

## DAFTAR PUSTAKA

- Aaker, David A. dalam Aris Ananda. 2011. *Manajemen Ekuitas Polres: Memanfaatkan Nilai Dari Suatu Polres*. Jakarta: Spektrum Mitra Utama.
- Abdilah & Jogiyanto. 2011. *Partial Least Square (PLS), Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. Yogyakarta: Penerbit Andi.
- Abdillah, W. dan Hartono, J. (2015). *Partial Least Square (PLS) – Alternative Structural Equation Modelling (SEM) dalam Penelitian Bisnis*. Yogyakarta: CV Andi Offset.
- Agus Santoso dan Atik Aprianingsih, 2017. *The Influence of Perceived Service and E-Service Quality to Repurchase Intention The Mediating Role of Customer Satisfaction Case Study:Go-Ride in Java*, Journal of Business and Management, 06 (01): 32:43.
- Al-Dweeri, R. M., Ruiz Moreno, A., Montes, F. J. L., Obeidat, Z. M., & Al-Dwairi, K. M. 2019. *The Effect Of E-Service Quality On Jordanian Student's ELoyalty: An Empirical Study In Online Retailing*. *Industrial Management And Data Systems*, 119(4), 902–923. <https://doi.org/10.1108/Imds-12-2017-0598>
- Alqadri, A. N. I., Kadir, A. R., & Kadir, N. 2020. *The Influence Of Brand Image And Service Quality On Customer Loyalty Through Customer Satisfaction In. Bosowa Berlian Motors In The City Of Makassar*. Hasanuddin Journal of Applied Business and Entrepreneurship, 3(4), 136–145. <https://doi.org/10.26487/hjabe.v3i4.383>, diakses pada 15 Februari 2023 pukul 17.32.
- Anung Pramudyo. 2012. *Pengaruh Citra Merek Terhadap Loyalitas Melalui Kepuasan* . Vol. I, No. 1, Agustus 2012. ISSN: 2252-5483. JBMA.
- Arilaha, Johan Fahri, Irfandi Buamonabot. 2021. *Customer Perception of E-Service Quality: An Empirical Study in Indonesia Muhammad Asril*, Journal of Asian Finance, Economics and Business, Vol 8 No 6: 0287–0295
- Chotivanich, P. 2014. *Service Quality, Satisfaction, and Customer Loyalty in a Full-Service Domestic Airline in Thailand*. International Journal of Arts & Sciences, 07(03), 161-169.
- Elizar, C., Ratna Indrawati, & Tantri Yanuar Rahmat Syah. 2020. *Service Quality, Customer Satisfaction, Customer Trust, and Customer Loyalty in Service of Paediatric Polyclinic Over Private H Hospital of East Jakarta, Indonesia*. Journal of Multidisciplinary Academic, 4(2).

- Fandi, Tjiptono. 2014. *Service, Quality & Satisfaction*. Edisi 3. Yogyakarta: Penerbit Andi
- Fandy Tjiptono, 2007, *Strategi Pemasaran.Edisi Kedua*, Penerbit Andi, Yogyakarta.
- Fandy Tjiptono, 2008 .*Strategi Pemasaran, Edisi III*, Yogyakarta : CV. Andi Offset
- Ghozali, Imam, Hengky Latan. 2015. *Konsep, Teknik, Aplikasi Menggunakan Smart PLS 3.0 Untuk Penelitian Empiris*. BP Undip. Semarang Harnanto. 2017. *Akuntansi Biaya: Sistem Biaya Historis*. Yogyakarta: BPFÉ.
- Ghozali, Imam. 2018. *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gunawan, A. V., Linawati, Pranandito, D., & Kartono, R. 2019. *Factors That Influence Purchase Decision in E-Commerce in Jakarta and Tangerang*. *Binus Business Review* 10(1), 21-29.
- Hanafi et al. 2021. *Effect of service quality and online servicescape toward customer satisfaction and loyalty mediated by perceived value*. IOP Conf. Ser.: Earth Environ. Sci. 704 012011
- Hapsawati, T. 2019. *Service Quality and Consumer's Trust Using PT. JNE Gorontalo Branch*. *International Journal of Applied Business & International Management*, 4(1), 103–111.
- Herliza, R., & Saputri, M. 2016. *The Influence Of Brand Image To Customer Satisfaction A Case Study Of Zara At Pvj Mall Bandung*. *Agustus*, 3(2). <https://core.ac.uk/download/pdf/299910021.pdf> diakses pada 15 Februari 2023 pukul 16.43.
- Hosseini, S.H.K.& [Leila Behboudi](#). . 2016. *Brand trust and image: effects on customer satisfaction*. *Emerald Insight*. *International Journal of Health Care Quality Assurance*, 30(7), 580–590. <https://doi.org/10.1108/IJHCQA> diakses pada 15 Februari 2023 pukul 17.05.
- Indarto, E. W., Suroso, I., Sudaryanto, S., & Qomariah, N. 2018. *The Effect Of Brand Image And Product Attributes On Customer Satisfaction And Customer Loyalty*. *Jurnal Aplikasi Manajemen*, 16(3), 457–466. <https://doi.org/10.21776/ub.jam.2018.016.03.10> diakses pada 15 Februari 2023 pukul 16.53.
- Indarto, Erik Wahyu, et al. 2018. *The Effect Of Brand Image And Product Attributes On Customer Satisfaction And Customer Loyalty*. *Jurnal Aplikasi Manajemen*, [S.l.], v. 16, n. 3, p. pp. 457 – 466.

- Jarot, P. & Dax E.S. Manuputty. 2011. *Pengaruh Kualitas Pelayanan terhadap kepuasan wajib pajak*. Jurnal Makna (Vol.1) No. 2 : 59-74.
- Jonsson, E., Källström, P., & Wallander, E. 2019. *Why do We Purchase From e-retailers? - An explanatory Study Of The E-Loyalty Antecedents Impact On Consumers Purchase Intentions On The E-Commerce Market (Bachelor's Thesis, Linnaeus University, Växjö, Sweden)*. Retrieved from <http://lnu.divaportal.org/smash/record.jsf?pid=diva2%3A1324871&dswid=4202>
- Khodadad Hosseini, S. H. and Behboudi, L. (2017) *Brand trust and image: effects on customer satisfaction*, *International Journal of Health Care Quality Assurance*, 30(7), pp. 580–590.
- Komalasari, Farida; Christianto, Antony; and Ganiarto, Eko (2021) *Factors Influencing Purchase Intention in Affecting Purchase Decision: A Study of E-commerce Customer in Greater Jakarta*, *BISNIS & BIROKRASI: Jurnal Ilmu Administrasi dan Organisasi*: Vol. 28: No. 1, Article 1.
- Kotler dan Gary Amstrong. (2016). *Dasar-Dasar Pemasaran. Jilid 1*, Edisi Kesembilan. Jakarta: Erlangga. p125
- Kotler, Philip. 2007. *Manajemen Pemasaran di Indonesia*, Edisi Pertama,. Jakarta: Penerbit Salemba Empat.
- Kotler, Phillip dan Kevin Lane Keller. 2016. *Manajemen Pemasaran edisi 12 Jilid 1. & 2*. Jakarta: PT. Indeks.
- Lupiyoadi, Rambat. (2013). *Manajemen Pemasaran Jasa. Edisi Ketiga*. Jakarta : Salemba Empat.
- Mabkhot, H.A., Hasnizam Shaari, & Salniza Md Salleh. 2017. *The Influence of Brand Image and Brand Personality on Brand Loyalty, Mediating by Brand Trust: An Empirical Study*. ResearchGate; unknown. [https://www.researchgate.net/publication/320078835\\_The\\_Influence\\_of\\_Brand\\_Image\\_and\\_Brand\\_Personality\\_on\\_Brand\\_Loyalty\\_Mediating\\_by\\_Brand\\_Trust\\_An\\_Empirical\\_Study](https://www.researchgate.net/publication/320078835_The_Influence_of_Brand_Image_and_Brand_Personality_on_Brand_Loyalty_Mediating_by_Brand_Trust_An_Empirical_Study) diakses pada 17 Februari 2023 pukul 21.21.
- Malik, Muhammad Ehsan, Muhammad Mudasar Ghafoor, dan Hafiz Kashif Iqbal. 2012. *Impact of Brand Image, Service Quality and Price on Customer Satisfaction in Pakistan Telecommunication Sector*. *International Journal of Business and Social Science* Vol. 3 No. 23.
- Menik Wijianty. 2016. *Pengaruh Brand Image Terhadap Proses Keputusan Pembelian Apple Iphone Pada Mahasiswa Administrasi Bsinis Politeknik Negeri Jakarta*, *Jurnal Epigram*, Vol 13, No. 1.

- Neupane, Ramesh. 2015. *The Effects of Brand Image on Customer Satisfaction and Loyalty Intention in Retail Super Market Chain UK*. ResearchGate; Nepal Journals Online. [https://www.researchgate.net/publication/276243372\\_The\\_Effects\\_of\\_Brand\\_Image\\_on\\_Customer\\_Satisfaction\\_and\\_Loyalty\\_Intention\\_in\\_Retail\\_Super\\_Market\\_Chain\\_UK](https://www.researchgate.net/publication/276243372_The_Effects_of_Brand_Image_on_Customer_Satisfaction_and_Loyalty_Intention_in_Retail_Super_Market_Chain_UK) diakses pada 15 Februari 2023 pukul 17.10.
- Nugraha, Rendika, Annisa Ramadhanti. 2021. *Examining The Factors Influencing Repurchase Intention In Using Lion Air*. Journal of Management Studies : Vol.6: No.2.
- Oetomo Widi, Faisal Fanany Hening. 2015. *Pengaruh Brand Image dan Service Quality Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan*. Jurnal Ilmu dan Riset Manajemen Vol. 4 No. 1.
- Oramus, MR. 2023. *Survei Indikator: Kepercayaan Publik Terhadap Polri Meningkat Jadi 76,4 Persen*. Diakses pada 5 Juli 2023 dari <https://babel.polri.go.id/2023/07/02/survei-indikator-kepercayaan-publik-terhadap-polri-meningkat-jadi-764-persen/>
- Rachbini, W. 2018. *The Impact of Consumer Trust, Perceived Risk, Perceived Benefit on Purchase Intention and Purchase Decision*. International Journal of Advanced Research 6(1), 1036-1044
- Radlis, Muh. 2019. *Hasil Survey Pelayanan Publik Dipaparkan, Kapolres Purworejo Janji Perbaiki Kekurangan*. Diakses pada 5 Juli 2023 dari <https://jateng.tribunnews.com/2019/10/08/hasil-survey-pelayanan-publik-dipaparkan-kapolres-purworejo-janji-perbaiki-kekurangan>.
- Ratminto dan Atik Septi Winarsih 2012. *Manajemen Pelayanan : Pengembangan Modul Konseptual, Penerapan Citizen Charter dan Standar Pelayanan Minimal*. Yogyakarta : Pustaka Pelajar.
- Rizaty, Monavia Ayu. 2021. *Survei LSI: Kepercayaan Publik kepada Polri Anjlok Menjadi 53%*. Diakses pada 5 Juli 2023 dari <https://dataindonesia.id/varia/detail/survei-lsi-kepercayaan-publik-kepada-polri-anjlok-menjadi-53>
- Saeed, R., Lodhi, R.N., Mahmood, Z., Ahmad, M. 2013. *Effect of Brand Image on Brand Loyalty and Role of Customer Satisfaction in it*.
- Sangadji, Etta Mamang; Sopiiah. 2013. *Perilaku Konsumen*. Yogyakarta: Andi.
- Santana, A., & Keni. 2020. *Pengaruh Brand Image Terhadap Kepuasan dan Loyalitas Pelanggan pada PT. Brand X di Jakarta*. ResearchGate; Universitas Tarumanagara. [https://www.researchgate.net/publication/343232374\\_Pengaruh\\_Brand\\_Ima](https://www.researchgate.net/publication/343232374_Pengaruh_Brand_Ima)

[ge Terhadap Kepuasan dan Loyalitas Pelanggan pada PT Brand X di Jakarta](#)

- Sekaran, Uma dan Roger Bougie. 2017. *Metode Penelitian Bisnis, Edisi 6*, Jakarta: Penerbit Salemba Empat.
- Subaebasni, Henny Risnawaty, & A.R. Arie Wicaksono. 2019. *Effect of Brand Image, the Quality and Price on Customer Satisfaction and Implications for Customer Loyalty PT Strait Liner Express in Jakarta*. *International Review of Management and Marketing*, 9(1), 90–97. <https://www.econjournals.com/index.php/irmm/article/view/7440>
- Subroto, Djoko dan Zulian Yamit. 2004. *Pengaruh Kinerja Pelayanan Aparatur Kepolisian terhadap Kepuasan Masyarakat*, SINERGI Vol 7 No. 1
- Sugiyono. 2020. *Metode Penelitian Kualitatif*. Bandung: Alfabeta.
- Sunyoto, Danang. 2013. *Perilaku Konsumen*. Yogyakarta: Center of Academic Publishing Service (APS).
- Surapati, Untung, Suharno & Zainal Abidin. 2020. *The Effect Of Service Quality And Customer Trust On Customer Satisfaction And Customer Loyalty PT Surya Rafi Bersaudara*. *International Journal of Economics, Business and Accounting Research (IJEBAR)*. Vol-4, Issue-3. E-ISSN: 2614-1280 P-ISSN 2622-4771. <https://jurnal.stie-aas.ac.id/index.php/IJEBAR>
- Tan, Hermawan dan Ritzky Karina Brahmna. 2019. *Pengaruh Perceived Value Terhadap Repurchase Intention Melalui Customer Satisfaction Sebagai Variabel Intervening Pada Pada Shopee*, AGORA Vol. 7, No. 1, Hal 1-7.
- Tjiptono, Fandy. 2013. *Strategi Pemasaran, Edisi III*. Yogyakarta : CV. Andi Offset.
- Widowati, Kristi Destiana (2013) *KONSEP HUMAS MENURUT HUMAS SMA SWASTA KATOLIK-KRISTEN DI YOGYAKARTA (Studi Kasus Pada SMA Kolese De Britto, SMA Bopkri 1, dan SMA Pangudi Luhur)*. S1 thesis, UAJY.
- Wijaya, V. 2018. *The Impact Of Brand Image On Customer Satisfaction : A Study Of Maxx Coffee In Surabaya*. <https://core.ac.uk/download/pdf/235584458.pdf>