

DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2017). Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Mediasi Pada Karyawan Pt . Borwita Citra Prima Surabaya. *Agora*, 5(1), 2–8.
- Aghitsni, W. I., & Busyra, N. (2022). Pengaruh Kualitas Produk Terhadap Keputusan Pembelian Kendaraan Bermotor Di Kota Bogor. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 6(3), 38–51. <https://doi.org/10.31955/mea.v6i3.2271>
- Ahmaddien, I., & Widati, E. (2019). Pengaruh Kualitas Pelayanan, Kualitas Produk dan Keputusan Pembelian terhadap Loyalitas Pelanggan Go Food melalui Variabel Kepuasan. *Intekna*, 19(1), 1–68.
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Anam, K. (2023). *Potensi Indonesia Menjadi E-Commerce Hub di ASEAN*. <Https://Www.Cnbcindonesia.Com/>.
<https://www.cnbcindonesia.com/news/20230927193809-4-476167/potensi-indonesia-menjadi-e-commerce-hub-di-asean>
- Ardani, W. (2022). Pengaruh Digital Marketing Terhadap Perilaku Konsumen. *Jurnal Tadbir Peradaban*, 2(1), 40–47. <https://doi.org/10.55182/jtp.v2i1.102>
- Boonlertvanich, K. (2019). Service quality, Satisfaction, trust, and Loyalty: the moderating role of main-bank and wealth status. *International Journal of Bank Marketing*, 37(1), 278–302. <https://doi.org/10.1108/IJBM-02-2018-0021>
- Bursan, R., & Abdul Rahman, N. A. Bin. (2023). Building Loyalty through Usability and Satisfaction with RedDoorz Website Services. *Al-Kharaj: Journal of Islamic Economic and Business*, 5(3), 288–296. <https://doi.org/10.24256/kharaj.v5i3.4165>
- 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>
- Casaló, L., Flavián, C., & Guinalíu, M. (2008). The role of Perceived usability, reputation, Satisfaction and consumer familiarity on the website Loyalty formation process. *Computers in Human Behavior*, 24(2), 325–345. <https://doi.org/10.1016/j.chb.2007.01.017>
- Cyr, D., & Bonanni, C. (2005). Gender and website design in e-business. *International Journal of Electronic Business*, 3(6), 565. <https://doi.org/10.1504/ijeb.2005.008536>
- Dea Elias, J., & Lubua, E. W. (2021). The Impact of Usability, Functionality and Reliability on Users' Satisfaction During Library System Adoption. *The*

- Journal of Informatics*, 1(1), 13–21. <https://doi.org/10.59645/tji.v1i1.13>
- Dianat, I., Adeli, P., Asgari Jafarabadi, M., & Karimi, M. A. (2019). User-centred web design, usability and user *Satisfaction*: The case of online banking websites in Iran. *Applied Ergonomics*, 81(June), 102892. <https://doi.org/10.1016/j.apergo.2019.102892>
- Dirgantara, H. (2022). *Penjualan Ace Hardware (ACES) Bakal Laris Manis Jelang Hari Raya*. <Https://Insight.Kontan.Co.Id/>. <https://insight.kontan.co.id/news/penjualan-ace-hardware-aces-bakal-laris-manis-jelang-hari-raya>
- Duryadi. (2021). *Metode Penelitian Ilmiah*. Prima Agus Teknik.
- Ferreira, J. M., Acuña, S. T., Dieste, O., Vegas, S., Santos, A., Rodríguez, F., & Juristo, N. (2020). Impact of usability mechanisms: An experiment on efficiency, effectiveness and user *Satisfaction*. *Information and Software Technology*, 117(November 2018), 106195. <https://doi.org/10.1016/j.infsof.2019.106195>
- Francis, U. O., Haque, R., Rahman, A., Al-Hunaiyyan, A., Al-Ainati, S., Lokman, F. Z. A., & Isa, M. B. M. (2023). The Impact of Digital Marketing on Consumer Purchasing Behaviour. *International Journal of Operations and Quantitative Management*, 29(2), 378–405. <https://doi.org/10.46970/2023.29.2.18>
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Badan Penerbit Universitas Diponegoro.
- Guo, J., Zhang, W., & Xia, T. (2023). Impact of Shopping Website Design on Customer *Satisfaction* and *Loyalty*: The Mediating Role of Usability and the Moderating Role of Trust. *Sustainability (Switzerland)*, 15(8). <https://doi.org/10.3390/su15086347>
- 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>
- Hasan, M., & Mahmud, S. (2023). Perceived Quality, Customer *Satisfaction* and *Loyalty*: An Empirical Study in the Telecommunication Sector of Bangladesh. *Jahangirnagar University Journal of Business Research*, 23(June). <https://doi.org/10.53461/jujbr.v23i.4>
- Hideyat, A., Triyani, D., & Prapti, L. (2019). the Influence of Product Quality, Price Perception, and Brand Image on Furniture Purchase At Pt. Jati City Furindo Jepara. *Economics and Business Solutions Journal*, 3(2), 67. <https://doi.org/10.26623/ebsj.v3i2.1598>
- HUY, L. VAN, & TUYEN, P. D. (2015). The Relationship among Website Quality, Consumer *Satisfaction*, and *Loyalty* in Vietnamese Banking Sector. *Journal of Economics Development*, 22(3), 81–101. <https://doi.org/10.24311/jed/2015.22.3.03>

- Jongmans, E., Jeannot, F., Liang, L., & Dampérat, M. (2022). Impact of website *Visual Design* on user experience and website evaluation: the sequential mediating roles of usability and pleasure. *Journal of Marketing Management*, 38(17–18), 2078–2113. <https://doi.org/10.1080/0267257X.2022.2085315>
- Jusoh, Z. M., & Jing, T. Y. (2019). Perceived Security, Subjective Norm, Self-Efficacy, Intention, and Actual Usage Towards E-Payment Among UPM Students. *Journal of Education and Social Sciences*, 12(2), 8–22.
- Kadir. (2019). *Statistika Terapan Kosep, Contoh dan Analisis Data dengan Program SPSS/Lisrel dalam Penelitian*.
- Karani, A., Thanki, H., & Achuthan, S. (2021). Impact of University Website Usability on *Satisfaction*: A Structural Equation Modelling Approach. *Management and Labour Studies*, 46(2), 119–138. <https://doi.org/10.1177/0258042X21989924>
- Kassie, A., Azale, T., & Nigusie, A. (2020). Intention to donate blood and its predictors among adults of Gondar city: Using theory of planned behavior. *PLoS ONE*, 15(3), 1–12. <https://doi.org/10.1371/journal.pone.0228929>
- Khasanah, N., Amin, F. M., & Permadi, A. (2023). The Effect of User Experience and Usability on User *Satisfaction* and Continuance Intention in the JConnect Mobile Application. *TIERS Information Technology Journal*, 4(2), 171–178. <https://doi.org/10.38043/tiers.v4i2.4566>
- Mahadrika, J. (2023). *Ace Hardware (ACES) Balikkan Keadaan, Sahamnya Bisa Kasih Cuan 20% Lebih*. <Https://Investor.Id/>. <https://investor.id/market/335630/ace-hardware-aces-balikkan-keadaan-sahamnya-bisa-kasih-cuan-20-lebih>
- MANİSA, R., & SARI, S. (2023). the Role of Perceived Quality, Customer *Satisfaction* and Brand Parity in Developing Brand *Loyalty* in Global E-Commerce Sites. *Yönetim ve Ekonomi Araştırmaları Dergisi*, 21(3), 238–252. <https://doi.org/10.11611/yead.1335927>
- Nitika Aggarwal, S. M. , S. D. (2023). Impact of Website Quality on Customer *Satisfaction* and Purchase Intention in the E-Commerce Sector in India. *Tuijin Jishu/Journal of Propulsion Technology*, 44(4), 1427–1443. <https://doi.org/10.52783/tjjpt.v44.i4.1058>
- Nurhanifa, A., Sari, A., & Ambarwati, D. A. S. (2022). The effect of usability on *Satisfaction* and its impact on *Loyalty* of BRI mobile users in Bandar Lampung. *Asian Journal of Economics and Business Management*, 1(3), 147–154. <https://doi.org/10.53402/ajebm.v1i3.227>
- Oktariani, T. O., Wisnalmawati, W., & Darpito, S. H. (2022). The Effect of E-Service Quality, Website Design, E-Trust, and Perceived Risk on E-*Satisfaction*. *Jurnal Ilmiah Manajemen Kesatuan*, 10(1), 51–62. <https://doi.org/10.37641/jimkes.v10i1.1203>
- Oktaviani, R. (2024). Investigating the Impact of Perceived Value and Customer *Satisfaction* on Repurchase Intentions Among Female E-Commerce

- Customers. *Klabat Journal of Management*, 5(1), 34. <https://doi.org/10.60090/kjm.v5i1.1054.34-48>
- Pandjaitan, D. R. H., S, M. M., & Hadianto, B. (2021). Website Quality, E-Satisfaction, and E-Loyalty of Users Based on The Virtual Distribution Channel. *Journal of Distribution Science*, 19(7), 113–121. <https://doi.org/10.15722/jds.19.7.202107.113>
- Panigoro, E., Harwani, Y., Permana, D., Imaningsih, E. S., & Mahadewi, E. P. (2023). The Impact of Digital Communication on Online Purchasing Behavior among Indonesian Millennials: A Case Study of Tokopedia. *Jurnal Komunikasi UI*, 12(2), 1–17. <https://doi.org/10.7454/jkmi.v12i2.1210>
- Pasianus, O. (2021). Pengaruh Kualitas Layanan Terhadap Loyalitas Pelanggan Melalui Kepuasan Sebagai Variabel Intervening Pada Swalayan Pamella Enam Yogyakarta. *Pasianus & Any Agus Kana*, 2(2), 197–216.
- Patiro, S. P. S., & Budiyanti, H. (2016). THE THEORY OF PLANNED BEHAVIOR , PAST BEHAVIOR , SITUATIONAL FACTORS , AND SELF-IDENTITY FACTORS DRIVE INDONESIAN ENTERPRENEURS TO BE INDEBTEDNESS Sharif Hasan , Minister of Cooperatives. *DeReMa Jurnal Manajemen Vol. 11*.
- Patrada, R., & Andajani, E. (2021). Effect and Consequence e-Customer Satisfaction for e-Commerce Users. *IPTEK Journal of Proceedings Series*, 0(1), 219. <https://doi.org/10.12962/j23546026.y2020i1.8491>
- Priscillia, M., & Budiono, H. (2020). Prediksi Website Design quality dan Service Quality terhadap Repurchase Intention Pada Pelanggan Shopee di Jakarta Dengan Customer Trust Sebagai Mediasi. *Jurnal Managerial Dan Kewirausahaan*, 2(4), 1033. <https://doi.org/10.24912/jmk.v2i4.9888>
- Restiana, L. (2021). Customer Perceived Service Quality, Product Quality, Satisfaction and Loyalty in Beauty Business. *IPTEK Journal of Proceedings Series*, 0(1), 288. <https://doi.org/10.12962/j23546026.y2020i1.10858>
- Saksono, A. S., & Untoro, W. (2023). Consumer Perceived Ease of Use and Consumer Perceived Usefulness in Using the Shopee Application in Surakarta with Discount as a Moderation Variable. *European Journal of Business and Management Research*, 8(4), 13–19. <https://doi.org/10.24018/ejbmr.2023.8.4.2022>
- Sambo, E., Sunday, U. I., Mary, A. M., & John, F. (2022). Impact Of Product Quality On Customer Satisfaction And Loyalty. *Nigeria Academy of Management Journal*, 145–155.
- Sekaran, U., & Bougie, R. (2017). *Metode Penelitian Bisnis* (6th ed.). Salemba Empat.
- Setyaning, A. N. A., & Nugroho, S. S. (2020). The influence of website characteristics on customer Satisfaction and E-WOM in Indonesia. *Jurnal Siasat Bisnis*, 24(2), 148–167. <https://doi.org/10.20885/jsb.vol24.iss2.art5>
- Shodiq, M. F., & Hidayat, W. (2018). KONSUMEN SEBAGAI VARIABEL

- INTERVENING (Studi Kasus di DKI Jakarta) Pendahuluan Manusia sebagai makhluk sosial tak pernah luput dari proses komunikasi . artikel-artikel dari berbagai penulis (Assegaff , 1983 : 127). Dengan semakin majunya dengan mening. *International Journal of Scientific & Engineering Research*, 1–8.
- Statista. (2024). *Global retail e-commerce sales 2014-2027* / Statista. <Https://Www.Statista.Com/>.
<https://www.statista.com/statistics/379046/worldwide-retail-e-commerce-sales/>
- Sugiyono. (2019a). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Sugiyono. (2019b). *Statistika untuk Penelitian*. Alfabeta.
- Sunarya, E., & Jamaludin, M. (2022). Influence of Product Quality and After Sales Services on Customer *Satisfaction* in Mahir Residence Sukabumi. *Research Horizon*, 2(4), 489–500. <https://doi.org/10.54518/rh.2.4.2022.489-500>
- Tatang, M., & Mudiantono. (2017). the Impact of Website *Design quality*, Service Quality, and Enjoyment on Repurchase Intention Through *Satisfaction* and Trust At Zalora. *Diponegoro Journal of Management*, 6, 1–11. <http://ejournal-s1.undip.ac.id/index.php/management>
- Tzavlopoulos, I., Gotzamani, K., Andronikidis, A., & Vassiliadis, C. (2019). Determining the impact of e-commerce quality on customers' perceived risk, *Satisfaction*, value and *Loyalty*. *International Journal of Quality and Service Sciences*, 11(4), 576–587. <https://doi.org/10.1108/IJQSS-03-2019-0047>
- Uswatun Chasanah, & Muhammad Mathori. (2021). Impulsive Buying: Kajian Promosi Penjualan, Gaya Hidup, Dan Norma Subyektif Pada Marketplace Di Yogyakarta. *JRMSI - Jurnal Riset Manajemen Sains Indonesia*, 12(2), 231–255. <https://doi.org/10.21009/jrmsi.012.2.03>
- Vitrika, A., & Susila, I. (2022). The Influence of Product Quality, Brand Image, and After Sales Service Support on the Purchase Decision of Matic Scooter in Surakarta Mediated by Attitude. *Proceedings of the International Conference on Economics and Business Studies (ICOEBS 2022)*, 655(Icoebs), 371–379. <https://doi.org/10.2991/aebmr.k.220602.049>
- Wibowo, H. A., Wahid, F., & Nafiudin. (2019). *The Influences of Website Design on Formation of E-Trust, E-Satisfaction and E-Loyalty of Bukalapak.com Consumers: Relationship Marketing Revisited*. 100(Icoi), 365–369. <https://doi.org/10.2991/icoi-19.2019.62>
- Wikamorys, D. A., & Rochmach, T. N. (2017). APPLICATION OF THE THEORY OF PLANNED BEHAVIOR IN GENERATING PATIENTS INTENTION TO UNDERGO CATARACT SURGERY. *Jurnal Administrasi Kesehatan Indonesia*, 5, 32–40.
- Wilson, N., Keni, K., & Tan, P. H. P. (2019). The effect of website *design quality* and service quality on repurchase intention in the E-commerce industry: A cross-continental analysis. *Gadjah Mada International Journal of Business*, 21(2), 187–222. <https://doi.org/10.22146/gamaijb.33665>

- Wilson, N., Keni, K., & Tan, P. H. P. (2021). The role of perceived usefulness and perceived ease-of-use toward *Satisfaction* and trust which influence computer consumers' *Loyalty* in china. *Gadjah Mada International Journal of Business*, 23(3), 262–294. <https://doi.org/10.22146/gamaijb.32106>
- Yoo, J. (2020). The effects of perceived quality of augmented reality in mobile commerce—an application of the information systems success model. *Informatics*, 7(2). <https://doi.org/10.3390/INFORMATICS7020014>
- Yoo, S., Lee, D. J., & Atamja, L. (2023). Influence of Online Information Quality and Website Design on User Shopping *Loyalty* in the Context of E-Commerce Shopping Malls in Korea. *Sustainability (Switzerland)*, 15(4). <https://doi.org/10.3390/su15043560>
- Zakirin, M. (2021). Influence of Product Quality, Service Quality and Completeness on Customer *Satisfaction* on Mie Soponyono Producer. *International Journal of Review Management Business and Entrepreneurship (RMBE)*, 1(2), 281–294. <https://doi.org/10.37715/rmbe.v1i2.2434>
- Zhong, Y., & Moon, H. C. (2020). What drives customer *Satisfaction*, *Loyalty*, and happiness in fast-food restaurants in china? perceived price, service quality, food quality, physical environment quality, and the moderating role of gender. *Foods*, 9(4), 1–19. <https://doi.org/10.3390/foods9040460>

