

REFERENCES

- Apriyani, V., Wahyuni, E. S., & Sumarni, Y. (2023). *Quality service management of Islamic banks*. Bengkulu: Brimedia Global.
- Ariawan, W. P., Ardana, I. M., & Sugiarta, I. M. (2020). *Statistical application packages*. Depok: RajaGrafindo Persada.
- Arifin, A. Z. (2022). *Financial management*. Yogyakarta: Zahir Publishing.
- Banjarnahor, A. R., Purba, B., Sudaro, A., Sahir, S. H., et al. (2021). *Marketing communication management*. Medan: Yayasan Kita Menulis.
- Djaali, P. (2020). *Marketing management theory*. Jakarta: Mitra Wacana Media.
- Enterprise, J. (2020). *Mastering SPSS for beginners*. Jakarta: Elex Media Komputindo.
- Febriani, & Ardani. (2021). *The influence of customer experience, ease of use, and trust on repurchase intention: A case study of Tokopedia consumers in Denpasar*.
- Firmansyah, A. (2023). *Product and brand marketing (Planning & Strategy)*. Yogyakarta: Deepublish Publisher.
- Firmansyah, A. (2018). *Consumer behavior (Attitude and marketing)*. Yogyakarta: Deepublish Publisher.
- Ghodang, H. (2020). *Quantitative research methods: Basic concepts and applications of regression and path analysis with SPSS*. Medan: Penerbit Mitra Grup.
- Gunawan, D. (2022). *Consumer purchase decisions in Shopee marketplace based on social media marketing*. Jakarta: Inovasi Pratama Internasional.
- Hasanuddin. (2020). *Analysis of determinants for achieving financial statement integrity*. Pasuruan: Qiara Media.
- Herlina, V. (2019). *Practical guide to processing questionnaire data using SPSS*. Jakarta: PT. Elex Media Komputindo.
- Imany, & Tiarawati. (2024). *The effect of e-service quality and e-recovery on repurchase intention of Tokopedia users, with e-loyalty as a mediation variable*.
- Ismainar, H. (2023). *Patient safety in hospitals*. Yogyakarta: Deepublish Publisher.
- Jaya, I. M. L. M. (2019). *Processing health data using SPSS*. Yogyakarta: Thema Publishing.

- Mulyono. (2020). *Achieving through JFP: Let's collect your credit points*. Yogyakarta: Deepublish Publisher.
- Mutiawati, C., Suryani, F. M., Anggraini, R., & Azmeri. (2023). *Performance of public road transport services*. Yogyakarta: Deepublish Publisher.
- Nagdalena, I. (2021). *Collaborative writings on elementary school instructional design*. Sukabumi: Jejak Publisher.
- Nurdin, I., & Hartati, S. (2019). *Social research methodology*. Surabaya: Media Sahabat Cendekia.
- Priyatno, D. (2020). *Easy guide to data analysis with SPSS for students and general users*. Yogyakarta: Andi Offset.
- Purboyo, S. H., Kusuma, G. P. E., Sudirman, A., Sangadji, S., Wardhana, A., Kartika, R. D., Erwin, & Marlena, N. (2023). *Consumer behavior: Conceptual and practical overview*. Bandung: Media Sains Indonesia.
- Purnomo, R. A. (2020). *Statistical analysis of economics and business with SPSS*. Ponorogo: UNMUH Ponorogo Press.
- Qamar, N., & Farah, S. R. (2020). *Doctrinal and non-doctrinal legal research methods*. Makassar: Social Politic Genius.
- Ritonga, M., Nazir, A., & Wahyuni, S. (2020). *Development of ICT-based Arabic learning models in the industrial revolution 4.0 era*. Yogyakarta: Deepublish Publisher.
- Riyanto, S., & Hatmawan, A. A. (2020). *Quantitative research methods in management, engineering, education, and experimental fields*. Yogyakarta: Deepublish Publisher.
- Rizal, A. (2020). *Marketing management textbooks in the industrial society 4.0 era*. Yogyakarta: Deepublish Publisher.
- Setiadi, N. (2020). *Consumer behavior: Contemporary perspectives on motives, goals, and desires*. Jakarta: PrenadaMedia Group.
- Sudarmanto, E., Kurniullah, A. Z., & Revida, E. (2021). *Business research design: A quantitative approach*. Medan: Yayasan Kita Menulis.
- Sudarso, A. (2023). *Hospitality service marketing management (including research findings in starred hotels in North Sumatra)*. Yogyakarta: Deepublish Publisher.
- Sugiyono. (2020). *Accounting research methods*. Yogyakarta: Deepublish Publisher.
- Sumarwan, U., Puspitawati, H., Hariadi, A., & Gazali, M. (2020). *Marketing and consumer research*. Bogor: IPB Press.

- Surajiyo, Nasruddin, & Paleni, H. (2020). *Human resource research: Definitions, theories, and applications using IBM SPSS 22 for Windows*. Yogyakarta: Deepublish Publisher.
- Syawaludin, M. (2019). *Sociology of resistance*. Yogyakarta: Deepublish Publisher.
- Tjiptono, F., & Chandra, G. (2023). *Service, quality & satisfaction*. Yogyakarta: Andi Offset.
- Untari, D. T. (2021). *Marketing management: Case studies in developing traditional Betawi culinary tourism markets*. Purwokerto: Pena Persada.
- Yuliawati, L., Christy, L. M., Layliya, N., Thenarianto, J. J., & Salim, I. R. (2020). *First aid in quantitative time: A practical guide using JASP software*. Surabaya: Universitas Ciputra.
- Yulin, & Bernarto, I. (2024). *The influence of website design quality, perceived value, e-trust, and mediating effects on satisfaction on repurchase intentions: A case study of Tokopedia.com*.