and Knowledge*, 8(3), 100385. <https://doi.org/10.1016/j.jik.2023.100385>
- Mensah, I., & Mensah, R. D. (2018). Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus Urban Tourism and Sustainable development in Ghana View project Effects of Service Quality and Customer Satisfaction on Repurchase. *Journal of Tourism, Heritage & Services Marketing*, 4(1), 27–36. <http://doi.org/10.5281/zenodo.1247542>
- Naclerio, A. G., & De Giovanni, P. (2022). Blockchain, logistics and omnichannel for last mile and performance. *International Journal of Logistics Management*, 33(2), 663–686. <https://doi.org/10.1108/IJLM-08-2021-0415>
- Ngah, A. H., Anuar, M. M., Rozar, N. N., Ariza-Montes, A., Araya-Castillo, L., Kim, J. J., & Han, H. (2021). Online sellers' reuse behaviour for third-party logistics services: An innovative model development and E-Commerce. *Sustainability (Switzerland)*, 13(14). <https://doi.org/10.3390/su13147679>
- Nur Amanda Putri, A., & Bernarto, I. (2023). The Influence of Price Fairness, Promotion, and Perceived Ease of Use on the Repurchase Intention. *MEC-J (Management and Economics Journal)*, 7(1), 77–90. <https://doi.org/10.18860/mec-j.v7i1.19585>
- Olaru, D., Purchase, S., & Peterson, N. (2008). From customer value to repurchase intentions and recommendations. *Journal of Business and Industrial Marketing*, 23(8), 554–565. <https://doi.org/10.1108/08858620810913362>
- Olsson, J., Hellström, D., & Vakulenko, Y. (2023). Customer experience dimensions in last-mile delivery: an empirical study on unattended home delivery. *International Journal of Physical Distribution and Logistics Management*, 53(2), 184–205. <https://doi.org/10.1108/IJPDLM-12-2021-0517>
- Olyanga, A. M., Shinyekwa, I. M. B., Ngoma, M., Nkote, I. N., Esemu, T., & Kamya, M. (2022). Export logistics infrastructure and export competitiveness in the East African Community. *Modern Supply Chain*

- Research and Applications*, 4(1), 39–61. <https://doi.org/10.1108/mscra-09-2021-0017>
- Ortigueira-Sánchez, L. C., Welsh, D. H. B., & Stein, W. C. (2022). Innovation drivers for export performance. *Sustainable Technology and Entrepreneurship*, 1(2). <https://doi.org/10.1016/j.stae.2022.100013>
- Parrilli, M. D., & Elola, A. (2012). The strength of science and technology drivers for SME innovation. *Small Business Economics*, 39(4), 897–907. <https://doi.org/10.1007/s11187-011-9319-6>
- Pei, X. L., Guo, J. N., Wu, T. J., Zhou, W. X., & Yeh, S. P. (2020). Does the effect of customer experience on customer satisfaction create a sustainable competitive advantage? A comparative study of different shopping situations. *Sustainability (Switzerland)*, 12(18). <https://doi.org/10.3390/SU12187436>
- R. Mehta, C., & R. Patel, N. (2011). IBM SPSS Exact Tests. 2011, January 1996. <http://www.spss.co.jp/medical/tutorial/04.html> ???
- Rahman, F. (2021). Pengaruh Transformational Leadership Terhadap Disiplin Kerja Petugas di Lembaga Pemasyarakatan Kelas IIB Klaten. *Jurnal Ilmiah Poli Bisnis*, 13(2), 118–129. <https://doi.org/10.30630/jipb.v13i2.603>
- Razi, F., & Lubis, A. R. (2022). Pengaruh Keterlibatan Terhadap Niat Rekomendasi Yang Dimediasi Oleh Pengalaman Dan Kepuasan Berwisata Pada Pengunjung Museum Tsunami Aceh. *Jurnal Ilmiah Mahasiswa Ekonomi Manajemen SINTA*, 4(1), 98–116. <http://jim.unsyiah.ac.id/ekm>
- Services, P., & Group, Q. (2021). *Framework of standards*. 2001–2003.
- Setiyawati, S., & Haryanto, B. (2016). Why Customers Intend to Use Express Delivery Services. *Case Studies in Business and Management*, 3(2), 56. <https://doi.org/10.5296/csbm.v3i2.9661>
- Sharma, N. (2022). How core, technical and social components of business relationship value drive customer satisfaction and loyalty in high tech B2B market. *Journal of Business and Industrial Marketing*, 37(5), 975–994. <https://doi.org/10.1108/JBIM-12-2020-0554>
- Sihombing, M., Donard Games, & Dessy Kurnia Sari. (2023). Analisis Service Quality Dan Customer Perceived Value Terhadap Customer Satisfaction Melalui Customer Trust Sebagai Variabel Mediasi. *Journal Publicuho*, 6(4), 1301–1310. <https://doi.org/10.35817/publicuho.v6i4.270>
- Singh, R. K. (2024). Leveraging technology in humanitarian supply chains: impacts on collaboration, agility and sustainable outcomes. *Journal of Humanitarian Logistics and Supply Chain Management*, June. <https://doi.org/10.1108/JHLSCM-05-2024-0063>
- Smith, R. (2014). Health and Health Care, Macroeconomics of. *Encyclopedia of Health Economics*, 1, 327–332. <https://doi.org/10.1016/B978-0-12-375678-7.00601-5>
- Srivastava, M., & Kaul, D. (2014). Social interaction, convenience and customer satisfaction: The mediating effect of customer experience. *Journal of Retailing and Consumer Services*, 21(6), 1028–1037. <https://doi.org/10.1016/j.jretconser.2014.04.007>
- Sugiyono, P. D. (2017). *Metode-Penelitian-Kuantitatif-Kualitatif-Dan-R-D-Prof-Dr-Sugiyono-2017*.
- Tahir Jan, M., & Abdullah, K. (2014). The impact of technology csfs on customer

- satisfaction and the role of trust: An empirical study of the banks in malaysia. *International Journal of Bank Marketing*, 32(5), 429–447. <https://doi.org/10.1108/IJBM-11-2013-0139>
- Tarafdar, M., Tu, Q., & Ragu-Nathan, T. (2010). Impact of technostress on end-user satisfaction and performance. *Journal of Management Information Systems*, 27(3), 303–334. <https://doi.org/10.2753/MIS0742-1222270311>
- Teori, J. P. (2023). *p-ISSN: 2087-1708; e-ISSN: 2597-9035*. 14(2), 161–173.
- Tiwari, A. K., Marak, Z. R., Paul, J., & Deshpande, A. P. (2023). Determinants of electronic invoicing technology adoption: Toward managing business information system transformation. *Journal of Innovation and Knowledge*, 8(3). <https://doi.org/10.1016/j.jik.2023.100366>
- Undang Undang Kepabebean Republik Indonesia Nomor 17 Tahun 2006, 139 (2006).
- Undang Undang Kepabebean UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 17 TAHUN 2006, UNDANG-UNDANG KEPABEANAN (2006).
- UPS Paperless SM Invoice : Go Worldwide with a Leader . UPS is the first carrier that enables you to submit your commercial invoice electronically when you ship internationally .* (2007). 1970594.
- Vinish, P., Pinto, P., & Hawaldar, I. T. (2022). PERCEIVED IDLE WAIT AND ASSOCIATED EMOTIONAL DISCOMFORT: AN ANALYSIS OF RETAIL WAITING EXPERIENCE. *Innovative Marketing*, 18(1), 1–11. [https://doi.org/10.21511/im.18\(1\).2022.01](https://doi.org/10.21511/im.18(1).2022.01)
- Wang, J. N., Du, J., Chiu, Y. L., & Li, J. (2018). Dynamic effects of customer experience levels on durable product satisfaction: Price and popularity moderation. *Electronic Commerce Research and Applications*, 28, 16–29. <https://doi.org/10.1016/j.elerap.2018.01.002>
- Wang, M., Wang, B., & Chan, R. (2021). Reverse logistics uncertainty in a courier industry: a triadic model. *Modern Supply Chain Research and Applications*, 3(1), 56–73. <https://doi.org/10.1108/mscra-10-2020-0026>
- Wathne, K. H., Biong, H., & Heide, J. B. (2001). Choice of supplier in embedded markets: Relationship and marketing program effects. *Journal of Marketing*, 65(2), 54–66. <https://doi.org/10.1509/jmkg.65.2.54.18254>
- Wau, F. T., & Kiton, M. A. (2024). Signifikansi Inovasi Teknologi Dalam Konteks Ekspansi Dan Transformasi Ekonomi Pasca-Pandemi. *Journal Publicuho*, 7(1), 76–88. <https://doi.org/10.35817/publicuho.v7i1.323>
- WCO, World Customs Organization Chapter 2, D. (2008). *Chapter 2*. 13–15.
- WCO, W. C. O. (2018). *CUSTOMS GUIDELINES ON INTEGRATED SUPPLY CHAIN MANAGEMENT*.
- Witell, L., Kowalkowski, C., Perks, H., Raddats, C., Schwabe, M., Benedettini, O., & Burton, J. (2020). CHARACTERIZING CUSTOMER EXPERIENCE MANAGEMENT IN BUSINESS This is a pre-print (non- publisher ' s document). Please cite the published article : Witell , Lars ., Christian Kowalkowski , Helen Perks , Chris Raddats , Maria Schwabe , Ornella Benedettini a. *Journal of Business Research*, Volume 116, 1–36. <https://www.sciencedirect.com/science/article/pii/S0148296319306502>
- World Customs Organization. (n.d.-a). Retrieved April 10, 2024, from <https://www.wcoomd.org/en/about-us/what-is-the-wco/discover-the-wco.aspx>

- World Customs Organization*. (n.d.-b). Retrieved April 10, 2024, from https://www.wcoomd.org/en/topics/facilitation/instrument-and-tools/conventions/pf_revised_kyoto_conv/kyoto_new/gach2.aspx
- Zhao, H., Yao, X., Liu, Z., & Yang, Q. (2021). Impact of Pricing and Product Information on Consumer Buying Behavior With Customer Satisfaction in a Mediating Role. *Frontiers in Psychology*, *12*(December), 1–11. <https://doi.org/10.3389/fpsyg.2021.720151>
- Zhu, Q., Ruan, Y., Liu, S., Yang, S. B., Wang, L., & Che, J. (2023). Cross-border electronic commerce's new path: from literature review to AI text generation. *Data Science and Management*, *6*(1), 21–33. <https://doi.org/10.1016/j.dsm.2022.12.001>

