

## DAFTAR PUSTAKA

- Adekunle, S. A., & Ejechi, J. O. (2018). Modelling repurchase intention among smartphones users in Nigeria. *Journal of Modelling in Management*, 13(4), 794–814. <https://doi.org/10.1108/JM2-12-2017-0138>
- Ajayi, V. O. (2017). *Advance Statistical Methods in Education*. September. <https://doi.org/10.13140/RG.2.2.24292.68481>
- Bilgihan, A., Kandampully, J., & Zhang, T. (Christina). (2016). Towards a unified customer experience in online shopping environments: Antecedents and outcomes. *International Journal of Quality and Service Sciences*, 8(1), 102–119. <https://doi.org/10.1108/IJQSS-07-2015-0054>
- Brauer, M., & Judd, C. M. (2000). Defining Variables in Relationship to Other Variables: When Interactions Suddenly Turn Out to Be Main Effects. *Journal of Experimental Social Psychology*, 36(4), 410–423. <https://doi.org/10.1006/jesp.2000.1420>
- Brosdahl, D. J. C., & Almousa, M. (2013). Risk Perception and Internet Shopping : Comparing United States and Saudi Arabian Consumers. *Journal of Management and Marketing Research*, 1–17.
- Chang, H., Wang, H., Chang, H., McGrath, M. A., & Otnes, C. (2007). *Association for consumer research*. 8.
- Chiu, C. M., Chang, C. C., Cheng, H. L., & Fang, Y. H. (2009). Determinants of customer repurchase intention in online shopping. *Online Information Review*, 33(4), 761–784. <https://doi.org/10.1108/14684520910985710>

Creswell, J. W. (2013). Table of Contents PART I - Preliminary Considerations.

*Book.*

Curtis, K. R. (2008). Conducting Market Research Using Primary Data. *Chapter 7 of Niche Markets: Assessment & Strategy Development for Agriculture*, 1–10.

De Toni, D., Eberle, L., Larentis, F., & Milan, G. S. (2018). Antecedents of Perceived Value and Repurchase Intention of Organic Food. *Journal of Food Products Marketing*, 24(4), 456–475.  
<https://doi.org/10.1080/10454446.2017.1314231>

Dlačić, J., Arslanagić, M., Kadić-Maglajlić, S., Marković, S., & Raspor, S. (2013). Exploring perceived service quality, perceived value, and repurchase intention in higher education using structural equation modelling. *Total Quality Management and Business Excellence*, 25(1–2), 141–157.  
<https://doi.org/10.1080/14783363.2013.824713>

Ferdinand, A. (2014). *Metode Penelitian Manajemen* (Edisi 5). Universitas Diponegoro Press.

Ghozali, I. (2014). *Structural Equation Modeling, Metode Alternatif dengan Partial Least Square (PLS)*. (4th ed.). Badan Penerbit Universitas Diponegoro.

Ghozali, I. (2016). *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23* (8th ed.). Badan Penerbit Universitas Diponegoro.

Given, L. M. (2008). The SAGE Encyclopedia of Qualitative Research Methods. *SAGE Publications*, 1-4129-4163-6.

Gupta, S., & Kim, H. (2014). *International Journal of Electronic Commerce The Moderating Effect of Transaction Experience on the Decision Calculus in On-Line Repurchase The Moderating Effect of Transaction Experience on the Decision Calculus in On-Line Repurchase*. May 2015, 37–41.  
<https://doi.org/10.2753/JEC1086-4415120105>

Hair., J., Joseph., F., William., C. B., Barry., J. babin, & Anderson, R. E. (2014). On multiple regression analysis. In *Statistica Neerlandica* (7th ed., Vol. 16, Issue 1). Pearson Education Limited. <https://doi.org/10.1111/j.1467-9574.1962.tb01184.x>

Hair et. (2010). *Multivariate Data Analysis* (Seventh Ed). Pearson Prentice Hall.

Hengky Latan. (2013). *Model Persamaan Struktural: Teori Implementasi Amos 21.0*. Alfabeta.

Hui, J. Y. (2010). The internet in Indonesia: Development and impact of radical websites. In *Studies in Conflict and Terrorism* (Vol. 33, Issue 2).  
<https://doi.org/10.1080/10576100903400605>

Hume, M., & Mort, G. S. (2010). The consequence of appraisal emotion, service quality, perceived value and customer satisfaction on repurchase intent in the performing arts. *Journal of Services Marketing*, 24(2), 170–182.  
<https://doi.org/10.1108/08876041011031136>

Joshi, A., Kale, S., Chandel, S., & Pal, D. (2015). Likert Scale: Explored and Explained. *British Journal of Applied Science & Technology*, 7(4), 396–403.  
<https://doi.org/10.9734/bjast/2015/14975>

Khan, A. G. (2016). Electronic Commerce: A Study on Benefits and Challenges in an Emerging Economy. *Type: Double Blind Peer Reviewed International Research Journal Publisher: Global Journals Inc*, 16(1).

Kim, C., Galliers, R. D., Shin, N., Ryoo, J., & Kim, J. (2012). Electronic Commerce Research and Applications Factors influencing Internet shopping value and customer repurchase intention. *Electronic Commerce Research and Applications*, 11(4), 374–387. <https://doi.org/10.1016/j.elerap.2012.04.002>

Maulana, B. S. (2020). *BELI ULANG (Studi Empiris Pada Pengguna Shopee . co . id di Kota Surakarta )*.

Mühl, J. K. (2014). Research methodology. *Contributions to Management Science*, 75–100. [https://doi.org/10.1007/978-3-319-04069-1\\_4](https://doi.org/10.1007/978-3-319-04069-1_4)

Ngoc Duy Phuong, N., & Thi Dai g, T. (2018). Repurchase Intention: The Effect of Service Quality, System Quality, Information Quality, and Customer Satisfaction as Mediating Role: A PLS Approach of M-Commerce Ride Hailing Service in Vietnam. *Marketing and Branding Research*, 5(2), 78–91. <https://doi.org/10.33844/mbr.2018.60463>

Nunnally, J. C., & Bernstein, I. H. (1994). *Psychometric theory* (3th ed.). Mc Graw Hill, Inc.

Nzir, M. (2017). *Metode Penelitian* (cetakan 11). PT. Ghalia Indonesia.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A Conceptual Model of Service Quality and Its Implications for Future Research. *Journal of*

*Marketing*, 49(4), 41–50. <https://doi.org/10.1177/002224298504900403>

Pasharibu, Y., Paramita, E. L., & Stephani, G. (2018). The effect of online customer experience towards repurchase intention. *International Journal of Supply Chain Management*, 7(5), 548–558.

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). <https://doi.org/10.3390/su10010156>

Ren, L., Qiu, H., Wang, P., & Lin, P. M. C. (2016). International Journal of Hospitality Management Exploring customer experience with budget hotels : Dimensionality and satisfaction. *International Journal of Hospitality Management*, 52, 13–23. <https://doi.org/10.1016/j.ijhm.2015.09.009>

Sanyal, U., & Durba, D. (2017). Effect of organizational culture in environmental awareness on pro-environmental behaviour at workplace: A new perspective on organizational sustainability. *International Journal of Commerce and Management Research*, 1, 1800–1234.

Shafiee, M. M., & Bazargan, N. A. (2018). *Behavioral Customer Loyalty in Online Shopping : The Role of E-Service Quality and E-Recovery 2 Literature Review*. 13(1), 26–38. <https://doi.org/10.4067/S0718-18762018000100103>

Shigenobu, K., & Ikeda, M. (2009). Care for the patients with frontotemporal lobar degeneration. *Brain and Nerve*, 61(11), 1337–1342.

Sobel, M. E. (1982). Asymptotic Confidence Intervals for Indirect Effects in Structural Equation Models. *Sociological Methodology*, 13(1982), 290.  
<https://doi.org/10.2307/270723>

Srivastava, K., & Sharma, N. K. (2013). Service Quality, Corporate Brand Image, and Switching Behavior: The Mediating Role of Customer Satisfaction and Repurchase Intention. *Services Marketing Quarterly*, 34(4), 274–291.  
<https://doi.org/10.1080/15332969.2013.827020>

Sugiyono. (2014). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.

Suhaily, L., & Soelasih, Y. (2017). What Effects Repurchase Intention of Online Shopping. *International Business Research*, 10(12), 113.  
<https://doi.org/10.5539/ibr.v10n12p113>

Tandon, U., Kiran, R., & Sah, A. N. (2017). Customer Satisfaction as mediator between website service quality and repurchase intention: An emerging economy case. *Service Science*, 9(2), 106–120.  
<https://doi.org/10.1287/serv.2016.0159>

Topcu, B., & Duygun, A. (2015). The Impacts of Customer Loyalty on Negative Word-of-Mouth Communication and Repurchase Intention. *CNR-ISTI Technical Report*, 3(2), 356–369. [https://www.metis2020.com/wp-content/uploads/METIS\\_D1.4\\_v3.pdf](https://www.metis2020.com/wp-content/uploads/METIS_D1.4_v3.pdf) <https://www.metis2020.com/documents/deliverables/index.html> <https://www.metis2020.com/metis-deliverables-d1-4-d2-4-d3-3-d4-3-d6-5-and-d7-3-were-completed-in-february-2015/index.html>

Walliman, N. (2010). Research Methods: The Basics. In *Research Methods: The Basics*. <https://doi.org/10.4324/9780203836071>

Weston, R., & Gore, P. A. (2006). A Brief Guide to Structural Equation Modeling. *The Counseling Psychologist*, 34(5), 719–751.  
<https://doi.org/10.1177/0011100006286345>

Zhou, T., Lu, Y., & Wang, B. (2006). *The Relative Importance of Website Design Quality and Service Quality in Determining Consumers' Online Repurchase Behavior*. 327–337. <https://doi.org/10.1080/10580530903245663>

