

## DAFTAR PUSTAKA

- Abdillah, W., Hartono, J. (2014). *Partial Least Square (PLS)*. Yogyakarta: Andi Offset.
- Butcher, K., Sparks, B., O'Callaghan, F. (2002). "Effect of social influence on repurchase intentions". *Journal of Services Marketing*, 16(6), 503- 514.
- Chen, H. S., Tsai, B. K., Hsieh, C.M. (2017). "Determinants of Consumers' Purchasing Intentions for the Hydrogen-Electric Motorcycle". *Sustainability*, 9, 1447.
- Chahal, H., Kumari, N (2012) "Consumer perceived value: the development of a multiple item scale in hospitals in the Indian context". *International Journal of Pharmaceutical and Healthcare Marketing*, Vol. 6, No. 2, pp.167–190.
- Chiou, J. S. (2004). "The antecedents of consumer's loyalty toward internet service providers". *Information & Management*, 41(6), 685- 695.
- Fan Y. M. (2013). "A Study on Purchase Motivation, Service Quality, Satisfaction and Repurchase Intention, A Case of Sporting Goods Consumers in the Yunlin Chiayi County, Taiwan: Master's degree thesis". *Management Sciences Department of Business Administration*, Nanhua University.
- Fang, Y., Chiu, C., Wang, E. T. G. (2011). "Understanding customers' satisfaction and repurchase intentions." *Internet Research*, 21(4), 479–503.
- Ghozali, I. (2011). *Konsep dan Aplikasi Dengan Program Amos 21.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hair, J., Joseph, F., Hult, G. M., Thomas, Ringle, C. M., Sarstedt, M. (2014). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. USA: SAGE Publications, Inc.
- Har, L. C., Cyril E. U., Oly N. N. (2011). "Analyzing key determinants of online repurchase intentions". *Asia Pacific Journal of Marketing and Logistics*, 23(2), 200- 221.
- Ho, C. H., Wu, T. Y. (2012). "Factors affecting intent to purchase virtual goods in online games". *International Journal of Electronic Business Management*, Vol. 10 (3), pp. 204-223.
- Hume M., Sullivan, M. G. (2010). "The Consequence of Appraisal Emotion, Service Quality, Perceived Value and Customer Satisfaction on Repurchase Intent in the Performing Arts". *Journal of Service Marketing*, vol. 24, no. 2, pp. 170-182.

- Hu, Y. (2011). "Linking Perceived Value, Customer Satisfaction, and Purchase Intention in E-Commerce Settings". In *Advances in Intelligent and Soft Computing*; Springer: New York, NY, US; Volume 106, pp. 623–628.
- Ibzan, E., Farida, B., Balarabe, J. (2016). "Consumer Satisfaction and Repurchase Intentions". *Developing Country Studies* ISSN 2224-607X (Paper) ISSN 2225-0565 (Online) Vol.6, No.2.
- Kotler, P., Armstrong, G. (2010). *Principles of marketing*. Upper Saddle River, New Jersey: Pearson.
- Kussujaniatun, S., Wisnmalawati (2011). "Pengaruh Pengetahuan Produk, Nilai, dan Kualitas yang Dipersepsikan terhadap Kepuasan Pelanggan Mobil Toyota". *Jurnal Bisnis dan Manajemen* (Bisma) vol 5 no1
- Lan, S. T. (2011). "A Study of the Influence on Repurchase Intention of Purchase Motivation and Customer Satisfaction: The Bicycle Industry for Example, Taiwan: EMBA thesis". *Department of Industrial Management*, I-Shou University.
- Lin, J. S., Liang, H. Y. (2011). "The influence of service environment on customer emotion and service outcomes". *Management Service Quality: An International Journal*, 21(4), 350372.
- Liu, Y. H., Jang, S. (2009). "The effects of dining atmospherics: an extended Mehrabian-Russell model". *International Journal of Hospitality Management*, 28(4), 494-503.
- Mc Dougall, G. H., Levesque, T. (2000). "Customer satisfaction with services: putting perceived value". *Journal of Services Marketing*, 14(5), 392 - 410.
- Park, B. W., Lee, K. O. (2011). "Exploring the value of purchasing online game items. *Computers in Human Behavior*". vol 27(6), 2178–2185.
- Pham, Q. T., Tran, X. P., Misra, S., Maskeliunas, R., Damaševičius, R. (2018). "Relationship between convenience, perceived value, and repurchase intention in online shopping in Vietnam". *Sustainability (Switzerland)*, 10(1).
- Raza, M. A., Ahmad N. S., Hayat M. A. (2012). "Relationship between service quality, perceived value, satisfaction and revisit intention in hotel industry". *Interdisciplinary Journal of Contemporary Research in Business*, 4(8), 788–805.
- Ryu, K., Lee, H. R., Gon K. W. (2012). "The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions". *International Journal of Contemporary Hospitality Management*, 24(2), 200-223.

Sekaran, Uma. (2011). *Research Methods for Business 2th Edition, jilid 1 & 2*. Jakarta : Salemba Empat.

Tsai, W. C., Huang, Y. M. (2002). "Mechanisme linking employee affective delivery and customer behavior intention". *Journal of Applied Psychology*, 87(5), 1001-1008.

Tung, F. C. (2013). "Customer satisfaction, perceived value and customer loyalty: the mobile services industry in China". *African Journal of Business Management*, Vol. 7(18), pp. 1730-1737

Qin, Z., Panita, S. P. D. (2016) "The relationship among social environment, perceived value, customer satisfaction and repurchase intention in ice cream franchise". *An International Journal*, Vol. 18 Iss 3 pp. 362-382.

Wang, Y. C. (2014). "The Study of Service Quality, Experience Marketing, Customer Satisfaction and Repurchase Intention: Example of Starbucks Coffee, Taiwan: Master's degree thesis". *Management Sciences Department of Business Administration*, Nanhua University.

William., Auchil (2002), *Relationship Marketing Delivering Customer Satisfaction*, Oxford: Butter – Worth – Heinemann.

Wu, S. I., Chen, Y. J. (2014). "The Impact of Green Marketing and Perceived Innovation on Purchase Intention for Green Products". *International Journal of Marketing Studies*, Vol 6, No 5.

Yin C. I. (2014) "The Relationships among Service Quality, Perceived Value, Customer Satisfaction and Repurchase Intention - A Study of Bicycle Industry, Taiwan: EMBA thesis". *Department of Business Administration, Asia University*.

<http://www.makanan-cepat-saji.com> di akses pada tanggal 10-02-2018 pukul 10.00 WIB