

DAFTAR PUSTAKA

- Abdullah, & Thamrin. (2003). *Manajemen Pemasaran*. Jakarta: PT. Rajawali Pers.
- Abror, A., Patrisia, D., Engriani, Y., Evanita, S., Yasri, Y., & Dastgir, S. (2019). Service Quality, Religiosity, Customer Satisfaction, Customer Engagement And Islamic Banks' Customer Loyalty. *Journal Of Islamic Marketing*, 1-22.
- Adriani, N. N., & Warmika, I. G. (2019). Pengaruh Kualitas Pelayanan Dan Persepsi Nilai Terhadap Kepuasan Dan Niat Menggunakan Kembali. *E-Jurnal Manajemen*, 8(4): 1956-1984.
- Anggraeni, P. (2015). Pengaruh Perceived Value Terhadap Kepuasan Dan Minat Beli Ulang Pelanggan Pasar Umum Ubud. *Jurnal Telaah Bisnis*, 16(2): 101-118.
- Bahar, A., & Sjaruddin, H. (2015). Pengaruh Kualitas Produk Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Dan Minat Beli Ulang. *Jurnal Organisasi Dan Manajemen*, 14-34.
- Bashir, M. A., Ali, M. H., Wai, L. M., Hossain, M. I., & Rahaman, M. S. (2020). Mediating Effect of Customer Perceived Value on the Relationship between Service Quality and Customer Satisfaction of E-Banking in Bangladesh . *International Journal of Advanced Science and Technology*, 29(2): 3590-3606.
- Candan, B., & Yıldırım, S. (2013). Investigating the Relationship between Consumption Values and Personal Values of Green Product Buyers. *International Journal of Economics and Management Sciences*, 2(12): 29-40.
- Chinomona, R., Masinge, G., & Sandada, M. (2014). The Influence of E-Service Quality on Customer Perceived Value, Customer Satisfaction and Loyalty in South Africa . *Mediterranean Journal of Social Sciences*, 5(9): 331-341.
- Choi, E. J., & Kim, S.-H. (2013). The Study of the Impact of Perceived Quality and Value of Social Enterprises on Customer Satisfaction and Re-Purchase Intention. *International Journal of Smart Home*, 7(1): 239-252.
- Dino, S. (2021). Pengaruh E-Service Quality, Trust dan Customer Perceived Value terhadap Customer Satisfaction pada Transportasi Online Grab di Kota Metro. *Jurnal Manajemen DIVERSIFIKAS*, 1(2): 300-318.

- Engel, J. F., & Blacweel, W. (1994). *Perilaku Konsumen*. Jakarta: Binarupa Aksara.
- Gan, C., & Wang, W. (2017). "The Influence of Perceived Value on Purchase Intention in Social Commerce context.". *Internet Research*, 27(4): 772-785.
- Ghozali, I., & Latan, H. (2015). *Partial Least Square: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0 untuk Penelitian Empiris*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gosal, G. B., & Innocentius, B. (2021). "Pengaruh E-security, E-service Quality terhadap E-satisfaction dan Pengaruh E-satisfaction, E-security, dan E-service Quality terhadap E-repurchase Intention Secara Langsung pada Pengguna E-commerce Tokopedia". *Jurnal Administrasi Bisnis (JAB)*, 11(2): 93-103.
- Gumussoy, C. A., & Koseoglu, B. (2016). The Effects of Service Quality, Perceived Value and Price Fairness on Hotel Customers' Satisfaction and Loyalty. *Journal of Economics, Business and Management*, 4(9): 523-527.
- Hapsari, R., Clemes, M., & Dean, D. (2016). "The Mediating Role of Perceived Value on the Relationship between Service Quality and Customer Satisfaction: Evidence from Indonesian Airline Passengers). *Procedia Economics and Finance.*, Vol. 35: 388-395.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention: a general structural equation model. *European journal of marketing*, 37(11): 1762-1800.
- Hume, M., & Mort, G. S. (2008). Satisfaction in performing arts: the role of value? *European Journal of Marketing*.
- Jong-kook, S., & Sang Young, L. (2018). The Effects of the Delivery Service Quality of Online Fresh Food Shopping Malls on E-Satisfaction and Repurchase Intention of Online Customers . *East Asian Journal of Business Economics*, 14-27.
- Komaling, I. S., & Suryani, A. (2017). Peran Kepercayaan Memediasi Kualitas Pelayanan Dengan Niat Menggunakan Kembali (Studi Pada Konsumen Taxi Blue Bird). *E-Jurnal Manajemen Unud*, 6(12): 6793-6817.
- Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran Edisi 13 Jilid I*. Jakarta: Erlangga.
- Lien, C. h., Wen, M. J., & Wu, C. c. (2011). Investigating the Relationships among E-Service Quality, Perceived Value, Satisfaction, and Behavioral

- Intentions in Taiwanese Online Shopping. *Asia Pacific Management Review*, 211-223.
- Lovelock, C., & Wright, L. K. (2007). *Manajemen Pemasaran Jasa*. PT. Indeks Indonesia.
- Lupiyoadi, R. (2001). *Manajemen Pemasaran Jasa: Teori dan Praktik*. Jakarta: Penerbit Salemba Empat.
- Nuraeni. (2021). "Analisis Pengaruh Kualitas Pelayanan dan Harga Terhadap Kepuasan Pelanggan Dalam Menggunakan Jasa Transportasi Online Grab (studi Kasus pada Mahasiswa Prodi S1 Manajemen 2016 Fakultas Ekonomi Universitas Singaperbangsa Karawang)". *E-Qien: Jurnal Ekonomi dan Bisnis*, 8(1): 94-100.
- Oktarini, M. A., & Wardana, I. M. (2018). Pengaruh Perceived Ease of Use dan Perceived Enjoyment terhadap Customer Satisfaction dan Repurchase Intention. *INOBISS: Jurnal Inovasi Bisnis dan Manajemen Indonesia*, 1(2): 227-237.
- Paluch, S., & Blut, M. (2013). Service Separation and Customer Satisfaction: Assessing the Service Separation/Customer Integration Paradox. *Journal of Service Research*, 16(3):415-427.
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). "E-Squal : A Multiple-Item Scale for Assessing Electroniv Service Quality". *Journal of Service Research*, 7(10): 1-21.
- Pratiwi, K. P., & Prihastuty, R. (2021). Customer Perceived Valuedan Online Repurchase Intention pada Pengguna E-Commerce Shopee. *JURNAL PSIKOLOGI PERSEPTUAL*, 6(2): 89-100.
- Pratiwi, S. A., & Dewi, C. K. (2016). "Pengaruh E-Service Quality Terhadap Behavior Intentions dengan E-Satisfaction sebagai Mediator (Studi Pada kriya.co.id)". *Jurnal Computech dan Bisnis*, 10(2): 59-71.
- Purbasari, D. M., & Purnamasari, D. L. (2018). "Pengaruh Kualitas Pelayanan dan Kepuasan Pelanggan terhadap Pembelian Ulang". *Jurnal Inspirasi Bisnis dan Manajemen (JIBM)*, 2(1): 43-54.
- Raji, M. N., & Artinah, Z. (2016). The effect of customer perceived value on customer satisfaction: A case study of Malay upscale restaurants . *GEOGRAFIA Online Malaysian Journal of Society and Space*, 12(3): 58-68.
- Rangkuti, F. (2002). *Measuring Customer Satisfaction*. Jakarta: PT.Gramedia Pustaka Utama.

- Razavi, S. M., & Safari, H. (2012). Relationships among Service Quality, Customer Satisfaction and Customer . *Journal of Management and Strategy* , 28-37.
- Saidani, B., & Arifin, S. (2012). Pengaruh Kualitas Produk Dan Kualitas Layanan Terhadap Kepuasan Konsumen Dan Minat Beli Pada Ranch Market. *Jurnal Riset Manajemen Sains Indonesia (JRMSI)*, 3(1): 1-22.
- Sanjaya, U., & Prasatyo, K. W. (2016). Pengaruh Kualitas Layanan, Harga, dan Kepuasan Pelanggan terhadap Loyalitas Penonton untuk Menonton Film. *Jurnal Bisnis dan Akuntansi*, 18(1):103-108.
- Sari, M. R., & Lestari, R. (2019). Pengaruh Persepsi Harga, Kualitas Pelayanan Dan Kualitas Produk Terhadap Kepuasan Dan Dampaknya Pada Minat Pembelian Ulang Konsumen Kereta Api Kelas Eksekutif Argo Parahyangan. *Jurnal Ilmu Manajemen*, 15(1): 30-44.
- Satriandhini, M., Wulandari, S. Z., & Suwandari, L. (2019). The Effect Of Perceived Value And Service Quality On Repurchase Intention Through Go-Food Consumer Satisfaction: A Study On The Millennial Generation. *International Conference on Rural Development and Entrepreneurship 2019: Enhancing Small Business and Rural Development Toward Industrial Revolution 4.0*, 770-781.
- Schiffman, & Kanuk. (2004). *Perilaku Konsumen Edisi Ketujuh*. Jakarta: Prentice Hall.
- Schiffman, & Kanuk. (2008). *Perilaku Konsumen (edisi 7)*. Jakarta: Indeks.
- Sugiyono. (2012). *Metode Penelitian Bisnis*. Bandung: Penerbit Alfabeta.
- Szymanski, D. M., & Hise, R. T. (2000). e-Satisfaction: An Initial Examination. *Journal of Retailing*, 76(3): 309-322.
- Tjiptono, F. (2014). *Pemasaran Jasa - Prinsip, Penerapan, dan Penelitian*. Yogyakarta: Penerbit Andi.
- Tjiptono, F. (2014). *Service, Quality & Satisfaction*. Yogyakarta: Penerbit Andi.
- Tjiptono, F. (2017). *Service Management: Mewujudkan Layanan Prima*. Yogyakarta: Penerbit Andi.
- Uzir, M. U., Habusi, H. A., Thurasamy, R., Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery . *Journal of Retailing and Consumer Services* , 1-15.
- Vigripat, T., & Chan, P. (2007). An Empirical Investigation of the Relationship Between Service Quality, Brand Image, Trust, Customer Satisfaction,

Repurchase Intention and Recommendation to Others . *International DSI Asia and Pacific*.

- Widiaputri, Y. S., Suharyono, & Bafadhal, A. S. (2018). Pengaruh E-Service Quality Terhadap Perceived Value Dan E-Customer Satisfaction ((Survei pada Pelanggan Go-Ride yang Menggunakan Mobile Application Go-Jek di Kota Malang). *Jurnal Administrasi Bisnis (JAB)*, 1-10.
- Wirryana, N. Y., & Erdiansyah, R. (2020). Pengaruh E-Service Quality Dan Perceived Value Terhadap Repurchase Intention Dengan Customer Satisfaction Sebagai Variabel Mediasi Pada Bisnis E-Commerce (Studi pada Konsumen E-Commerce di Jakarta Barat). *Jurnal Manajemen Bisnis Dan Kewirausahaan*, 4(5); 217-223.

<https://katadata.co.id/ariayudhistira/infografik/622971fec872d/persaingan-sengit-bisnis-pesan-antar-makanan-di-asean> (diakses pada tanggal 8 April 2022)

<https://katadata.co.id/desysetyowati/digital/601279c09f33d/peta-persaingan-grabfood-dan-gofood-di-tengah-kehadiran-shopeefood> (diakses pada tanggal 8 April 2022)