

DAFTAR PUSTAKA

- Agarwal, R., & Dhingra, S. (2023). Factors influencing cloud service quality and their relationship with customer satisfaction and loyalty. *Heliyon*, 9(4), e15177. <https://doi.org/10.1016/j.heliyon.2023.e15177>
- Alam, M. S., & Mondal, M. (2019). Assessment of sanitation service quality in urban slums of Khulna city based on SERVQUAL and AHP model: A case study of railway slum, Khulna, Bangladesh. *Journal of Urban Management*, 8(1), 20–27. <https://doi.org/10.1016/j.jum.2018.08.002>
- Bae, J. H., & Jeon, H. M. (2022). Exploring the Relationships among Brand Experience, Perceived Product Quality, Hedonic Value, Utilitarian Value, and Brand Loyalty in Unmanned Coffee Shops during the COVID-19 Pandemic. *Sustainability (Switzerland)*, 14(18). <https://doi.org/10.3390/su141811713>
- Bungatang, B., & Reynel, R. (2021). The Effect of Service Quality Elements on Customer Satisfaction. *Golden Ratio of Marketing and Applied Psychology of Business*, 1(2), 107–118. <https://doi.org/10.52970/grmapb.v1i2.102>
- Chou, C. C., Liu, L. J., Huang, S. F., Yih, J. M., & Han, T. C. (2011). An evaluation of airline service quality using the fuzzy weighted SERVQUAL method. *Applied Soft Computing Journal*, 11(2), 2117–2128. <https://doi.org/10.1016/j.asoc.2010.07.010>
- Chuenyindee, T., Ong, A. K. S., Ramos, J. P., Prasetyo, Y. T., Nadlifatin, R., Kurata, Y. B., & Sitiwatethanasiri, T. (2022). Public utility vehicle service quality and customer satisfaction in the Philippines during the COVID-19 pandemic. *Utilities Policy*, 75(January), 101336. <https://doi.org/10.1016/j.jup.2022.101336>
- Dhaigude, A. S., Vinod Tapar, A., Shameem Jawed, M., & Kamath, G. B. (2023). Is perceived value enough to create loyalty for m-wallets? Exploring the role of trust and satisfaction. *Cogent Business and Management*, 10(3), 1–24. <https://doi.org/10.1080/23311975.2023.2281050>

- Du, T., Zeng, N., Huang, Y., & Vejre, H. (2020). Relationship between the dynamics of social capital and the dynamics of residential satisfaction under the impact of urban renewal. *Cities*, 107(August), 102933. <https://doi.org/10.1016/j.cities.2020.102933>
- Dwi Poetra, R. (2019). BAB II Tinjauan Pustaka BAB II TINJAUAN PUSTAKA 2.1. 1–64. *Gastronomía Ecuatoriana y Turismo Local.*, 1(69), 5–24.
- Etemad-Sajadi, R., Heo, C. Y., & Clergue, V. (2023). Instilling the core tenets of hospitality in healthcare services: The role of service assurance and social presence. *International Journal of Hospitality Management*, 111(October 2022), 103492. <https://doi.org/10.1016/j.ijhm.2023.103492>
- Fauzi, A. A., & Sheng, M. L. (2020). Ride-hailing apps' continuance intention among different consumer groups in Indonesia: the role of personal innovativeness and perceived utilitarian and hedonic value. *Asia Pacific Journal of Marketing and Logistics*, 33(5), 1195–1219. <https://doi.org/10.1108/APJML-05-2019-0332>
- Fisher, H. (2010). The Prehistory: De Moivre's Theorem. In *A History of the Central Limit Theorem*. <http://www.springer.com/series/4142>
- González-Viralta, D., Veas-González, I., Egaña-Bruna, F., Vidal-Silva, C., Delgado-Bello, C., & Pezoa-Fuentes, C. (2023). Positive effects of green practices on the consumers' satisfaction, loyalty, word-of-mouth, and willingness to pay. *Heliyon*, 9(10), e20353. <https://doi.org/10.1016/j.heliyon.2023.e20353>
- Gopi, B., & Samat, N. (2020). The influence of food trucks' service quality on customer satisfaction and its impact toward customer loyalty. *British Food Journal*, 122(10), 3213–3226. <https://doi.org/10.1108/BFJ-02-2020-0110>
- Gül, İ., Helvacıoğlu, E. T., & Saracılı, S. (2023). Service quality, outpatient satisfaction and loyalty in community pharmacies in Turkey: A structural equation modeling approach. *Exploratory Research in Clinical and Social Pharmacy*, 12(July). <https://doi.org/10.1016/j.rcsop.2023.100361>

- Hasbullah, H., Ikhsan, A., & Amri, S. (2020). Pengaruh Kualitas Pelayanan Jasa Terhadap Kepuasan Konsumen Pada Cv. Romi Tour and Travel. *Jurnal PROKSI (Jurnal Program Vokasi Ekonomi & Bisnis)*, 3(3), 26–37.
- Hong, C., Choi, H. (Hailey), Choi, E. K. (Cindy), & Joung, H. W. (David). (2021). Factors affecting customer intention to use online food delivery services before and during the COVID-19 pandemic. *Journal of Hospitality and Tourism Management*, 48(April), 509–518. <https://doi.org/10.1016/j.jhtm.2021.08.012>
- Islam, T., Islam, R., Pitafi, A. H., Xiaobei, L., Rehmani, M., Irfan, M., & Mubarak, M. S. (2021). The impact of corporate social responsibility on customer loyalty: The mediating role of corporate reputation, customer satisfaction, and trust. In *Sustainable Production and Consumption* (Vol. 25). Elsevier B.V. <https://doi.org/10.1016/j.spc.2020.07.019>
- Jattamart, A., & Leelasantitham, A. (2020). Perspectives to social media usage of depressed patients and caregivers affecting to change the health behavior of patients in terms of information and perceived privacy risks. *Helijon*, 6(6), e04244. <https://doi.org/10.1016/j.heliyon.2020.e04244>
- Jones, M. A., Reynolds, K. E., & Arnold, M. J. (2006). Hedonic and utilitarian shopping value: Investigating differential effects on retail outcomes. *Journal of Business Research*, 59(9), 974–981. <https://doi.org/10.1016/j.jbusres.2006.03.006>
- Joo, D., Woosnam, K. M., Lee, S., & Lee, C. K. (2020). Destination loyalty as explained through self-congruity, emotional solidarity, and travel satisfaction. *Journal of Hospitality and Tourism Management*, 45(June), 338–347. <https://doi.org/10.1016/j.jhtm.2020.06.017>
- Jurnal, M., Industri, T., Belibis, P. T., & Mandiri, P. (2018). *Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Di Metode Jurnal Teknik Industri Vol 4 (2): 39-48 2018. 4(2), 39–48.*

- Kesari, B., & Atulkar, S. (2016). Satisfaction of mall shoppers: A study on perceived utilitarian and hedonic shopping values. *Journal of Retailing and Consumer Services*, 31, 22–31.
<https://doi.org/10.1016/j.jretconser.2016.03.005>
- Keusters, G., Batelaan, F., Sleeswijk Visser, F., Houwing, E. J., & Bakker, H. (2023). The potential of the empathic ability for the performance of civil engineering projects. *Journal of Engineering, Design and Technology*.
<https://doi.org/10.1108/JEDT-08-2022-0431>
- Khan, M. R., Pervin, M. T., Arif, M. Z. U., & Hossain, S. M. K. (2024). The impact of technology service quality on Bangladeshi banking consumers' satisfaction during the pandemic situation: Green development and innovation perspective in banking service. *Innovation and Green Development*, 3(2), 100120.
<https://doi.org/10.1016/j.igd.2023.100120>
- Kostromitina, M., Keller, D., Cavusoglu, M., & Beloin, K. (2021). "His lack of a mask ruined everything." Restaurant customer satisfaction during the COVID-19 outbreak: An analysis of Yelp review texts and star-ratings. *International Journal of Hospitality Management*, 98(June), 103048.
<https://doi.org/10.1016/j.ijhm.2021.103048>
- Laroche, M., Babin, B. J., Lee, Y. K., Kim, E. J., & Griffin, M. (2005). Modeling consumer satisfaction and word-of-mouth: restaurant patronage in Korea. *Journal of Services Marketing*, 19(3), 133–139.
<https://doi.org/10.1108/08876040510596803>
- Lee, C. H., Zhao, X., & Lee, Y. C. (2019). Service quality driven approach for innovative retail service system design and evaluation: A case study. *Computers and Industrial Engineering*, 135(May), 275–285.
<https://doi.org/10.1016/j.cie.2019.06.001>
- Li, W., Feng, T., Timmermans, H. J. P., Li, Z., Zhang, M., & Li, B. (2020). Analysis of citizens' motivation and participation intention in urban planning. *Cities*, 106(August), 102921. <https://doi.org/10.1016/j.cities.2020.102921>

- Liana, P., Jaensson, J.-E., & Mmari, G. (2023). Service quality dimensions as predictors of customer loyalty in mobile payment services: moderating effect of gender. *Future Business Journal*, 9(1). <https://doi.org/10.1186/s43093-023-00277-2>
- Luo, Y., & Ye, Q. (2019). Understanding consumers' loyalty to an online outshopping platform: The role of social capital and perceived value. *Sustainability (Switzerland)*, 11(19), 1–18. <https://doi.org/10.3390/su11195371>
- Magatef, S., Al-Okaily, M., Ashour, L., & Abuhussein, T. (2023). The impact of electronic customer relationship management strategies on customer loyalty: A mediated model. *Journal of Open Innovation: Technology, Market, and Complexity*, 9(4), 100149. <https://doi.org/10.1016/j.joitmc.2023.100149>
- Mikhaylov, A., Gumenyuk, I., & Mikhaylova, A. (2015). The SERVQUAL model in measuring service quality of public transportation : evidence from Russia
The SERVQUAL Model in Measuring Service Quality of Public Transportation: Evidence from Russ. *Quality, Access to Success, September*.
- Munim, Z. H., & Noor, T. (2020). Young people's perceived service quality and environmental performance of hybrid electric bus service. *Travel Behaviour and Society*, 20(August 2019), 133–143. <https://doi.org/10.1016/j.tbs.2020.03.003>
- Naveen, B. R., & Gurtoo, A. (2020). The Cause Effect Relationship Model of Service Quality in relation with Overall Satisfaction. *Transportation Research Procedia*, 48(2018), 1694–1721. <https://doi.org/10.1016/j.trpro.2020.08.208>
- Nigatu, A. G., Belete, A. A., & Habtie, G. M. (2023). Effects of automated teller machine service quality on customer satisfaction: Evidence from commercial bank of Ethiopia. *Heliyon*, 9(8), e19132. <https://doi.org/10.1016/j.heliyon.2023.e19132>

- Ong, A. K. S., Prasetyo, Y. T., Vallespin, B. E., Persada, S. F., & Nadlifatin, R. (2022). Evaluating the influence of service quality, hedonic, and utilitarian value on shopper's behavioral intentions in urban shopping malls during the COVID-19 pandemic. *Heliyon*, 8(12), e12542. <https://doi.org/10.1016/j.heliyon.2022.e12542>
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The service quality dimensions that affect customer satisfaction in the Jordanian banking sector. *Sustainability (Switzerland)*, 11(4), 1–24. <https://doi.org/10.3390/su11041113>
- Rodríguez, Velastequí, M. (2019). *No 主観的健康感を中心とした在宅高齢者における健康関連指標に関する共分散構造分析*. Title. 4(2), 1–23.
- Salamah, A. A., Hassan, S., Aljaafreh, A., Zabadi, W. A., AlQudah, M. A., Hayat, N., Al Mamun, A., & Kanesan, T. (2022). Customer retention through service quality and satisfaction: using hybrid SEM-neural network analysis approach. *Heliyon*, 8(9), e10570. <https://doi.org/10.1016/j.heliyon.2022.e10570>
- Sam, E. F., Hamidu, O., & Daniels, S. (2018). SERVQUAL analysis of public bus transport services in Kumasi metropolis, Ghana: Core user perspectives. *Case Studies on Transport Policy*, 6(1), 25–31. <https://doi.org/10.1016/j.cstp.2017.12.004>
- Soewignyo, T. I., Septiani, & Maruru, J. V. (2022). Analisis Kualitas Pelayanan Universitas Klabat Terhadap Kepuasan Mahasiswa Dalam Pembayaran Tagihan Spp. *Terapan Ilmu Manajemen Dan Bisnis*, 5(2), 117–141.
- Sugiyono, D. (2010). Metode penelitian kuantitatif kualitatif dan R&D. In *Penerbit Alfabeta*.
- Sumi, R. S., & Kabir, G. (2021). Satisfaction of e-learners with electronic learning service quality using the servqual model. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(4), 227. <https://doi.org/10.3390/joitmc7040227>
- Syahrizal, H., & Jailani, M. S. (2023). Jenis-Jenis Penelitian Dalam Penelitian Kuantitatif dan Kualitatif. *Jurnal QOSIM Jurnal Pendidikan Sosial & Humaniora*, 1(1), 13–23. <https://doi.org/10.61104/jq.v1i1.49>

- Tiglao, N. C. C., De Veyra, J. M., Tolentino, N. J. Y., & Tacderas, M. A. Y. (2020). The perception of service quality among paratransit users in Metro Manila using structural equations modelling (SEM) approach. *Research in Transportation Economics*, 83(August), 100955. <https://doi.org/10.1016/j.retrec.2020.100955>
- Tumsekcali, E., Ayyildiz, E., & Taskin, A. (2021). Interval valued intuitionistic fuzzy AHP-WASPAS based public transportation service quality evaluation by a new extension of SERVQUAL Model: P-SERVQUAL 4.0. *Expert Systems with Applications*, 186(April), 115757. <https://doi.org/10.1016/j.eswa.2021.115757>
- Wen, C. H., & Hilmi, M. F. (2011). Exploring service quality, customer satisfaction and customer loyalty in the Malaysian mobile telecommunication industry. *2011 IEEE Colloquium on Humanities, Science and Engineering, CHUSER 2011, December 2011*, 733–738. <https://doi.org/10.1109/CHUSER.2011.6163832>
- Wibowo, A. E. (2010). Analisis Faktor – Faktor Yang Mempengaruhi Behavioural Intention. *Jurnal Elektronik REKAMAN (Riset Ekonomi Bidang Manajemen Dan Akuntansi)*, 5(2), 32–43.
- Yang, K., Kim, J., Min, J., & Hernandez-Calderon, A. (2021). Effects of retailers' service quality and legitimacy on behavioral intention: the role of emotions during COVID-19. *Service Industries Journal*, 41(1–2), 84–106. <https://doi.org/10.1080/02642069.2020.1863373>
- Yoo, J. (2023). The effects of augmented reality on consumer responses in mobile shopping: The moderating role of task complexity. *Helijon*, 9(3), e13775. <https://doi.org/10.1016/j.heliyon.2023.e13775>
- Yusnara, R. I., & Soepatini, S. (2023). Utilitarian, hedonic, and social values on e-commerce customer loyalty: mediating role of customer satisfaction. *Journal of Enterprise and Development*, 5(2), 296–316. <https://doi.org/10.20414/jed.v5i2.7009>

Zhao, Y. S., Liu, Y. P., & Zeng, Q. A. (2017). A weight-based item recommendation approach for electronic commerce systems. *Electronic Commerce Research*, 17(2), 205–226. <https://doi.org/10.1007/s10660-015-9188-1>

