

DAFTAR PUSTAKA

- Abdalslam.S.Imhed.Moohmed, Nurdiana Binti Azizan, Mohd Zalisham Jali. 2013. "The Impact of Trust and Past Experience on Intention to Purchase in E-Commerce." *International Journal of Engineering Research and Development* Vol. 7.
- Abdillah, W., & Jogiyanto. 2015. *Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis*. Ed.1. Yogyakarta: ANDI.
- Adytia, C. A., & Yuniawati, Y. (2016). Pengaruh Customer Experience Terhadap Revisit Intention Di The Trans Luxury Hotel Bandung (Survei Pada Wisatawan Sebagai Individual First Timer Guest The Trans Luxury Hotel Bandung). *THE Journal: Tourism and Hospitality Essentials Journal*, 5(1), 857-862.
- Agustina, A., & Julitriarsa, D. (2022). Pengaruh Pengalaman Konsumen dan Kepuasan Konsumen terhadap Niat Beli Ulang pada Pembelian Produk skincare di E-Commerce Shopee. *Cakrawangsa Bisnis: Jurnal Ilmiah Mahasiswa*, 2(2), 287.
- Ariani A.F., Napitupulu, D. Jati R.K, Kadar J.A, & Syafrullah M. (2018). *Testing of technology readiness index model based on exploratory factor analysis approach*. *Journal of Physics*.
- Anderson, R. E., & Srinivasan, S. S. (2003). E-satisfaction and e-loyalty: A contingency framework. *Psychology & marketing*, 20(2), 123-138.
- Annisa, A. N., Suwandari, L., & Adi, P. H. (2019). Analisis Pengaruh Customer Experience, Pengalaman Pengguna, dan Hambatan Berpindah Terhadap Minat Beli Ulang (Studi Pada Konsumen Go-Jek di Kota Purwokerto). *Sustainable Competitive Advantage (SCA)*, 9(1), 19-21
- Apriandhita, S. S. H., & Tantra, T. (2023). Pengaruh Perceived Brand Leadership Online Travel Agent Traveloka Terhadap Customer Satisfaction dan Repurchase Intention. *Economics and Digital Business Review*, 4(1), 805-819.
- Arsyanti, N. M., & Astuti, S. R. T. (2016). Analisis Pengaruh Kualitas Produk, Kualitas Layanan dan Keragaman Produk Terhadap Kepuasan Pelanggan Serta Dampaknya Terhadap Minat Beli Ulang (Studi pada Toko Online Shopastelle, Semarang). *Diponegoro Journal of Management*, 5(2), 291-301.
- Ayu Julia P & I Made W (2016). The Role Of Customer Satisfaction In Mediating The Effect Of Perceived Ease Of Use And Perceived Enjoyment On Repurchase Intention On Shopee Customers In Denpasar City. *Eurasia: Economics & Business*, 11(53).
- Azam, A., Qiang, F., & Abdullah, M. I. (2012). E-satisfaction in business-to-consumer electronic commerce. *The Business & Management Review*, 3(1), 18.

- Barnes, S. J., & Vidgen, R. T. (2002). An integrative approach to the assessment of e-commerce quality. *J. Electron. Commer. Res.*, 3(3), 114-127.
- Basrah S, Lisa M.L, & Shandy A. (2019). Analisis Pengaruh Kualitas Website dan Kepercayaan Terhadap Kepuasan Pelanggan dalam Membentuk Minat Pembelian Ulang pada Pelanggan Shopee. *Jurnal Riset Manajemen Sains Indonesia*.
- Barunawati, Alfiana. (2017). Analisis User Experience Penggunaan Mobile Browser pada Android. Skripsi. Banjarbaru: Universitas Lambung Mangkurat.
- Bauer, H. H., Falk, T., & Hammerschmidt, M. (2006). eTransQual: A transaction process-based approach for capturing service quality in online shopping. *Journal of business research*, 59(7), 866-875.
- Bavarsad, B., Rahimi, F., & Mennatyan, M. A. (2013). A Study of the Effects of Website's Perceived Features on the Intention to Use E-shopping. *World Applied Programming*, 3(6), 252-263.
- Chea, S., & Luo, M. M. (2008). Post-adoption behaviors of e-service customers: The interplay of cognition and emotion. *International Journal of Electronic Commerce*, 12(3), 29-56.
- Chin, W. (2000). *Partial Least Squares For Researcher: An Overview And Prosentation Of Recent Advances Using The PLS Approach*. <http://disc-nt.cba.uh.edu/chin/icis96.pdf>
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS quarterly*, 319-340.
- Ella, T., Agus, S., & Untrung, K. (2012). Analisis faktor-faktor kunci dari niat pembelian kembali secara ONLINE (STUDY KASUS PADA KONSUMEN FESH SHOP). *Jurnal Bisnis dan Ekonomi*, 19(2).
- Farida, N. (2014). Analisis model kepuasan terhadap pembelian ulang. *JDM (Jurnal Dinamika Manajemen)*, 5(2).
- Fang, J., Wen, C., George, B., & Prybutok, V. R. (2016). Consumer heterogeneity, perceived value, and repurchase decision-making in online shopping: The role of gender, age, and shopping motives. *Journal of Electronic Commerce Research*, 17(2), 116.
- Fatmedya, A., & Hadi, C. (2020). CORRELATION OF WEBSITE QUALITY TOWARDS REPURCHASE INTENTION ON E-COMMERCE CONSUMER. *PalArch's Journal of Archaeology of Egypt/Egyptology*, 17(3), 1603-1617.
- Flavián, C., Guinalú, M., & Gurrea, R. (2006). The role played by perceived usability, satisfaction and consumer trust on website loyalty. *Information & management*, 43(1), 1-14.
- Ghozali, Imam. (2006). *Structural Equation Modeling, Metode Alternatif Dengan Partial Least Square Edisi II*. Semarang: Badan Penerbit Universitas Diponegoro.

- Ghozali, I. & Latan, H. (2015). *Partial Least Squares: Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam. (2014). *Structural Equation Modeling Metode Alternatif dengan Partial Least Square (PLS) Edisi 4*. Universitas Diponegoro, Semarang.
- Han, H., & Ryu, K. (2012). The theory of repurchase decision-making (TRD): Identifying the critical factors in the post-purchase decision-making process. *International Journal of Hospitality Management*, 31(3), 786-797.
- Hair, et al. (2011). An Assessment Of The Use Of Partial Least Squares Structural Equation Modeling In Marketing Research. *Journal Of The Academy Marketing Science*. 40(3). 414-433. DOI 10.1007/S11747-011-0261-6
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. 2014. *A Primer On Partial Least Squares Structural Equation Modeling (Pls Sem)*. USA: SAGE.
- Hariadi, R. D., & Sulistiono, S. (2021). Pengaruh Kualitas Situs Website, Kepercayaan Konsumen, Dan Pengalaman Berbelanja Terhadap Minat Beli Ulang Di Situs Jual Beli Online OLX. *Jurnal Informatika Kesatuan*, 1(1), 1–12.
- Haverila, M. (2011). Mobile phone feature preferences, customer satisfaction and repurchase intent among male users. *Australasian Marketing Journal (AMJ)*, 19(4), 238-246.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention: A general structural equation model. *European journal of marketing*.
- Hew, J. J., Badaruddin, M. N. B. A., & Moorthy, M. K. (2017). Crafting a smartphone repurchase decision making process: Do brand attachment and gender matter?. *Telematics and Informatics*, 34(4), 34-56.
- Huang, Y. C., Wu, Y. C. J., Wang, Y. C., & Boulanger, N. C. (2011). Decision making in online auctions. *Management Decision*.
- Ilsever, J., Cyr, D., & Parent, M. (2007). Extending models of flow and e-loyalty. *Journal of Information Science and Technology*, 4(2), 3-22.
- Izabal, S. V., Aknuranda, I., & Az-Zahra, H. M. (2018). Evaluasi dan Perbaikan Pengalaman Pengguna Menggunakan Pengalaman Pengguna Questionnaire (UEQ) dan Focus Group Discussion (FGD) pada Situs Web FILKOM Apps Mahasiswa Fakultas Ilmu Komputer Universitas Brawijaya. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 4(1), 12–21.

- Jasper, C. R., & Waldhart, P. (2013). Internet and distance channel use and European consumer complaint behavior. *The International Review of Retail, Distribution and Consumer Research*, 23(2), 137-151.
- Jayabaya, P., & Mediawati, P. N. (2018). Pengaruh Penerapan Bauran Pemasaran Digital Terhadap Minat Beli Pengguna Kereta Api Melalui Aplikasi Mobile Kai Access. *Jurnal Riset Bisnis Dan Manajemen*, 1(1), 22–33.
- Jogiyanto, H. (2011). Konsep dan Aplikasi Structural Equation Modeling Berbasis Varian dalam Penelitian Bisnis. Yogyakarta: UPP STIM YKPN.
- Karimov, F. P., Brengman, M., & Van Hove, L. (2011). The effect of website design dimensions on initial trust: A synthesis of the empirical literature. *Journal of Electronic Commerce Research*, 12(4).
- Kim, S. H., Singh, A. J., & Yoon, S. (2012). Evaluating Applicability of E-service Quality in Online Hotel Bookings. *FIU Hospitality Review*, 30(1).
- Kim, S., & Stoel, L. (2004). Apparel retailers: website quality dimensions and satisfaction. *Journal of retailing and consumer services*, 11(2), 109-117.
- Kitapci, O., Akdogan, C., & Dortyol, İ. T. (2014). The impact of service quality dimensions on patient satisfaction, repurchase intentions and word-of-mouth communication in the public healthcare industry. *Procedia-Social and Behavioral Sciences*, 148, 161-169.
- Kristiono, K., & Honggo, H. (2021). Analisis Pengaruh Kualitas Informasi Website Terhadap Minat Beli Ulang Pelanggan Belanja Online. *Jurnal Perkusi Pemasaran, Keuangan, & Sumber Daya Manusia*, 1(4), 1–19.
- Kuan, H. H., Bock, G. W., & Vathanophas, V. (2008). Comparing the effects of website quality on customer initial purchase and continued purchase at e-commerce websites. *Behaviour & Information Technology*, 27(1), 3-16.
- Lee, S., & Cude, B. J. (2012). Consumer complaint channel choice in online and offline purchases. *International Journal of Consumer Studies*, 36(1), 90-96.
- Muchardie, B. G., Gunawan, A., & Aditya, B. (2019, August). E-commerce market segmentation based on the antecedents of customer satisfaction and customer retention. In *2019 International Conference on Information Management and Technology (ICIMTech)* (Vol. 1, pp. 103-108). IEEE.
- Muhsin, A., & Zuliestiana, D. A. (2017). Analisis Pengaruh Kualitas Website (WebQual) 4.0 Terhadap Kepuasan Pengguna Bukalapak di Kota Bandung. *EProceedings of Management*, 4(3), 210–221.

- Murwanti, S., & Pratiwi, A. P. (2017). Pengaruh Kualitas Pelayanan Dan Promosi Terhadap Minat Beli Ulang Jasa Service Motor Dengan Kepuasan Pelanggan Sebagai Variabel Mediasi (Studi Pada Bengkel Motor Ahass Cabang UMS).
- NATAPRASETYA, M. F. A., SETYANTO, R. P., & AFIF, N. C. (2018). *The Analysis Of Food Quality And Service Quality Of Duta Catering Towards Customer Satisfaction And Brand Loyalty* (Doctoral dissertation, Universitas Jenderal Soedirman).
- Nigam, A. (2016). Website Quality and Consumer Online Purchase Intention of Railway Tickets in India. *International Journal of Engineering, Management, Humanities, and Social Sciences Paradigms (IJEMHS)*, 20(1), 1-8.
- Onesimo, C & Karen , R. (2018). Triggers to Word of Mouth and Revisit Intention to Chinese Food Restaurant. *Business International Journal of Management Excellence*.
- O. Pappas, I., G. Pateli, A., N. Giannakos, M., & Chrissikopoulos, V. (2014). Moderating effects of online shopping experience on customer satisfaction and repurchase intentions. *International Journal of Retail & Distribution Management*, 42(3), 187-204.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). Servqual: A multi-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). ES-QUAL: A multiple-item scale for assessing electronic service quality. *Journal of service research*, 7(3), 213-233.
- Pastikarani, D. A., & SRI, R. T. A. (2016). *Analisis pengaruh faktor-faktor minat beli ulang dengan kepuasan pelanggan sebagai variabel intervening (studi kasus pada pelanggan Hest 'in Modiste di Jakarta)* (Doctoral dissertation, Fakultas Ekonomika dan Bisnis).
- Prathama, F. (2019). Pengaruh Kemudahan Penggunaan Aplikasi Dan Kepercayaan Konsumen Terhadap Minat Beli Ulang Konsumen E-Commerce Lazada. *Agora*, 7(1).
- Priskila, T., & Priskila, A. (2019). Pengaruh Kualitas Website (Webqual 4.0) Dan Kualitas Pelayanan (Servqual) Online to Offline (O2O) Commerce Terhadap Kepuasan Pelanggan Dan Minat Pembelian Ulang. *Jurnal Manajemen*, 16(2), 109–126.
- Putri, A. D., & Astuti, S. R. T. (2017). Faktor-Faktor Yang Mempengaruhi Kepuasan Konsumen Serta Dampaknya Terhadap Minat Beli Ulang Konsumen (Studi Pada Blends Pasta & Chocolate Cabang Unika Semarang). *Diponegoro Journal of Management*, 6(2), 73–82.
- Ramadhan, G., & Soesanto, H. (2017). Analisis Pengaruh Kualitas Informasi Dan Kualitas Pelayanan Website Dalam Meningkatkan Minat Beli Ulang Mahasiswa Universitas Diponegoro Pada Situs Elevenia. Co. Id Dengan Menggunakan Kepuasan Konsumen Sebagai Variabel Mediasi. *Diponegoro Journal of Management*, 6(4), 360–371.
- Ranjbarian, B., Sanayei, A., Kaboli, M. R., & Hadadian, A. (2012). An analysis of brand image,

- perceived quality, customer satisfaction and re-purchase intention in Iranian department stores. *International Journal of Business and Management*, 7(6), 40-48.
- Rinaldi, A., & Santoso, S. B. (2018). Analisis Pengaruh Kualitas Informasi, Kualitas Sistem dan Kualitas Pelayanan terhadap Minat Beli Ulang dengan Kepuasan Pelanggan sebagai Variabel Intervening (Studi pada Pelanggan Traveloka di Kota Semarang). *Diponegoro Journal of Management*, 7(2).
- Rose, S., Clark, M., Samouel, P., & Hair, N. (2012). Online customer experience in e-retailing: an empirical model of antecedents and outcomes. *Journal of retailing*, 88(2), 308-322.
- Santoso, A. V. (2020). Analisis pengaruh digital marketing terhadap repeat purchase dengan customer engagement dan customer experience sebagai variabel intervening pada layanan pesan-antar makanan GoFood di Surabaya. *Jurnal Strategi Pemasaran*, 7(2), 12.
- Saodin, S. (2021). Pengaruh E-Servqual terhadap E-Satisfaction, E-Wom dan Online Repurchase Intention. *Jurnal Ilmiah Ekonomi Manajemen: Jurnal Ilmiah Multi Science*, 12(1), 15-30.
- Schiffman, Leon.G. dan Leslie Lazar Kanuk. (2007). Perilaku Konsumen. Edisi Ke-7. Diterjemahkan oleh Zoelkifli Kasip. PT. Indeks, Jakarta.
- Schiffman, Leon, & Kanuk, Leslie Lazar. 2007. Consumer Behaviour 7 th. Edition. (Perilaku Konsumen). Jakarta: PT. Indeks
- Schmitt, B.H. (1999), *Experiential Marketing: How to Get Customers to SENSE, FEEL, THINK, ACT, and RELATE to Your Company and Brands*, Free Press, New York, NY.
- Seiders, K., Voss, G. B., Grewal, D., & Godfrey, A. L. (2005). Do satisfied customers buy more? Examining moderating influences in a retailing context. *Journal of marketing*, 69(4), 26-43.
- Sharma, D. R., & Singh, B. (2021). Understanding the relationship between customer satisfaction, customer engagement and repeat purchase behaviour. *Vision*, 0972262921992593.
- Srinivasan, S. S., Anderson, R., & Ponnayolu, K. (2002). Customer loyalty in e-commerce: an exploration of its antecedents and consequences. *Journal of retailing*, 78(1), 41-50.
- Suandana, N. P. W., Rahyuda, K., & Yasa, N. N. K. (2016). Pengaruh pengalaman membeli produk fashion terhadap niat membeli kembali melalui kepuasan dan kepercayaan pelanggan. *Jurnal Manajemen, Strategi Bisnis dan Kewirausahaan*, 10(1), 85-97.
- Sugiyono. 2013. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: CV Alfabeta.
- Suhaily, L., & Soelasih, Y. (2017). What effects Pembelian Ulang of online shopping. *International Business Research*, 10(12), 113-122.
- Suliyanto (2018). Metode Penelitian Bisnis untuk Skripsi, Tesis, & Disertasi. Yogyakarta: Andi Offset.

- Sundar, S. S., & Kim, J. (2005). Interactivity and persuasion: Influencing attitudes with information and involvement. *Journal of interactive advertising*, 5(2), 5-18.
- SUSANTO, F. F., & SETYANTO, R. P. The Influence of Servicescape and Service Encounter on Consumer Emotion, Perceived Service Quality, and Consumer Satisfaction.
- Szymanski, D. M., & Hise, R. T. (2000). E-satisfaction: an initial examination. *Journal of retailing*, 76(3), 309-322.
- Tjiptono, F. (2014). Pemasaran Jasa: Prinsip, Penerapan, dan Penelitian, ed 1. Andi Offset. Yogyakarta.
- Trivedi, S. K., & Yadav, M. (2020). Pembelian Ulang in Y generation: mediation of trust and Kepuasan. *Marketing Intelligence & Planning*, 11(1), 212–221.
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003). User acceptance of information technology: Toward a unified view. *MIS quarterly*, 425-478.
- Venkatesh, V., Thong, J. Y., Chan, F. K., Hu, P. J. H., & Brown, S. A. (2011). Extending the two-stage information systems continuance model: Incorporating UTAUT predictors and the role of context. *Information systems journal*, 21(6), 527-555.
- Wakefield R.L, Stocks M.H & Wilder W. (2004). *The Role of Web Site Characteristic in Initial Trust Formation*. *Journal of Computer Information System*. 45:1,94-103.
- Watu, M. D. N., Suprpto, H., & Sugandini, D. (2021, November). Peran Mediasi Kepercayaan Pada Pengaruh Kualitas Website Dan E-Wom Terhadap Minat Beli Ulang Di Tokopedia Oleh Konsumen Online Generasi Milenial Di Daerah Istimewa Yogyakarta. In *Seminar Nasional Informatika (SEMNASIF)* (Vol. 1, No. 1, pp. 337-351).
- Wen-Hung, W., Liang, C. J., & Yung-De, W. (2006). Relationship bonding tactics, relationship quality and customer behavioral loyalty-behavioral sequence in Taiwan's information services industry. *Journal of Services Research*, 6(1), 31.
- Widjaja, A. (2018). Impact of Online to Offline (O2O) Commerce Service Quality and Brand Image on Customer Satisfaction and Repeat Purchase Intention. *International Journal of Advanced Engineering, Management and Science*, 4(3), 239975.
- Wongso, D. A. (2020). Analisa Pengalaman Pengguna Terhadap Customer Loyalty Dengan Trust Sebagai Variabel Intervening Pada Aplikasi Ovo Digital Payment. *Jurnal Strategi Pemasaran*, 7(1), 11–20.
- Yolandari, N. L. D., & Kusumadewi, N. M. W. (2018). Pengaruh Pengalaman Pelanggan Dan Kepercayaan Terhadap Niat Beli Ulang Secara Online Melalui Kepuasan Pelanggan (Studi Pada Situs Online Berrybenka. com). *E-Jurnal Manajemen Universitas Udayana*, 7(10), 53–43.
- Zaid, S., & Patwayati, P. (2021). Impact of customer experience and customer engagement on satisfaction and loyalty: A case study in Indonesia. *The Journal of Asian Finance*,

Economics and Business, 8(4), 983-992.

Zhou, T., Li, H., & Liu, Y. (2010). The effect of flow experience on mobile SNS users' loyalty. *Industrial Management & Data Systems*.

