DAFTAR PUSTAKA

- Agarwal, R., & Dhingra, S. (2023). Factors influencing cloud service quality and their relationship with customer satisfaction and loyalty. *Heliyon*, 9(4), e15177. https://doi.org/10.1016/j.heliyon.2023.e15177
- Diamond, B. A. (2023). Perceptions of Retail Service Quality at Supermarket in the context of the COVID-19 Pandemic in South Africa.
- El-adly, M. I. (2018). Modelling the relationship between hotel perceived value, customer satisfaction, and customer loyalty. *Journal of Retailing and Consumer Services*, xxxx, 0–1. https://doi.org/10.1016/j.jretconser.2018.07.007
- Francioni, B., Savelli, E., & Cioppi, M. (2018). Store satisfaction and store loyalty: The moderating role of store atmosphere. *Journal of Retailing and Consumer Services*, 43(April), 333–341. https://doi.org/10.1016/j.jretconser.2018.05.005
- Gandhi, S. K., Sachdeva, A., & Gupta, A. (2018). Impact of service quality on satisfaction and loyalty at manufacturer-distributor dyad Insights from Indian SMEs. https://doi.org/10.1108/JAMR-12-2017-0120
- Gil-saura, I., Berenguer-contri, G., & Ruiz-molina, M. E. (2018). Satisfaction and Loyalty in B2B Relationship in the Freight Forwarding Industry: Adding Perceived Value and Service Quality into Equation. 33(5), 1184–1195.
- Hair, J. ., Black, W. ., Babin, B. ., & Anderson, R. (2010). *Multivariate Data Analysis* (7th ed.). Pearson Education.
- Iqbal, M. S., Hassan, M. U., & Habibah, U. (2018). Impact of self-service technology (SST) service quality on customer loyalty and behavioral intention: The mediating role of customer satisfaction. Cogent Business & Management, 50(1), 1–23. https://doi.org/10.1080/23311975.2018.1423770
- Islam, T., Islam, R., Pitafi, H., Xiaobei, P. L., Rehmani, M., Irfan, M., & Mubarak, P. S. (2020). The Impact of Corporate Social Responsibility on Customer Loyalty: The Mediating Role of Corporate Reputation, Customer Satisfaction, and Trust. In Sustainable Production and Consumption. Elsevier B.V. https://doi.org/10.1016/j.spc.2020.07.019
- Jabeen, S. (2019). Effect of Retail Service Quality on Switching Intentions Among Hypermarket Customers. January.
- Kajenthiran, .K. (2018). An Empirical Investigation on Retail Service Quality and Its Impact on Customer Loyalty in the Supermarkets in Jaffna District, Sri Lanka. 8(1), 7552.
- Kanakaratne, M. D. S., Bray, J., & Robson, J. (2020). The influence of national culture and industry structure on grocery retail customer loyalty. *Journal of Retailing and Consumer Services*, 54(December 2018), 102013. https://doi.org/10.1016/j.jretconser.2019.102013
- Kaul, S. (2007). Measuring Retail Service Quality: Examining Applicability of International Research Perspectives in India. 32(1), 15–26.
- Khairawati, S. (2020). Effect of customer loyalty program on customer satisfaction and its impact on customer loyalty. 9(1), 15–23.
- Kusumawati, A., & Rahayu, K. S. (2019). The effect of experience quality on customer perceived value and customer satisfaction and its impact on customer loyalty. https://doi.org/10.1108/TQM-05-2019-0150
- Lavanya, S. M., Mahendran, K., Hemalatha, S., & Senthilkumar, R. (2018). Assessment of Relationship between Service Quality, Consumer Satisfaction and Consumer Loyalty in Retail Outlet Using SEM PLS Analysis. 25(2), 1–8. https://doi.org/10.9734/AJAEES/2018/31583
- Lenggogeni, S., & Chaira, A. (2021). The Female Muslim Tourist Perceived Value in Non-OIC Countries: A Case of Indonesian Outbound Market. In *Women in Tourism in Asian*

Muslim Countries (pp. 41–59). https://doi.org/https://doi.org/10.1007/978-981-33-4757-1_4

Los, U. M. D. E. C. D. E. (2018). Business Reasearch Methods (Eleven).

- Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, *July*, 1–9. https://doi.org/10.1016/j.jretconser.2016.10.011
- Meyer-waarden, L., Bruwer, J., & Galan, J. (2023). Loyalty programs, loyalty engagement and customer engagement with the company brand: Consumer-centric behavioral psychology insights from three industries. *Journal of Retailing and Consumer Services*, 71(December 2022), 103212. https://doi.org/10.1016/j.jretconser.2022.103212
- Muhammad, F. (2022). *The influence of membership program on customer loyalty mediated by customer satisfaction*. *10*(6), 34–41.
- Nesset, E., Bergem, O., Schi, E., & Helgesen, Ø. (2021). Building chain loyalty in grocery retailing by means of loyalty programs A study of 'the Norwegian case. 60(January). https://doi.org/10.1016/j.jretconser.2021.102450
- Oña, J. De. (2020). Understanding the mediator role of satisfaction in public transport: a cross-country analysis. *Transport Policy*. https://doi.org/10.1016/j.tranpol.2020.09.011
- Parasuraman, A. (1996). The Behavioral Consequences of Service Quality.
- Parasuraman, A., & Zeithaml, V. A. (1988). Communication and Control Processes in the Delivery of Service Quality. 52(2), 35-48. ITAS ANDALAS
- Parasuraman, A., & Zeithaml, V. A. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. 49(1979), 41–50.
- Render, B., Stair Jr, R. M., Hanna, M. E., & Hale, T. S. (2018). Quantitative Analysis for Management.
- Sivapalan, A., Jebarajakirthy, C., & Jebarajakirthy, C. (2018). An application of retailing service quality practices influencing customer loyalty toward retailers. https://doi.org/10.1108/MIP-09-2016-0178
- Sivapalan, A., Shankar, A., & Das, M. (2021). *How to Enhance Customer Loyalty to Retail Stores via Retail Service Quality Practices ? A Moderated Mediated Mechanism.*
- Slack, N. J. (2020). The effect of service quality on customer satisfaction and loyalty and the mediating role of customer satisfaction Supermarkets in Fiji. 32(3), 543–558. https://doi.org/10.1108/TQM-07-2019-0187
- Thorpe, D. I., & Rentz, J. O. (1996). A Measure of Service Quality for Retail Stores : Scale Development and Validation.
- Uma, S. (2006). Metode Riset Bisnis (4th ed.).
- Venkateswaran, P. S., & Sundram, S. (2021). Impact of Retail Service Quality and Store Service Quality on Patronage Intention towards Organized Retail Industry. 12(3), 1462– 1471.
- Zakaria, I., Rahman, B. A., Othman, A. K., Azlina, N., Yunus, M., Dzulkipli, M. R., Akmal, M., & Osman, F. (2020). The Relationship between Loyalty Program, Customer Satisfaction and Customer Loyalty in Retail Industry : A Case Study. *Procedia - Social* and Behavioral Sciences, 129, 23–30. https://doi.org/10.1016/j.sbspro.2014.03.643