

DAFTAR PUSTAKA

- Adolf O. S. Lubalu. (2019). *Pengaruh Features Dan Perceived Quality Terhadap Consumer Satisfaction Handphone Samsung Di Kota Poso*. 15(2), 57–63.
- Ailudin, M., & Sari, D. (2019). Pengaruh Customer Experience Terhadap Minat Beli Ulang (Studi Pada Pelanggan One Eighty Coffee Bandung). *Eproceedings Of Management*, 6(1), 1050–1057. <https://Openlibrarypublications.Telkomuniversity.Ac.Id/Index.Php/Management/Article/View/9026>
- Akbar Rizki Utomo. (2020). Pengaruh Customer Experience Terhadap Repurchase Intention Dengan Brand Engagement Sebagai Variabel Mediasi (Studi Pada Pengguna Produk Outdoor Gear Eiger Di Kota Malang) Oleh : Akbar Rizki Utomo Fakultas Ekonomi Dan Bisnis Universitas Brawijaya Dosen P. *Jurnal Ilmiah Mahasiswa FEB Universitas Brawijaya*. <https://Jimfeb.Ub.Ac.Id/Index.Php/Jimfeb/Article/View/6949>
- Amirullah. (2015). Populasi Dan Sampel (Pemahaman, Jenis Dan Teknik). *Bayumedia Publishing Malang*, 16(4), 293–303.
- Andi Awira Samosir, H. M. (2018). *Pengaruh Harga Dan Customer Experience Bfc Fried Chicken Mutiara Kisaran*. 1.
- Anggraeni, M., Husain, A. N., & Arifin, S. (2014). Hubungan Tipe Kepribadian Introvert Dengan Kecanduan Internet Pada Siswa Kelas X Di SMAN 1 Banjarmasin. *Berkala Kedokteran*, 10(1), 1–8.
- Antwi, S. (2021). “I Just Like This E-Retailer”: Understanding Online Consumers Repurchase Intention From Relationship Quality Perspective. *Journal Of Retailing And Consumer Services*, 61(April), 102568. <https://doi.org/10.1016/j.jretconser.2021.102568>
- Ardhanari, M. (2008). Customer Satisfaction Pengaruhnya Terhadap Brand Preference Dan Repurchase Intention Private Brand. *Customer Satisfaction Pengaruhnya Terhadap Brand (Margaretha Ardhani) Jurnal Riset Ekonomi Dan Bisnis*, 588(2), 58–69.
- Arina, Y., Japariato, E., Pemasaran, J. M., Petra, U. K., & Siwalankerto, J. (2013). Experience Terhadap Customer Satisfaction Di De Kasteel Resto Surabaya. *Jurnal Manajemen Pemasaran Petra*, 1(1), 1–7.
- Asbari, M., Purwanto, A., & Budi, P. (2020). Pengaruh Iklim Organisasi Dan Kepemimpinan Transformasional Terhadap Produktivitas Kerja Inovatif Pada Industri Manufaktur Di Pati Jawa Tengah . *Jurnal Produktivitas*, 7(1), 62–69. <https://doi.org/http://dx.doi.org/10.29406/jpr.v7i1.1797>
- Asbari, M., Santoso, P. B., & Purwanto, A. (2019). Pengaruh Kepemimpinan Dan Budaya Organisasi Terhadap Perilaku Kerja Inovatif Pada Industri 4.0. *Jim UPB*, 8(1), 7–15.

<https://doi.org/10.33884/jimupb.v8i1.1562>

- Chandra, G. (2022). Pengaruh Pemahaman Tarif PPH Final Dan Sanksi Pajak Terhadap Kepatuhan Wajib Pajak Pelaku Usaha Online. *Jurnal Informasi Akuntansi (JIA)*, 1(2), 141–155. <https://journal.ukmc.ac.id/index.php/jia/article/view/679>
- Dharmayanti, D., & Lokito, S. A. (2016). Analisis Pengaruh Experiential Marketing Dan Customer Satisfaction Terhadap Customer Loyalty Comedy Kopi Di Surabaya. *Managemenn Pemasaran*, 121–131, 1–15.
- Febrian, D., Simanjuntak, M., & Hasanah, N. (2021). The Effect Of Benefits Offered And Customer Experience On Re-Use Intention Of Mobile Banking Through Customer Satisfaction And Trust. *Jurnal Keuangan Dan Perbankan*, 25(3), 551–569. <https://doi.org/10.26905/jkdp.v25i3.5879>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial Least Squares Structural Equation Modeling (PLS-SEM): An Emerging Tool In Business Research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hasniati, Indriasari, D. P., & Sirajuddin, A. (2021). Pengaruh Customer Experience Terhadap Repurchase Intention Produk Online Dengan Customer Satisfaction Sebagai Variable Intervening. *MARS Journal*, 1(2), 11–23. <http://journal.ilscentre.or.id/>
- Hong, B. (2015). Pengaruh Service Quality, Perceived Value, Customer Satisfaction Terhadap Repurchase Intention Pelanggan Di Resto Buro Bar Surabaya. *Jurnal Strategi Pemasaran*, 3(1), 1–11. <http://publication.petra.ac.id/index.php/manajemen-pemasaran/article/view/4036>
- Hult, G. T. M., Sharma, P. N., Morgeson, F. V., & Zhang, Y. (2019). Antecedents And Consequences Of Customer Satisfaction: Do They Differ Across Online And Offline Purchases? *Journal Of Retailing*, 95(1), 10–23. <https://doi.org/10.1016/j.jretai.2018.10.003>
- Juliandi, A. (2018). Structural Equation Model Partial Least Square (Sem-Pls) Dengan Smartpls. *Modul Pelatihan*, 1–4.
- Kim, S., & Stoel, L. (2004). Apparel Retailers: Website Quality Dimensions And Satisfaction. *Journal Of Retailing And Consumer Services*, 11(2), 109–117. [https://doi.org/10.1016/S0969-6989\(03\)00010-9](https://doi.org/10.1016/S0969-6989(03)00010-9)
- Kusumawathi, N. W. G., Darmawan, D. P., & Suryawardani, I. G. . O. (2019). Pengaruh Store Atmosphere, Kualitas Produk, Dan Kualitas Layanan Terhadap Kepuasan Konsumen Di Seniman Coffee Studio. *Jurnal Agribisnis Dan Agrowisata (Journal Of Agribusiness And Agritourism)*, 8(1), 1. <https://doi.org/10.24843/jaa.2019.v08.i01.p01>
- Liana, L. (2009). Penggunaan MRA Dengan SPSS Untuk Menguji Pengaruh

- Variabel Moderating Terhadap Hubungan Antara Variabel Independen Dan Variabel Dependen. *Dinamik*, 14(2), 90–97.
- Ningsih, S., & Dukalang, H. H. (2019). Penerapan Metode Suksesif Interval Pada Analisis Regresi Linier Berganda. *Jambura Journal Of Mathematics*, 1(1), 43–53. <https://doi.org/10.34312/jjom.v1i1.1742>
- Nirwana Br. Bangun, J. I. M. (2021). *Pengaruh Kepedulian Terhadap Sikap Lingkungan Dan Kemauan Membayar*. 1(1), 44–53.
- Pratama, D. (2021). Landasan Teori Variabel Intervening. *Bab III Metoda Penelitian, Bab Iii Me*, 1–9.
- Prayogi, M. A., & Fahmi, M. (2021). Job Outcome: Job Involment, Job Characteristics Dan Work Engagement Sebagai Variabel Intervening. *Jurnal Ilmiah Manajemen Dan Bisnis*, 22(1), 121–139. <https://doi.org/10.30596/jimb.v22i1.6664>
- Rahmadian, R. (2012). “ *The Prospect Of Light Meals Small Industry In The City*. 1–19.
- Rahmanda, F., & Farida, N. (2021). Pengaruh Brand Image Dan Customer Experience Terhadap Repurchase Intention Dengan Brand Trust Sebagai Variabel Intervening Pada J . Co Donuts & Coffee Paragon Mall Dan Pendahuluan. *Jurnal Ilmu Administrasi Bisnis*, X(I), 866–878.
- Ratnasari, R. T., Gunawan, S., Mawardi, I., & Kirana, K. C. (2020). Emotional Experience On Behavioral Intention For Halal Tourism. *Journal Of Islamic Marketing*, 12(4), 864–881. <https://doi.org/10.1108/JIMA-12-2019-0256>
- Sari, D. K., & Wahidahwati. (2021). Pengaruh Pengungkapan Sustainability Report, Ukuran Perusahaan, Profitabilitas, Dan Leverage Terhadap Nilai Perusahaan. *Jurnal Ilmu Dan Riset Akuntansi*, 10(4), 1–19.
- Sebald, A. K., & Jacob, F. (2020). What Help Do You Need For Your Fashion Shopping? A Typology Of Curated Fashion Shoppers Based On Shopping Motivations. *European Management Journal*, 38(2), 319–334. <https://doi.org/10.1016/j.emj.2019.08.006>
- Sitorus, F. Y. (2019). Management Journal. *Fundamental Management Journal*, 4(1), 37–51.
- Suandana, N., Rahyuda, K., & Yasa, N. (2016). Pengaruh Pengalaman Membeli Produk Fashion Terhadap Niat Membeli Kembali Melalui Kepuasan Dan Kepercayaan Pelanggan. *Matrik:Jurnal Manajemen, Strategi Bisnis Dan Kewirausahaan*, 10(1), 85–97.
- Subagio, H., & Jessica, J. (2020). Pengaruh Perceived Usefulness, Perceived Ease Of Use, Subjective Norm, Dan Customer Experience Terhadap Intention To Use MYTELKOMSEL (Studi Kasus Pada Mahasiswa Universitas Kristen Petra Surabaya). *Pengaruh Perceived Usefulness, Perceived Ease Of Use*,

Subjective Norm, Dan Customer Experience Terhadap Intention To Use MYTELKOMSEL (Studi Kasus Pada Mahasiswa Universitas Kristen Petra Surabaya), 1–12.

- Susanti, N., Halin, H., & Kurniawan, M. (2017). Pengaruh Bauran Pemasaran (4P) Terhadap Keputusan Pembelian. *Jurnal Ilmiah Ekonomi Global Masa Kini*, 8(1), 43–49.
- Syamsuryadin, S., & Wahyuniati, C. F. S. (2017). Tingkat Pengetahuan Pelatih Bola Voli Tentang Program Latihan Mental Di Kabupaten Sleman Yogyakarta. *Jorpres (Jurnal Olahraga Prestasi)*, 13(1), 53–59. <https://doi.org/10.21831/Jorpres.V13i1.12884>
- Tan, H., & Brahmana, R. K. M. R. (2019). Pengaruh Perceived Value Terhadap Repurchase Intention Melalui Customer Satisfaction Sebagai Variabel Intervening Pada Shopee. *Agora*, 7(1), 1–7. <https://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/8183/0>
- Thomas, A. (2017). Multivariate Hybrid Pathways For Creating Exceptional Customer Experiences. *Business Process Management Journal*, 23(4), 822–829. <https://doi.org/10.1108/BPMJ-02-2017-0027>
- Torabi, A., Hamidi, H., & Safaie, N. (2021). Effect Of Sensory Experience On Customer Word-Of-Mouth Intention, Considering The Roles Of Customer Emotions, Satisfaction, And Loyalty. *International Journal Of Engineering Transactions C: Aspects*, 34(3), 682–699. <https://doi.org/10.5829/Ije.2021.34.03c.13>
- Wardaya, E. P. (2017). Pengaruh Customer Experience Terhadap Customer Loyalty Melalui Customer Satisfaction Dan Customer Trust Pada Pelanggan Bengkel Auto 2000 Di Surabaya. *Petra Business & Management Review*, 3(1), 27–45.
- Wicaksana, A. (2016). 濟無No Title No Title No Title. <https://medium.com/>, 6–22. <https://medium.com/@Arifwicaksanaa/Pengertian-Use-Case-A7e576e1b6bf>
- Yosephine Simanjuntak, D. C., & Purba, P. Y. (2020). Peran Mediasi Customer Satisfaction Dalam Customer Experience Dan Loyalitas Pelanggan. *Jurnal Bisnis Dan Manajemen*, 7(2), 171–184. <https://doi.org/10.26905/Jbm.V7i2.4795>