

DAFTAR PUSTAKA

- Bernarto, I., & Patricia. (2017). Pengaruh Perceived Value, Customer Satisfaction dan Trust terhadap Customer Loyalty Restoran XYZ di Tangerang. *Journal for Business and Entrepreneur*, 1(1), 36–49.
- Borchert, A., & Heisel, M. (2022). The role of *Trustworthiness* facets for developing social media applications: A structured literature review. *Information*, 13(34), 1-21.
- Bulacan, J. E. S., Co, J. C., Milan, B. C. S., & Fernandez, R. R. (2021). Impact of price, time, trust, and convenience on Shopee consumers' online shopping behavior. *International Journal of Social and Management Studies*, 3(4), 34-47.
- Cho, M., Bonn, M. A., & Li, J. (2018). Differences in perceptions about food delivery apps between single-person and multi-person households. *International Journal of Hospitality Management*, 1(1), 1-9.
- Cho, M., Bonn, M. A., & Li, J. (Justin). (2019). Differences in perceptions about food delivery apps between single-person and multi-person households. *International Journal of Hospitality Management*, 77, 108–116. <https://doi.org/10.1016/j.ijhm.2018.06.019>
- Connett, B., & O'Halloran, B. (2018). Systems engineering design: Architecting *Trustworthiness* in cyber-physical systems using an extended aggregated modality. *Procedia Computer Science*, 140(1), 4-12.
- Elkhani, N., Soltani, S., & Bakri, A. (2013). An effective model for evaluating website quality considering customer satisfaction and loyalty: Evidence from airline websites. *IJCSI International Journal of Computer Science Issues*, 10(2), 109-117.
- Ellitan, L. (2023). The Mediating Role Of Satisfaction On Logistic Service Quality-Loyalty Relationship. *Quality - Access to Success*, 24(195). <https://doi.org/10.47750/QAS/24.195.20>

- Gultom, D. K., Arif, M., & Fahmi, M. (2020). Determinasi Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Melalui Kepercayaan. *Jurnal Ilmiah Magister Manajemen*, 3(2), 171–180. <https://doi.org/10.30596/maneggio.v3i2.5290>
- Haasteren, A. V., Vayena, E., & Powell, J. (2020). The mobile health app *Trustworthiness* checklist: Usability assessment. *JMIR Mhealth Uhealth*, 8(7), 1-8.
- Hamari, J., Hanner, N., & Koivisto, J. (2017). Why pay premium in freemium services?: A study on perceived value, continued use, and purchase intentions in free-to-play games. *International Journal of Information Management*, 51, 1-15.
- Hasan, A. (2019). *Marketing*. Media Utama.
- Hinterhuber, A., & Liozu, S. M. (2014). Is innovation in pricing your next source of competitive advantage?. *Business Horizons*, 57, 413-423.
- Huddiniah, E. R., & Mahendrawathi, E. R. (2019). Product variety, supply chain complexity, and the needs for information technology: A framework based on literature review. *Operation and Supply Chain Management*, 12(4), 245-255.
- Jung, W., & Yim, H. R. (2018). An exploratory study of the interface design factors affecting user intention to use mobile applications. *International Journal of Advanced Science and Technology*, 119(1), 103-110.
- Khan, M. R., Rana, S., & Hosen, M. I. (2022). Impact of *Trustworthiness* on the usage of m-banking apps: A study on Bangladeshi consumers. *Business Perspectives and Research*, 1(1), 1-17.
- Khazaei, A., Manjiri, H., Samiey, E., & Najafi, H. (2014). The effect of service convenience on customer satisfaction and behavioral responses in the banking industry. *International Journal of Basic Sciences & Applied Research*, 3(1), 16-23.
- Kim, Y. A. (2017). The impact on customers' perception of product variety. *Korea Review of International Studies*, 37(50), 37-50.

- Levy, M., & Weitz, B. A. (2001). Retailing management (4th ed.). Boston: McGraw-Hill Irwin.
- Lie, C. L., Winata, R. N., & Andreani, F. (2019). *ANALISA PENGARUH PERCEIVED QUALITY, PERCEIVED VALUE, CUSTOMER SATISFACTION, DAN CUSTOMER TRUST TERHADAP CUSTOMER LOYALTY DARI KONSUMEN MASKAPAI PENERBANGAN AIRASIA INDONESIA*.
- Makalalag, A. H., Ekawardhani, Y. A., & Gaol, T. V. L. (2021). User interface/user experience design for mobile-based project management applications using the design thinking approach. *International Journal of Education, Information Technology and Others*, 4(2), 269-274.
- Malik, S. U. (2012). Customer satisfaction, perceived service quality, and the mediating role of perceived value. *International Journal of Marketing Studies*, 4(1), 68-76.
- Moorman, C., Deshpande, R., & Zaltman, G. (2011). Actors Affecting Trust in Market Relationship. *Journal of Marketing*, 58.
- Mowen, & Minor. (2012). *Perilaku Konsumen Jilid 1* (5th ed.). Erlangga.
- Nahra Putra, M. T., & Nurmahdi, A. (2020). ANALYSIS OF EFFECT PRICE AND QUALITY ON BRAND IMAGE AND ITS IMPLICATION ON PURCHASE DECISION MODENA GAS COOKTOP (CASE STUDY ON GRAND GALAXY CITY RESIDENCE BEKASI). *Dinasti International Journal of Digital Business Management*, 1(5), 747–761.
<https://doi.org/10.31933/dijdbm.v1i5.481>
- Nawangsari, S., Harahap, S. K., Alrasyid, H., Herlina, N., Ekowati, E., & Asmarany, A. I. (2022). Design of mobile digital healthcare applications for pregnant women based on Android. *Matrik: Jurnal Manajemen, Teknik Informatika, dan Rekayasa Komputer*, 21(2), 439-450.

- Niasin, M. A. F., & Belkhamza, Z. (2021). Mobile shopping convenience behavior: The quest for a conceptual framework. *International Journal of Services Technology and Management*, 27(1/2), 143-159.
- Nikhashemi, S. R., Tarofder, A. K., Gaur, S. S., & Haque, A. (2016). The effect of customers' perceived value of retail stores on the relationship between store attributes and customer brand loyalty: Some insights from Malaysia. *Procedia Economics and Finance*, 37, 432-438.
- Oktadiani, O. D. (2020). PENGARUH KUALITAS PRODUK DAN CITRA MEREK TERHADAP LOYALITAS PELANGGAN DAN KEPUASAN PELANGGAN PADA FAST FASHION UNIQLO DI TUNJUNGAN PLAZA MALL. *Jurnal Ilmu Dan Riset Manajemen*, 9(1), 1–21.
- Putri, Y. Z. A., & Putra, S. S. (2023). The Influence of Social Media Influencers, Trustworthiness, and Electronic Word of Mouth on the Purchase Decision of Products Endorsed by @Awkarin on Instagram. *Management Studies and Entrepreneurship Journal*, 4(6), 8935–8945.
<http://journal.yrpipku.com/index.php/msej>
- Rahab, Handayani, S. R., & Nawarini, A. T. (2015). PERAN PERCEIVED VALUE DAN KEPUASAN PELANGGAN DALAM UPAYA MEMBANGUN LOYALITAS PENGGUNA KARTU SELULER. *MEDIAEKONOMIDANMANAJEMEN*, 30(1), 76–84.
- Ramadhan, H. A., & Fitriana, G. F. (2021). Mobile apps design to find internship places using the design thinking method. *Jurnal Tekno Kompak*, 16(1), 162-174.
- Rao, V. S., & Krishna, T. M. (2014). A design of mobile health for Android applications. *American Journal of Engineering Research*, 3(6), 20-29.
- Reis, R. C., Scavarda, L. F., & Pancieri, B. M. (2013). Product variety management: A synthesis of existing research. *African Journal of Business Management*, 7(1), 39-55.

- Samrgandi, N. (2021). User interface design and evaluation of mobile applications. *International Journal of Computer Science and Network Security*, 21(1), 55-63.
- Sandesara, M., Bodkhe, U., Tanwar, S., Alshehri, M. D., Sharma, R., Neagu, B. C., Grigoras, G., & Raboaca, M. S. (2022). Design and experience of mobile applications: A pilot survey. *Mathematics*, 10(1), 1-20.
- Sapienza, A., Cantucci, F., & Falcone, R. (2022). Modeling interaction in human-machine systems: A trust and *Trustworthiness* approach. *Automation*, 3(1), 242-257.
- Schouten, A. P., Janssen, L., & Verspaget, M. (2020). Celebrity vs. Influencer endorsements in advertising: the role of identification, credibility, and Product-Endorser fit. *International Journal of Advertising*, 39(2), 258–281. <https://doi.org/10.1080/02650487.2019.1634898>
- Sehgal, J.K. (2016). Impact of service convenience on customer satisfaction. *SOPAAN*, 1(1), 1-6.
- Thaneshan, L., Yamin, F. M., & Othman, S. N. (2020). The role of convenience, compatibility, and media richness in accepting mobile services in Malaysia. *Journal of Information System and Technology Management*, 5(17), 12-19.
- Tjiptono, F. (2014). *Pemasaran Jasa - Prinsip, Penerapan, dan Penelitian*.
- Vicramaditya, P. B. (2021). Pengaruh E-Service Quality, Kualitas Informasi dan Perceived Value terhadap Loyalitas Pelanggan melalui Kepuasan Pelanggan Grabbike. *Journal of Business and Banking*, 10(2), 325. <https://doi.org/10.14414/jbb.v10i2.2379>
- Wang, Y. H., & Chen, L. Y. (2016). An empirical study of the effect of perceived price on purchase intention: Evidence from low-cost carriers. *International Journal of Business and Social Science*, 7(4), 97-107.
- Wijaya, A., Turangan, J. A., & Ruslim, H. (2021). The effect of mobile payment on convenience and willingness to pay. *Advances in Social Science, Education and Humanities Research*, 655(1), 1150-1155.

Xie, X., & Xue, W. (2018). An approach assessing software *Trustworthiness*.
Advances in Computer Science Research, 80(1), 522-526.

