

DAFTAR PUSTAKA

- Abadi, I. (2022). Pengaruh Customer Relationship Management, Reputasi Dan Kapabilitas Inovasi Terhadap Keunggulan Bersaing dan Berdampak Terhadap Kepuasan Konsumen. *Equity: Journal of Economics, Management and Accounting*, 17(1), 42-54.
- Aditya, I. F. (2023, Oktober 23). *Akun Facebook Isharjuna Fahmi Aditya*. Dipetik Oktober 30, 2023, dari Facebook.
- Albarq, A. N. (2021). The Effect of Brand Perceptions on Repurchase When Using the *E-commerce* Website for Shopping. *Jindal Journal of Business Research*, 10(1), 77-89.
- Alshhadat, A., & Amoozegar, A. (2022). Impact Of Value Perception, And Atmospheric Cues On User E-Satisfaction And E-Loyalty: A Study Of Online Shopping Websites In Saudi Arabia. *Journal of Pharmaceutical Negative Results*, 13(9), 7164-7178.
- Amin, M. I. (2020). Peran Kualitas Desain Website Terhadap Kepuasan Pelanggan Tokopedia. *Artikel Karya Ilmiah Mahasiswa Paramadina*, 1-20.
- Aparicio, M., Costa, C. J., & Moises, R. (2021). Gamification and reputation: key determinants of *e-commerce* usage and repurchase intention. *Heliyon*, 7(3), e06383.
- Aripradono, H. W., & Ardiansyah, M. (2021). Analisa Pengaruh Kualitas Desain Website Terhadap Minat Beli Online Travel Agent. *Journal of Information System and Technology*, 2(3), 77-90.
- Ariyadi, M. S., & Zaenudin. (2022). Analisis Pengaruh Inovasi Produk dan Kualitas Web Terhadap Minat Beli Ulang Dengan Keunggulan Bersaing Sebagai Variabel Intervening (Studi Pada Konsumen Pakaian Jadi di Online Shop Shopee). *Prosiding Konstelasi Ilmiah Mahasiswa Unissula (KIMU) Klaster Ekonomi*, 334-344.
- Badan Pusat Statistik. (2022). *Statistik eCommerce 2022*. Jakarta Pusat: Badan Pusat Statistik.
- Bobalca, C. S., Țugulea, O., Ifrim, M., & Maha, L.-G. (2021). Analysing the Predictors of the Young Buyers' Satisfaction in the E-Retailing Apparel Sector. *International Journal of Retail & Distribution Management*, 49(12), 1597-1620.

- Brar, J. S., Kaur, R., & Kaur, H. (2022). Web Designing: A Review on Websites Design. *International Journal of Research Publication and Reviews*, 3(2), 455-457.
- Carissa, R., & Sobari, N. (2020). The effect of perceived web reputation, perceived web quality and e-WOM on trust, attitude and repurchase intention. Dalam *Contemporary Issues in Finance, Accounting, and Consumers' Behavior: Lessons from Indonesia* (hal. 325-342). Hauppauge: Nova Science Publishers.
- Coulacoglou, C., & Saklofske, D. H. (2018). *Psychometrics and Psychological Assessment: Principles and Applications*. Cambridge: Academic Press.
- de Lima, A. P., & Monteiro, N. A. (2022). *E-commerce: The Influence of Hedonic and Utilitarian Motivations on Generations X, Y, and Z*. Hershey: IGI Global.
- Djunaedi, N., & Rahman, M. A. (2023). Pengaruh Service Quality terhadap Customer Satisfaction pada Layanan Jasa Go-Jek di Kota Palopo. *Jurnal Manajemen Perbankan Keuangan Nitro*, 6(1), 26–38.
- Do, Q. H., Kim, T. Y., & Wang, X. (2023). Effects of logistics service quality and price fairness on customer repurchase intention: The moderating role of cross-border e-commerce experiences. *Journal of Retailing and Consumer Services*, 70, 103165.
- Enemuo, J. I., Onyejiaku, C. C., & Udoh, B. E. (2023). Service Quality and Customer Satisfaction of Online Retail Stores in Enugu, Nigeria. *International Journal of Business Systems and Economics*, 14(1), 24-34.
- Fadly, M., Bulan, T. P., & Amilia, S. (2023). Pengaruh Customer Satisfaction Dan Customer Experience Terhadap Minat Beli Ulang Garnier Men Di Kota Langsa. *Jurnal Manajemen Akuntansi (JUMSI)*, 3(1), 221-230.
- Fitria, H., & Mu'adzah. (2021). Pendekatan Metode Stuctural Equation Model (SEM) Untuk Analisis Faktor yang Mempengaruhi Minat Beli Ulang Pada Jasa Kurir. *Journal of Industrial Engineering and Technology*, 1(2), 71-79.
- Gunawan, A., Yunikewaty, & Meitiana. (2023). Pengaruh Kualitas Peelayanan Terhadap Niat Beli Ulang Melalui Kepuasan Pada Swalayan KPD di Palangka Raya. *Media Bina Ilmiah*, 17(6), 1185-1194.
- Hariadi, R. D., & Sulistiono. (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.

Haris, A., Arifin, R., & Arsyianto, M. T. (2023). Pengaruh Keragaman Produk, Harga Dan Kualitas Pelayanan Terhadap Minat Beli Ulang Melalui Kepuasan Sebagai Variabel Intervening Pada Pelanggan MR.DIY Tlogomas Kota Malang. *E-JRM : Elektronik Jurnal Riset Manajemen*, 12(2), 648-660.

iPrice. (2023, Januari 2). *Peta E-commerce Indonesia*. Dipetik Februari 12, 2023, dari iPrice: <https://iprice.co.id/insights/mapofecommerce/>

Islami, C. D., & Kusumahadi, K. (2023). Pengaruh Kualitas Website Terhadap Kepuasan Pengguna (Studi Pada E-commerce Zalora Indonesia di Kota Bandung). *Al Qalam: Jurnal Ilmiah Keagamaan dan Kemasyarakatan*, 17(1), 490-509.

Jadil, Y., Rana, N. P., & Dwivedi, Y. K. (2022). Understanding the drivers of online trust and intention to buy on a website: An emerging market perspective. *International Journal of Information Management Data Insights*, 2(1), 100065.

Jannah, I. F., Djakfar, I., & Dianah, A. (2020). Pengaruh Kualitas Digital Banking Terhadap Kepuasan Nasabah Pada BNI Syariah Cabang Banda Aceh. *Journal of Islamic Banking and Finance*, 2(1), 1-17.

Kasemsap, K. (2018). *Facilitating Customer Relationship Management in Modern Business*. Hershey: IGI Global.

Kepek. (2022, Oktober 26). *Akun Twitter kepek @kepek260byte*. Dipetik Februari 24, 2023, dari Twitter: <https://twitter.com/kepek260byte/status/1585099602390577152>

Krabbe, P. F. (2017). *The Measurement of Health and Health Status: Concepts, Methods and Applications from a Multidisciplinary Perspective*. Cambridge: Academic Press.

Kravchenko, Y., Leshchenko, O., Dakhno, N., & Radko, M. (2022). Comparative Evaluation of a Universities' Websites Quality. *Development*, 6(7), 166-175.

Kumar, A. V. (2016). *Web Usage Mining Techniques and Applications Across Industries*. Hershey: IGI Global.

- Kurniawan, A. W., & Puspitaningtyas, Z. (2016). *Metode Penelitian Kuantitatif*. Yogyakarta: Pandiva Buku.
- Marzo-Navarro, M., Berne-Manero, C., Gómez-Campillo, M., & Pedraja-Iglesias, M. (2019). *Strengths of Online Travel Agencies From the Perspective of the Digital Tourist*. Hershey: IGI Global.
- Mataram, I. K. (2022). *Aplikasi Struktur Equation Model (SEM) dalam Menentukan Faktor-faktor Penyebab Masalah Gizi Balita*. Malang: Inteligencia Media.
- Mauladdawil, T., & Nugroho, R. H. (2023). Pengaruh Experiential Marketing Dan Kualitas Layanan Terhadap Minat Pembelian Ulang Dengan Kepuasan Pelanggan Sebagai Variabel Intervening (Studi Kasus Pengguna Aplikasi Lazada Di Surabaya). *Management Studies and Entrepreneurship Journal (MSEJ)*, 4(3), 3152–3161.
- Meiert, J. O. (2020). *The Web Development Glossary: More Than 2,000 Key Terms for Developers*. Berlin: Frontend Dogma.
- Miao, Jalees, T., Zaman, S. I., Khan, S., Hanif, N.-A., & Javed, M. K. (2022). The influence of e-customer satisfaction, e-trust and perceived value on consumer's repurchase intention in B2C e-commerce segment. *Asia Pacific Journal of Marketing and Logistics*, 34(10), 2184-2206.
- Muchsin, R. S., & Wahyono, A. (2018). Pengaruh Kualitas Pelayanan, Brand Image, Kualitas Website Terhadap Kepuasan Pelanggan Lazada (Studi Pada Mahasiswa USNI Fakultas Ekonomi). *Jurnal Manajemen Universitas Satya Negara Indonesia*, 2(2), 1-13.
- Nursalim, E. R., & Wiradinata, T. (2019). Analisis Jalur Pengaruh Kepercayaan Konsumen dan Desain Website terhadap Minat Beli Ulang, dengan E-commerce sebagai variabel Intervening: Studi Kasus pada Produk E'Chick Secara Online. *Lecture Papers National Published Articles*, 44-52.
- Pham, H., & Nguyen, T. (2019). The Effect of Website Quality on Repurchase Intention with the Mediation of Perceived Value: The Case Study of Online Travel Agencies in Vietnam. *Journal of Global Business Insights*, 4(1), 78-91.
- Pohan, F. S., & Aulia, Z. F. (2019). Kualitas situs web, kepercayaan, dan loyalitas konsumen Tokopedia. *Jurnal Manajemen Strategi dan Aplikasi Bisnis*, 2(1), 13-22.

- Prasetyo, S. J., & Berlianto, M. P. (2023). Effect of Organizational Reputation on E-Loyalty on Bibli Consumers in Jabodetabek: the Role of E-Trust and E-Satisfaction. *Jurnal Ekonomi*, 12(1), 1465–1471.
- Primaturia, C., & Berlianto, M. P. (2023). Factors That Affect Customer Satisfaction in Online Shopping For Multivitamin Supplement During Pandemic of Covid-19 in Indonesia. *Proceeding International Conference on Entrepreneurship (IConEnt)*, 2, 301-317.
- Rahmatika, E. (2023, Februari 21). *Akun Twitter Eliya Rahmatika (@eliyarhmtk)*. Dipetik Februari 24, 2023, dari Twitter: <https://twitter.com/eliyarhmtk/status/1627850697772519424>
- Rapiti, E., & Silvestri, C. (2020). *Millennial's Involvement in Corporate Social Responsibility*. Hershey: IGI Global.
- Rezaei, S., Emami, M., & Valaei, N. (2016). *The Moderating Impact of Product Classification on the Relationship between Online Trust, Satisfaction, and Repurchase Intention*. Hershey: IGI Global.
- Rossa, T. J. (2023, Maret 3). *Akun Twitter @titialirachman*. Dipetik Maret 11, 2023, dari Twitter: <https://twitter.com/titialirachman/status/1631345245123407875>
- Santos, P. M., & Cirillo, M. Â. (2021). Construction of the average variance extracted index for construct validation in structural equation models with adaptive regressions. *Communications in Statistics - Simulation and Computation*, 1-13.
- Semerádová, T., & Weinlich, P. (2020). Looking for the Definition of Website Quality. Dalam *Website Quality and Shopping Behavior* (hal. 5–27). Berlin: Springer.
- Setiawan, A. R. (2020). Lembar kegiatan literasi saintifik untuk pembelajaran jarak jauh topik penyakit coronavirus 2019 (COVID-19). *Edukatif: Jurnal Ilmu Pendidikan*, 2(1), 28-37.
- Sidanta, K., Christian, B., Hadi, H., Angelia, W., & Istijanto. (2022). Faktor-Faktor yang Memengaruhi Kepuasan Konsumen Milenial pada E-commerce Di Indonesia. *Indonesian Business Review*, 5(2), 156-173.
- Song, B. L. (2022). *The Role of E-CRM in Building Customer Satisfaction and Repurchase Intention: Evidence From the FMCG Industry*. Hershey: IGI Global.

- Sreedhar, G. (2016). *Design Solutions for Improving Website Quality and Effectiveness*. Hershey: IGI Global.
- Sriboonchitta, S., Huynh, V.-N., & This, V. K. (2015). *Causal Inference in Econometrics*. Midtown Manhattan: Springer International Publishing.
- Suryani, A. R. (2019). Analisis Kualitas Website Dan Fasilitas Terhadap Kepuasan Konsumen Dalam Berbelanja Menggunakan Aplikasi Shopee Pada Mahasiswa FEBI Semester VI IAIN Bengkulu. *Jurnal Mahasiswa IAIN Bengkulu*, 70-75.
- Suryani, T., Fauzi, A. A., & Nurhadi, M. (2020). The Determinant of Website Quality and E-Service Quality at SME In Indonesia. *Jurnal Manajemen dan Kewirausahaan*, 22(2), 131-141.
- Szymczyk, K., & El Emary, I. M. (2021). *Advanced Trends in ICT for Innovative Business Management*. Boca Raton: CRC Press.
- Tandon, U. (2022). *Shipment Tracking, Delivery Speed, and Product Presentation as Antecedents of Repurchase Intention: Predictors of Online Shopping Repurchase Intention*. Hershey: IGI Global.
- Tjiptono, F. (2019). *Pemasaran Jasa: Prinsip, Penerapan, dan Penelitian*. Yogyakarta: ANDI.
- UMK. (2021). *Pedoman Penulisan Skripsi UMK 2021*. Kudus: UMK.
- Wierzbicki, A. (2018). *Web Content Credibility*. Midtown Manhattan: Springer International Publishing.
- Wilson, N., Keni, K., & Tan, P. H. (2019). The effect of website design quality and service quality on repurchase intention in the e-commerce industry: A cross-continental analysis. *International Journal of Business*, 21(2), 187-222.