

DAFTAR PUSTAKA

- 5 keuntungan yang bisa didapatkan dari belanja groceries online. (2020, August 6). *Kompas*.
<https://biz.kompas.com/read/2020/08/06/145602028/5-keuntungan-yang-bisa-didapatkan-dari-belanja-groceries-online>
- Aksara, D. (2021, May 25). Mengenal Sayurbox, alternatif belanja sayur dan buah online. *Big Alpha News*. <https://bigalpha.id/news/mengenal-sayurbox-alternatif-belanja-sayur-dan-buah-online>
- Alina, & Hersin, O. (2020, November 4). Sayurbox tidak menginformasikan pelanggan saat barang yang dipesan tidak tersedia. *Kompas*. <https://inside.kompas.com/surat-pembaca/read/60398/Sayurbox-Tidak-Menginformasikan-Pelanggan-Saat-Barang-yang-Dipesan-Tidak-Tersedia>
- Alyoubi, A. A. (2015). E-commerce in developing countries and how to develop them during the introduction of modern systems. *Procedia Computer Science*, 65, 479–483. <https://doi.org/10.1016/j.procs.2015.09.127>
- Amara, N., & Landry, R. (2005). Sources of information as determinants of novelty of innovation in manufacturing firms: Evidence from the 1999 statistics Canada innovation survey. *Technovation*, 25, 245–259. [https://doi.org/10.1016/S0166-4972\(03\)00113-5](https://doi.org/10.1016/S0166-4972(03)00113-5)
- Amoako, G. K., Doe, J. K., & Neequaye, E. K. (2021). Online innovation and repurchase intentions in hotels: The mediating effect of customer experience. *International Hospitality Review*. <https://doi.org/10.1108/ihr-02-2021-0008>
- Anita, M., Maria, K., & Endro, S. (2021). Customer experience and repurchase intention in multi-channel: Customer satisfaction as mediating variable. *Journal of Industrial Distribution & Business*, 12(3), 7–19. <https://doi.org/10.13106/jidb.2021.vol12.no3.7>
- Asnawi, N., & Setyaningsih, D. N. (2021). Islamic banking service innovation in customer co-creation: It's impact on customer trust, satisfaction, and loyalty. *Journal Of Southwest Jiaotong University*, 56(2), 1–18.

- Astari, F. W., & Pramudana, S. A. K. (2016). Peran experiential value dalam memediasi pengaruh experiential marketing terhadap repurchase intention. *Jurnal Manajemen, Strategi Bisnis Dan Kewirausahaan*, 10(1), 16–30.
- Asti, W. P., Handayani, P. W., & Azzahro, F. (2021). Influence of trust, perceived value, and attitude on customers' repurchase intention for e-grocery. *Journal of Food Products Marketing*, 27(3), 157–171. <https://doi.org/10.1080/10454446.2021.1922325>
- Bestari, N. P. (2022, March 15). Mengintip panasnya persaingan di pasar e-grocery Indonesia. *CNBC Indonesia*. <https://www.cnbcindonesia.com/tech/20220315101317-37-322816/mengintip-panasnya-persaingan-di-pasar-e-grocery-indonesia>
- Bhuanaputra, K. W., & Giantari, I. G. A. K. (2020). The effect of perceived brand leadership towards consumer satisfaction and repurchase intention on e-commerce website. *Russian Journal of Agricultural and Socio-Economic Sciences*, 97(1), 66–73. <https://doi.org/10.18551/rjoas.2020-01.08>
- Catriana, E., & Jatmiko, P. B. (2021, July 9). Ini produk yang paling banyak diincar konsumen Sayurbox selama PPKM. *Kompas.Com*. <https://money.kompas.com/read/2021/07/09/183547126/ini-produk-yang-paling-banyak-diincar-konsumen-sayurbox-selama-ppkm>
- Cha, S.-S., Shin, M.-H., & Author Assist professor, F. (2021). The effect of delivery food on customer emotional response and repurchase intention. *Korean Journal of Food & Health Convergence*, 7(2), 1–10. <https://doi.org/10.13106/kjfhc.2021.vol7.no2.1>
- Cheng, J.-C., Chen, C.-Y., Yen, C.-H., & Teng, H.-Y. (2017). Building customer satisfaction with tour leaders: the roles of customer trust, justice perception, and cooperation in group package tours. *Asia Pacific Journal of Tourism Research*, 22(4), 395–407. <https://doi.org/10.1080/10941665.2016.1271816>
- Chinomona, R., & Dubihlela, D. (2014). Does customer satisfaction lead to customer trust, loyalty and repurchase intention of local store brands? The case of gauteng province of South Africa. *Mediterranean Journal of Social Sciences*, 5(9), 23–32. <https://doi.org/10.5901/mjss.2014.v5n9p23>
- Choon Ling, K., bin Daud, D., Hoi Piew, T., Keoy, K. H., & Hassan, P. (2011). Perceived risk, perceived technology, online trust for the online purchase intention in Malaysia.

International Journal of Business and Management, 6(6).
<https://doi.org/10.5539/ijbm.v6n6p167>

Crossan, M. M., & Apaydin, M. (2010). A multi-dimensional framework of organizational innovation: A systematic review of the literature. *Journal of Management Studies*, 47(6), 1154–1191. <https://doi.org/10.1111/j.1467-6486.2009.00880.x>

Das, G. (2016). Antecedents and consequences of trust: an e-tail branding perspective. *International Journal of Retail & Distribution Management*, 44, 713–730. <https://doi.org/10.1108/IJRDM-06-2015-0089>

Dimiyati, & Mudjiono. (2008). *Belajar dan Pembelajaran*. PT. Rineka Cipta.

Drobyszko, S. (2020). Introduction of e-commerce at enterprises as a driver of digital economy. *E3S Web of Conferences*, 211. <https://doi.org/10.1051/e3sconf/202021104012>

Dumay, J., Rooney, J., & Marini, L. (2013). An intellectual capital-based differentiation theory of innovation practice. *Journal of Intellectual Capital*, 14(4), 608–633. <https://doi.org/10.1108/JIC-02-2013-0024>

Efendi, R., & Sofiany, I. R. (2021). Pola konsumsi pangan penduduk usia produktif pada masa pandemi covid-19 dietary patterns among productive age population during covid-19 pandemic in South Tangerang. *Jurnal Ilmu Kesehatan Masyarakat*, 17. <https://doi.org/10.19184/ikesma.v0i0.27203>

Elgasim Balla, B., Balal Ibrahim, S., & Hafiez Ali Hasaballah, A. (2015). The impact of relationship quality on repurchase intention towards the customers of automotive companies in Sudan. *British Journal of Marketing Studies*, 3(4), 1–15. www.eajournals.org

Eloksari, A. E. (2020, March 30). Online groceries thrive as customers avoid supermarket. *The Jakarta Post*. <https://www.thejakartapost.com/news/2020/03/30/online-groceries-thrive-customers-avoid-supermarket.html>

Fachri, A., Hidayah, S., & Indriastuti, H. (2021). Influence of information quality and system quality and quality of digital payments on consumer satisfaction and repurchasing intention on Gojek users in the city of Samarinda. *Business and Accounting Research (IJEBA) Peer Reviewed-International Journal*, 5(4), 95–107. <https://jurnal.stie-aas.ac.id/index.php/IJEBA>

- Fariska, M. H., & Widodo, T. (2021). Pengaruh marketing 4.0 terhadap purchase intention yang dimediasi dengan customer satisfaction kasus pada e-commerce Sayurbox. *E-Proceeding of Management*, 8(No. 6), 7966.
- Fatmawati, I., & Fauzan, N. (2021). Building customer trust through corporate social responsibility: the effects of corporate reputation and word of mouth. *Journal of Asian Finance, Economics and Business*, 8(3), 0793–0805. <https://doi.org/10.13106/jafeb.2021.vol8.no3.0793>
- Filieri, R., & Lin, Z. (2017). The role of aesthetic, cultural, utilitarian and branding factors in young Chinese consumers' repurchase intention of smartphone brands. *Computers in Human Behavior*, 67, 139–150. <https://doi.org/10.1016/j.chb.2016.09.057>
- Foroudi, P., Melewar, T. C., & Gupta, S. (2014). Linking corporate logo, corporate image, and reputation: An examination of consumer perceptions in the financial setting. *Journal of Business Research*, 67(11), 2269–2281. <https://doi.org/10.1016/J.JBUSRES.2014.06.015>
- Foster, B. (2017). Pengaruh pengalaman belanja online produk fashion terhadap kepuasan dan niat beli ulang pelanggan Zalora serta Berrybenka. *Kontigensi*, 5(1), 68–76. www.saveasbrand.com
- Gallagher, K. S., Grüber, A., Kuhl, L., Nemet, G., & Wilson, C. (2012). The energy technology innovation system. *Annual Review of Environment and Resources*, 37, 137–162. <https://doi.org/10.1146/ANNUREV-ENVIRON-060311-133915>
- Gefen, D., Karahanna, E., & Straub, D. (2003). Trust and TAM in online Shopping: An integrated model. *MIS Quarterly*, 27, 51–90. <https://doi.org/10.2307/30036519>
- Ghozali, I. (2014). *Structural Equation Modeling metode alternatif dengan Partial Least Squares (PLS)*. Badan Penerbit Universitas Diponegoro.
- Ghozali, I. (2016). *Aplikasi analisis multivariate dengan program IBM SPSS 23 (8th ed.)*. Badan Penerbit Universitas Diponegoro.
- Gupta, A. K., Tesluk, P. E., & Taylor, M. S. (2007). Innovation at and across multiple levels of analysis. *Organization Science*, 18(6), 885–897. <https://doi.org/10.1287/orsc.1070.0337>

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, *31*(1), 2–24. <https://doi.org/10.1108/EBR-11-2018-0203>
- Hair, J. F., Sarstedt, M., & Ringle, C. M. (2019). Rethinking some of the rethinking of partial least squares. *European Journal of Marketing*, *53*(4), 566–584. <https://doi.org/10.1108/EJM-10-2018-0665>
- Homburg, C., Jozic, D., & Kuehnl, C. (2017). Customer experience management: Toward implementing an evolving marketing concept. *Journal of the Academy of Marketing Science*, *45*, 377–401.
- Hong, S.-N., & Lee, H.-J. (2014). Effects of purchasing factors through social-commerce of beauty service on the consumer satisfaction and the repurchasing intention. *Journal of Internet Computing and Services*, *15*(6), 133–144. <https://doi.org/10.7472/jksii.2014.15.6.133>
- Ilyas, G. B., Rahmi, S., Tamsah, H., Munir, A. R., & Putra, A. H. P. K. (2020). Reflective model of brand awareness on repurchase intention and customer satisfaction. *Journal of Asian Finance, Economics and Business*, *7*(9), 427–438. <https://doi.org/10.13106/JAFEB.2020.VOL7.NO9.427>
- Jain, R., Aagja, J., & Bagdare, S. (2017). Customer experience – a review and research agenda. *Journal of Service Theory and Practice*, *27*(3), 642–662. <https://doi.org/10.1108/JSTP-03-2015-0064>
- Jhamb, D., Aggarwal, A., Mittal, A., & Paul, J. (2020). Experience and attitude towards luxury brands consumption in an emerging market. *European Business Review*, *32*(5), 909–936. <https://doi.org/10.1108/EBR-09-2019-0218>
- Jhamb, D., & Kiran, R. (2012). Emerging trends of organized retailing in India: A shared vision of consumers and retailers perspective. *Middle East Journal of Scientific Research*, *11*, 481–490.
- Jibril, S., Hadi, P., & Colia, S. R. (2022). Application of UTAUT model to understand the purchase intentions in Sayurbox apps during the covid-19 pandemic. *International Journal of Business Studies*, *6*(Special Issue on the post Covid-19 pandemic: Reshaping the future of sustainable business), 54–61. <https://doi.org/https://doi.org/10.32924/ijbs.v6i1.215>

- Johan, I. S., Indriyani, R., & Vincēviča-Gaile, Z. (2020). Measuring repurchase intention on fashion online shopping. *SHS Web of Conferences*, 76, 01015. <https://doi.org/10.1051/shsconf/20207601015>
- Kahn, K. B. (2018). Understanding innovation. *Business Horizons*, 61(3), 453–460. <https://doi.org/10.1016/j.bushor.2018.01.011>
- Kavitha, S., & Haritha, P. (2018). A study on customer experience and its relationship with repurchase intention among telecom subscribers in Coimbatore district. *International Journal of Management Studies*, 5(3), 83. [https://doi.org/10.18843/ijms/v5i3\(3\)/11](https://doi.org/10.18843/ijms/v5i3(3)/11)
- Keyser, D., Lemon, K. N., Klaus, P., Keiningham, T. L., & de Keyser, A. (2015). *A framework for understanding and managing the customer experience*. <https://www.msi.org/working-papers/a-framework-for-understanding-and-managing-the-customer-experience/>
- Kim, C., Galliers, R. D., Shin, N., Ryoo, J. H., & Kim, J. (2012). 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>
- Kim, S., & Park, H. (2013). Effects of various characteristics of social commerce (s-commerce) on consumers' trust and trust performance. *International Journal of Information Management*, 33(2), 318–332. <https://doi.org/https://doi.org/10.1016/j.ijinfomgt.2012.11.006>
- Kotler, P., & Armstrong, G. (2017). *Principles of Marketing* (K. Keller & P. Kotler, Eds.; 17th ed.). Pearson.
- Lemon, K. N., & Verhoef, P. C. (2016). Understanding customer experience throughout the customer journey. *Journal of Marketing*, 80, 69–96.
- Li, M. W., Teng, H. Y., & Chen, C. Y. (2020). Unlocking the customer engagement-brand loyalty relationship in tourism social media: The roles of brand attachment and customer trust. *Journal of Hospitality and Tourism Management*, 44, 184–192. <https://doi.org/10.1016/j.jhtm.2020.06.015>
- Lin, L. Y., & Ching Yuh, C. Y. (2010). The influence of corporate image, relationship marketing, and trust on purchase intention: the moderating effects of word-of-mouth. *Tourism Review*, 65(3), 16–34. <https://doi.org/10.1108/16605371011083503>

- Martín, J. C., Pagliara, F., & Román, C. (2019). *The The research topics on e-grocery: Trends and existing gaps*. <https://doi.org/10.3390/su11020321>
- Masda, P. G. (2013). Pengaruh Inovasi Produk dan Harga Terhadap Keputusan Pembelian Galamai Di Kota Payakumbuh. *Delta Jaya Underpass*, 1–12.
- Meyer, C., & Schwager, A. (2007). Understanding customer experience. *Harvard Business Review*, 85, 116–126, 157.
- Mooi, E., Rudd, J., & de Jong, A. (2020). Process innovation and performance: the role of divergence. *European Journal of Marketing*, 54(4), 741–760. <https://doi.org/10.1108/EJM-02-2018-0110>
- Mursid, A., & Wu, C. H. J. (2021). Halal company identity and halal restaurant loyalty: the role of customer satisfaction, customer trust and customer-company identification. *Journal of Islamic Marketing*. <https://doi.org/10.1108/JIMA-01-2020-0014>
- Oliva, F. L., Semensato, B. I., Prioste, D. B., Winandy, E. J. L., Bution, J. L., Couto, M. H. G., Bottacin, M. A., mac Lennan, M. L. F., Teberga, P. M. F., Santos, R. F., Singh, S. K., da Silva, S. F., & Massaini, S. A. (2019). Innovation in the main Brazilian business sectors: characteristics, types and comparison of innovation. *Journal of Knowledge Management*, 23(1), 135–175. <https://doi.org/10.1108/JKM-03-2018-0159>
- Ortiz-Villajos, J. M., & Sotoca, S. (2018). Innovation and business survival: A long-term approach. *Research Policy*, 47(8), 1418–1436. <https://doi.org/10.1016/j.respol.2018.04.019>
- Pandamsari, P. A. (2021, July 8). Pembelian sayur dan buah secara daring naik di masa PPKM darurat. *Lokadata*. <https://lokadata.id/artikel/pembelian-sayur-dan-buah-secara-daring-naik-di-masa-ppkm-darurat>
- Pasaribu, R. M., & Pasaribu, H. D. S. (2021). Customer experience as a mediation of omnichannel retailers of Wardah beauty products on repurchase intentions. *International Journal of Marketing & Human Resource Research*, 2(3), 2746–4040. www.wardahbeauty.com/id
- Permana, H. J., Hidayat, W., & Marjuki, A. (2017). Inovasi dalam online marketing dan pengaruhnya terhadap kualitas pelayanan, kepercayaan, loyalitas, dan word of mouth pada konsumen. *Cyberpreneurship Innovative and Creative Exact and Social Science*, 3(2), 182–198.

- Piening, E. P., & Salge, T. O. (2015). Understanding the antecedents, contingencies, and performance implications of process innovation: A dynamic capabilities perspective. *Journal of Product Innovation Management*, Vol. 32(No. 1), 80–97.
- Putra P, I. B. P., & Kusumadewi, N. M. W. (2019). Pengaruh inovasi produk terhadap niat pembelian ulang dimediasi oleh kepuasan konsumen. *E-Jurnal Manajemen Universitas Udayana*, 8(8), 4983. <https://doi.org/10.24843/ejmunud.2019.v08.i08.p10>
- Rahi, S. (2017). Research design and methods: A systematic review of research paradigms, sampling issues and instruments development. *International Journal of Economics & Management Sciences*, 6. <https://doi.org/10.4172/2162-6359.1000403>
- Ramadhani, A. K., & Afifah, A. N. (2021). Factors related to diversity vegetable and fruit consumption in adolescents at the coastal area of Gresik district. *Gorontalo Journal Of Nutrition Dietetic*, 1(2), 53–61.
- Rayport, J. F., & Jaworski, B. J. (2004). *Introduction to e-commerce* (2nd ed.). McGraw-Hill Irwin MarketplaceU.
- Razak, N. S. A., Marimuthu, M., Omar, A., & Mamat, M. (2014). Trust and repurchase intention on online tourism services among Malaysian consumers. *Procedia - Social and Behavioral Sciences*, 130, 577–582. <https://doi.org/10.1016/j.sbspro.2014.04.067>
- Riyanto, D. A. (2022, February 15). Hootsuite (We are Social): Indonesian digital report 2022. *Andi Link*. <https://andi.link/hootsuite-we-are-social-indonesian-digital-report-2022/>
- Saleem, Z., & Rashid, K. (2011). Relationship between customer satisfaction and mobile banking adoption in Pakistan. *International Journal of Trade, Economics and Finance*, 2(6), 537–544.
- Salsabila, D. (2021, July). Rayakan 4 tahun perjalanan, sayurbox bikin 3 inovasi baru. *Urbanasia.Com*. <https://www.urbanasia.com/rayakan-4-tahun-perjalanan-sayurbox-bikin-3-inovasi-baru-U36553>
- Samad, A. (2014). Examining the impact of perceived service quality dimensions on repurchase intentions and word of mouth: A case from software industry of Pakistan. *IOSR Journal of Business and Management*, 16(1), 37–41. www.iosrjournals.org
- Samara, E. (2021, February 26). *Sayurbox: Beli sayur dan buah lebih mudah*. Blog. <https://elsamara.id/sayurbox-platform-belanja-sayur-online/>

- Santoso, R., Erstiawan, M. S., & Kusworo, A. Y. (2020). Inovasi produk, kreatifitas iklan dan brand trust mendorong keputusan pembelian. *Jurnal Nusantara Aplikasi Manajemen Bisnis*, 5(2), 133–145. <https://doi.org/10.29407/nusamba.v5i2.14369>
- Sari, E. D. (2018). Pengaruh innovation dan service quality melalui customer trust terhadap customer satisfaction di pamella supermarket Jl. Kusumanegara no.141 Yogyakarta. *Jurnal Ekobis Dewantara*, 1(1), 1–11.
- Schmidt, T., & Rammer, C. (2006). *The determinants and effects of technological and non-technological innovations-Evidence from the German CIS IV.* 1–27. <https://www.oecd.org/sti/inno/37450197.pdf>
- Schmitt, H. B. (1999). How to get customers to sense-feel-think-act-relate to your company and brands. *The Free Press*. <https://archive.org/details/experientialmarkOOOoschm>
- Schmitt, N. (2014). Personality and cognitive ability as predictors of effective performance at work. *Annual Review of Organizational Psychology and Organizational Behavior*, 1, 45–65. <https://doi.org/10.1146/annurev-orgpsych-031413-091255>
- Seghezzi, A., Siragusa, C., & Mangiaracina, R. (2022). Enhancing in-store picking for e-grocery: an empirical-based model. *International Journal of Physical Distribution & Logistics Management*. <https://doi.org/10.1108/ijpdIm-01-2021-0018>
- Setyaningrum, R. P. (2021). Enhancing customer loyalty through product innovation and perceived value. *Linguistics and Culture Review*, 5(S3), 1337–1355. <https://doi.org/10.21744/lingcure.v5ns3.1816>
- Sirdeshmukh, D., Singh, J., & Sabol, B. (2002). Consumer trust, value, and loyalty in relational exchanges. *Journal of Marketing*, 66(1), 15–37. <https://doi.org/10.1509/jmkg.66.1.15.18449>
- So, K. K. F., King, C., Sparks, B. A., & Wang, Y. (2016). Enhancing customer relationships with retail service brands: The role of customer engagement. *Journal of Service Management*, 27(2), 170–193. <https://doi.org/10.1108/JOSM-05-2015-0176>
- Sugiyono. (2017). Metode penelitian kuantitatif, kualitatif, dan R&D (25th ed.). *Alfabeta*. <https://app.luminpdf.com/viewer/62387c6e57d39872f24412e5>

- Sumana, L., & Muttanachai, S. (2021). The influence of customer trust and loyalty on repurchase intention of domestic tourism: A case study in Thailand during covid-19 crisis. *Journal of Asian Finance*, 8(5), 961–0969. <https://doi.org/10.13106/jafeb.2021.vol8.no5.0961>
- Sutarso, Y., Kristijadi, E., & Rachmat, B. (2020). *Proceeding book of the 2nd international conference on business and banking innovations (ICOBBI) 2020 “Nurturing business and banking sustainability” steering committee organizing committee.* 23. <http://pascasarjana.perbanas.ac.id/>
- Syahputra, D. (2019). Management analysis journal building customer engagement through customer experience, customer trust, and customer satisfaction in Kaligung train customers article information. *Management Analysis Journal*, 8(4). <http://maj.unnes.ac.id>
- Tan, H., & Brahmana, R. K. (2019). Pengaruh perceived value terhadap repurchase intention melalui customer satisfaction sebagai variabel intervening pada pada Shopee. *Agora*, 7(1), 1–7.
- Tandon, U., Mittal, A., & Manohar, S. (2021). Examining the impact of intangible product features and e-commerce institutional mechanics on consumer trust and repurchase intention. *Electronic Markets*, 31(4), 945–964. <https://doi.org/10.1007/s12525-020-00436-1>
- Tanujaya, A. (2020). Pengaruh perceived ease of use dan perceived usefulness terhadap intention to use aplikasi m-tix di Surabaya. *Agora*, 8(2). <https://www.apjii.or.id>
- Tidd, J. (2001). Innovation management in context: environment, organization and performance. *International Journal of Management Reviews*, 3(3), 169–183.
- Tidd, J., Bessant, J., & Pavitt, K. (2005). *Managing innovation: Integrating technological, market and organizational change* (3rd Edition). John Wiley.
- Torres, P., & Augusto, M. (2020). Understanding complementarities among different forms of innovation. *European Journal of Innovation Management*, 23(5), 813–834. <https://doi.org/10.1108/EJIM-01-2019-0012>
- Trini, D., & Salim, M. N. (2018). Customer experience marketing (CEM), customer satisfaction and customer trust affects customer loyalty: A study on star hotels in Jakarta province. *Business Management and Strategy*, 9(2), 100. <https://doi.org/10.5296/bms.v9i2.13615>

- Tyrväinen, O., Karjaluoto, H., & Saarijärvi, H. (2020). Personalization and hedonic motivation in creating customer experiences and loyalty in omnichannel retail. *Journal of Retailing and Consumer Services*, 57, 102233. <https://doi.org/https://doi.org/10.1016/j.jretconser.2020.102233>
- Vallen, P. U., & Antonio, F. (2022). Antecedents of e-loyalty and its impact to online repurchase intention. *Jurnal Manajemen Bisnis*, 9(1), 183–195.
- Vazquez-Noguerol, M., Comesaña-Benavides, J., Poler, R., & Prado-Prado, J. C. (2020). An optimisation approach for the e-grocery order picking and delivery problem. *Central European Journal of Operations Research*. <https://doi.org/10.1007/s10100-020-00710-9>
- Wiyata, M. T., Putri, E. P., & Gunawan, C. (2020). Pengaruh customer experience, ease of use, dan customer trust terhadap repurchase intention konsumen situs jual beli online shopee di kalangan mahasiswa kota Sukabumi. *Cakrawala*, 3(1), 11–21.
- Wu, L. Y., Chen, K. Y., Chen, P. Y., & Cheng, S. L. (2014). Perceived value, transaction cost, and repurchase-intention in online shopping: A relational exchange perspective. *Journal of Business Research*, 67(1), 2768–2776. <https://doi.org/10.1016/j.jbusres.2012.09.007>
- Yoo, Y., Lyytinen, K., & Boland, R. (2010). The next wave of digital innovation: Opportunities and challenges: A report on the research workshop “Digital challenges in innovation research.” In *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.1622170>
- Yuen, E. F. T., & Chan, S. S. L. (2010). The effect of retail service quality and product quality on customer loyalty. *Journal of Database Marketing and Customer Strategy Management*, 17(3–4), 222–240. <https://doi.org/10.1057/dbm.2010.13>
- Yumilindra, I., Samsir, & Wijayanto, G. (2015). Pengaruh kualitas layanan dan inovasi terhadap citra perusahaan dan loyalitas nasabah pada PT. Bank Riau Kepri. *Jurnal Tepak Manajemen Bisnis*, 7(3).
- Zaid, S., & Patwayati, P. (2021). Impact of customer experience and customer engagement on satisfaction and loyalty: A case study in Indonesia. *Journal of Asian Finance, Economics and Business*, 8(4), 983–992. <https://doi.org/10.13106/jafeb.2021.vol8.no4.0983>
- Zboja, J., & Voorhees, C. (2006). The impact of brand trust and satisfaction on retailer repurchase intentions. *Journal of Services Marketing*, 20, 381–390. <https://doi.org/10.1108/08876040610691275>

- Zeng, F., Hu, Z., Chen, R., & Yang, Z. (2009). Determinants of online service satisfaction and their impacts on behavioural intentions. *Total Quality Management and Business Excellence*, 20, 953–969. <https://doi.org/10.1080/14783360903181719>
- Zhang, R., Jun, M., & Palacios, S. (2021). M-shopping service quality dimensions and their effects on customer trust and loyalty: an empirical study. *International Journal of Quality and Reliability Management*. <https://doi.org/10.1108/IJQRM-11-2020-0374>
- Zhang, Y., Fiore, A. M., Zhang, L., & Liu, X. (2021). Impact of website design features on experiential value and patronage intention toward online mass customization sites. *Journal of Fashion Marketing and Management: An International Journal*, 25(2), 205–223. <https://doi.org/10.1108/JFMM-11-2019-0261>