

DAFTAR PUSTAKA

- Abraham, F. A. (2020). Pengaruh Perceived Service Quality Dan Corporate Image Terhadap Customer Behavioral Intention Melalui Emotional Satisfaction Pada Pasien Rawat Jalan Pengguna Bpjs Di Rsud Dr.Soetomo Surabaya. *Repository Universitas Katolik Widya Mandala Surabaya*, 8(5), 55. <http://repository.ukwms.ac.id/id/eprint/20909>
- Ajzen, I. (1991). *Attitudes, Personality, and Behavior*. Milton Keynes: Open University Press.
- Arnando, D., & Wijaya, A. H. (2022). Rancang Bangun E – Commerce Model B2c. *Jurnal Akselerasi*, 5(1), 60–74. <https://doi.org/https://doi.org/10.31294/akselerasi.v5i1>
- Bolton, R., Kannan, R., & Bramlett, M. (2000). Implications Of Loyalty Program Membership And Service Experiences For Customer Retention And Value. *Journal of the Academy of Marketing Science*, 28(1), 95–108. <https://doi.org/10.1177/009207030028100>
- Budyarto, A. (2010). Analisis Pengaruh Perceived Service Quality Terhadap Behavioral Intentions Dimediasi Oleh Service Satisfaction (Studi Kasus Pada Pasien Rawat Inap RSUD Dr. Moewardi). Skripsi: Universitas Sebelas Maret.
- Choi, B., Lee, I., & Kim, S. (2004). The Effects of Perceived Service Quality and Perceived Value on Behavioral Intentions: The Case of Korean Family Restaurants. *Journal of Hospitality & Leisure Marketing*, 11(4), 5–23.
- Ciputra, W., & Prasetya, W. (2020). Analisis Pengaruh E-Service Quality, Perceived Value Terhadap Customer Satisfaction, Trust, dan Customer Behavioral Intention (Survei pada Customer Toko Online www.blibli.com). *COMMENTATE: Journal of Communication Management*, 1(2), 109. <https://doi.org/10.37535/103001220201>

- Citra Tsani Soraya, N., Sudarmiatin, & Shinta Dhewi, T. (2023). The Effect of Food Quality and Perceived Value on Behavioral Intention Using Customer Satisfaction as A Mediation Variable (Study On Gacoan Noodle Restaurant in Surabaya). *International Journal of Humanities Education And Social Sciences (IJHESS)*, 2(5), 1761–1771.
- De Oña, R., MacHado, J. L., & De Oña, J. (2015). Perceived service quality, customer satisfaction, and behavioral intentions structural equation model for the Metro of Seville, Spain. *Transportation Research Record*, 2538(1), 76–85. <https://doi.org/10.3141/2538-09>
- Dewi, A. N. P., Farida, N., & Hadi, S. P. (2024). Pengaruh E-Service Quality, Customer Experience, Dan Perceived Value Terhadap Behavioral Intention Pada Pengguna Grab Di Kota Semarang. *Jurnal Ilmu Administrasi Bisnis*, 13(3), 765–776.
- Fraenkel, J. R., Wallen, N. E., & Hyun, H. H. (2011). *How To Design and Evaluate Research in Education*. Edisi 8. New York: McGraw-Hill Higher Education.
- Ghozali, I. (2017). *Ekonometrika Teori, Konsep Dan Aplikasi Dengan Ibm Spss 24*. Edisi 2. Semarang: Badan Penerbit Universitas Diponegoro.
- Handayani, I. (2022). "Bisnis Laundry di Indonesia Tumbuh 50%". <https://investor.id/business/308293/bisnis-laundry-di-indonesia-tumbuh-50>. Diunduh 29 September 2022.
- Homburg, C., Giering, A., & Menon, A. (2003). Relationship Characteristics as Moderators of the Satisfaction–Loyalty Link: Findings in a Business-to-Business Context. *Journal of Business-to-Business Marketing*, 10(3), 35–62. https://doi.org/https://doi.org/10.1300/J033v10n03_03
- Indrata, S. L., Susanti, C. E., & Kristanti, M. M. (2018). Pengaruh Perceived Value Dan E-Service Quality Terhadap Customer Behavioral Intention Melalui Customer Satisfaction Pada Pengguna Gojek Di Surabaya. *Kajian Ilmiah*

- Mahasiswa Manajemen*, 6(2), 131–147.
<http://jurnal.wima.ac.id/index.php/KAMMA/article/view/1780>
- Kotler, P., Kelller, L. K., & Chernev, A. (2022). *Marketing Management*. United Kingdom: Pearson Education Limited.
- Kusuma, J. (2019). Pengaruh Customer Perceived Value Terhadap Behavioral Intention Dengan Customer Satisfaction Sebagai Variabel Intervening: Studi Kasus Restoran Cepat Saji Di Tunjungan Plaza. *Agora*, 7(1), 1–6.
<https://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/8146/7330>
- Lenti, F. N. (2017). Rekayasa Proses Bisnis Pada E-Commerce B2B–B2C Menggunakan Sistem Afiliasi. *JIKO (Jurnal Informatika Dan Komputer)*, 2(1), 41–49. <https://doi.org/10.26798/jiko.2017.v2i1.53>
- Muharmi, H., & Kurnia Sari, D. (2019). Pengaruh Service Quality, Food Quality, Dan Perceived Value Terhadap Behavioral Intentions Dengan Consumer Satisfaction Sebagai Variabel Mediasi. *Jurnal Manajemen & Bisnis Indonesia*, 5(2), 125–137.
- Nazirwan, N. (2020). Peran Trust, Perceived Usefulness, Perceived Ease of Use, Perceived E-Service Quality, dan Perceived Risk Terhadap Behavior Intention: Suatu Penelitian Pada Kiosk Tyme Digital. *E-Jurnal Apresiasi Ekonomi*, 8(2), 235–245.
- OCBC NISP. (2022). "Consumer Goods Adalah: Pengertian, Perusahaan & Produknya". <https://www.ocbcnisp.com/id/article/2022/06/06/consumer-goods-adalah>. Diunduh 29 September 2022.
- Permata Sari, A., & Triyaningsih, S. (2015). Pengaruh Perceived Value Terhadap Behavioral Intentions Melalui Kepuasan Konsumen Sebagai Variabel Mediasi Di Restoran Mr. Pancake Solo Paragon Life Style Mall. *Jurnal Ekonomi Dan Kewirausahaan*, 15(3), 304–313.
- Polyakova, O., & Mirza, M. (2013). Perceived Service Quality Models: Are They Still

- Relevant?. *The Marketing Review*, 13(1), 23–37.
- Putri, S. Y., & Ernawadi, Y. (2024). Pengaruh Perceived Value Terhadap Behavioral Intention Melalui Customer Engagement dan Customer Satisfaction Dreamland Waterpark Ajibarang. *Jurnal of Economic, Business and Accounting*, 7(5), 2597–5234.
- Rahayu, D., & Sari, N. (2022). Pengaruh Perceived Service Quality dan Perceived Value Pada Pelanggan Jasa Laundry. *Jurnal Ilmiah*, 6(2), 1–13.
- Setiadi, N. J. (2005). *Perilaku Konsumen Konsep Dan Implikasi Untuk Strategi Dan Penelitian Pemasaran*. Jakarta: Fajar Interpratama Offset.
- Siyoto, S., & Ali Sodik, M. (2015). *Dasar Metodologi Penelitian*. Yogyakarta: Literasi Media Publishing.
https://www.google.co.id/books/edition/DASAR_METODOLOGI_PENELITI/AN/QPhFDwAAQBAJ?hl=id&gbpv=1&pg=PP1&printsec=frontcover
- Soegiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: CV Alfabeta.
- Spreng, R. A., & Mackoy, R. D. (2014). An Empirical Examination Of A Model Of Perceived Service Quality And Satisfaction. *Journal of Retailing*, 72(2), 201–214. [https://doi.org/10.1016/S0022-4359\(96\)90014-7](https://doi.org/10.1016/S0022-4359(96)90014-7)
- Sudjianto, E. Y., & Japariato, E. (2017). Pengaruh Perceived Service Quality Terhadap Customer Loyalty Dengan Customer Satisfaction Sebagai Variable Intervening Di Hotel Kartika Graha Malang. *Jurnal Manajemen Pemasaran*, 11(2), 54–60. <https://doi.org/10.9744/pemasaran.11.2.54-60>
- Sugiyono. (2015). *Metode Penelitian dan Pengembangan (Research and Development/ R&D)*. Bandung: CV Alfabeta.
- Sugiyono. (2023). *Metode Penelitian Kualitatif (Untuk penelitian yang bersifat: eksploratif, enterpretif, interaktif dan konstruktif)*. Bandung: CV. Alfabeta.

<http://belajarpsikologi.com/metode-penelitian-kualitatif/>

- Sugiyono, P. D. (2016). *Metode Penelitian & Pengembangan Research and Development*. Bandung: CV Alfabeta.
- Susilo, A., Budiyo, & Riharjo, B. (2024). Antecedent Behavioral Loyalty: Study On Surabaya University Cooperative. *International Journal of Community and Cooperative Studies*, 12(1), 44–45.
- Tandijaya, T. N. B. (2018). Analisa Pengaruh Service Quality Terhadap Behavioral Intentions Dengan Perceived Value Dan Customer Satisfaction Sebagai Variabel Intervening Pada Pendidikan Tinggi. *Jurnal Manajemen Pemasaran*, 12(2), 84–93. <https://doi.org/10.9744/pemasaran.12.2.84-93>
- Theresia, & Briliana, V. (2021). Pengaruh Perceived Service Quality terhadap Customer Loyalty melalui Customer Satisfaction dan Customer Trust pada Pelanggan UberX di Surabaya. *Jurnal Wira Ekonomi Mikroskil*, 11(1), 1–35.
- Ullaga, W., & Chacour, S. (2001). Measuring Customer-Perceived Value In Business Markets. *Industrial Marketing Management*, 30(6), 525–540. [https://doi.org/https://doi.org/10.1016/S0019-8501\(00\)00121-0](https://doi.org/10.1016/S0019-8501(00)00121-0)
- Umar, S. H., Nuryati, & Solihatiningih. (2016). Pengaruh Strategi Pemasaran B2b (Business To Business) Dan B2c (Business To Customer) Terhadap Cara Pembelian Tiket Pesawat Di Lingkungan Mahasiswa. *Jurnal Flight Attendant Kedirgantaraan*, 3(2), 27–38. <https://jurnal.sttkd.ac.id/index.php/jfa/article/view/156>
- Yusuf, E. C., & Jaolis, F. (2022). Pengaruh Customer Perceived Value Terhadap Behavioral Intention Dengan Relationship Quality Sebagai Variabel Intervening; Pt. Mitra Sinergi Sukses. *Jurnal Bisnis Dan Manajemen*, 1–15.
- Zeithaml, V. A. (1988). Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence. *Journal of Marketing*, 52(3), 2–22.

- Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing*, 60(2), 31–46.
- Zeithaml, V. A., Bitner, M. J., Gremler, D. D., & Mende, M. (2022). *Services Marketing: Integrating Customer Focus Across the Firm*. Edisi 8. Dubuque: McGraw-Hill Education.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1990). *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. New York: Free Press.