

DAFTAR PUSTAKA

- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Al Satria, M. I., & Firmansyah, F. (2024). Pengaruh Brand Image Dan Brand Trust Terhadap Loyalitas Anggota. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 8(1), 401–414. <https://doi.org/10.31955/mea.v8i1.3690>
- Aslami, N., Apriani, A., Widayati, C. C., & Losi, R. V. (2022). the Role of Trust in Mediating Perceived Ease of Use, Perceived Risk and E-Wom on Purchase Intention. *Jurnal Perspektif Manajerial Dan Kewirausahaan (JPMK)*, 2(2), 69–81. <https://doi.org/10.59832/jpmk.v2i2.189>
- Aydin, S., & Özer, G. (2005). The analysis of antecedents of customer loyalty in the Turkish mobile telecommunication market. *European Journal of Marketing*, 39(7–8), 910–925. <https://doi.org/10.1108/03090560510601833>
- Bago, R., Sutardjo, A., & Anggraini, M. D. (2022). Pengaruh Kualitas Pelayanan Dan Kualitas Produk Terhadap Kepuasan Konsumen Pada Cafe Els Coffe Di Padang. *Jurnal Matua*, 4(2), 215–226. <https://ejurnal-unespadang.ac.id/index.php/MJ/article/view/571>
- Benedictus Alexyagtus Wangge, Achmad Daengs GS, & I Gd Wiyasa. (2022). Pengaruh Kualitas Layanan Dan Promosi Terhadap Kepuasan Pelanggan. *Jurnal Mahasiswa Manajemen Dan Akuntansi*, 1(1), 58–66. <https://doi.org/10.30640/jumma45.v1i1.184>
- Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2002). *Supply Chain Logistics Management* (S. Isenberg (ed.); 7th ed.). McGraw-Hill. <https://books.google.co.id/books?id=RmlaAAAAYAAJ>
- Chang, H.-H., Wang, Y.-H., & Yang, W.-Y. (2009). The impact of e-service quality, customer satisfaction and loyalty on e-marketing: Moderating effect of perceived value. *Total Quality Management & Business Excellence - TOTAL QUAL MANAG BUS EXCELL*, 20, 423–443. <https://doi.org/10.1080/14783360902781923>
- Chaudhuri, A., & Holbrook, M. B. (2001). The Chain of Effects from Brand Trust and Brand Affect to Brand Performance: The Role of Brand Loyalty. *Journal of Marketing*, 65(2), 81–93. <https://doi.org/10.1509/jmkg.65.2.81.18255>

- Dewi, C. K., Mohaidin, Z., & Murshid, M. A. (2020). Determinants of online purchase intention: a PLS-SEM approach: evidence from Indonesia. *Journal of Asia Business Studies*, 14(3), 281–306. <https://doi.org/10.1108/JABS-03-2019-0086>
- Doyle, J. D., Heslop, L. A., Ramirez, A., & Cray, D. (2012). Trust intentions in readers of blogs. *Management Research Review*, 35(9), 837–856. <https://doi.org/10.1108/01409171211256226>
- Ferrinadewi, E. (2008). Merek dan psikologi konsumen. In *Graha Ilmu*. Graha Ilmu.
- Frazelle, E., York, N., San, C., Lisbon, F., Madrid, L., City, M., New, M., San, D., Singapore, J. S., & Toronto, S. (2002). SUPPLY CHAIN STRATEGY The Logistics of Supply Chain Management McGraw-Hill. In E. Frazelle (Ed.), *SUPPLY CHAIN STRATEGY The Logistics of Supply Chain Management McGraw-Hill*. McGraw-Hill. <https://doi.org/10.1036/0071418172>
- 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*, 35(October 2015), 388–395. [https://doi.org/10.1016/s2212-5671\(16\)00048-4](https://doi.org/10.1016/s2212-5671(16)00048-4)
- Hirschinger, M., Spickermann, A., Hartmann, E., von der Gracht, H., & Darkow, I. L. (2015). The Future of Logistics in Emerging Markets-Fuzzy Clustering Scenarios Grounded in Institutional and Factor-Market Rivalry Theory. *Journal of Supply Chain Management*, 51(4), 73–93. <https://doi.org/10.1111/jscm.12074>
- 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. <https://doi.org/10.1016/j.jjime.2022.100065>
- Jozuna, A. E., & Kusuma, C. D. (2020). Pengaruh Delivery Speed, Shipment Tracking, dan Trust dalam Menciptakan Attitude Shopee Express dan Niat Pembelian Online di Shopee. *E-Proceeding of Management*, 7(2), 6333–6345.
- Keh, Hean Tat, & Sun, Jin. (2008). The Complexities of Perceived Risk in Cross-Cultural Services Marketing. *Journal of International Marketing*, 16(1), 120–146. <https://doi.org/10.1509/jimk.16.1.120>

- Kim Yoojung, & Chu Shu-Chuan. (2015). Determinants of consumer engagement in electronic word-of-mouth (eWOM) in social networking sites. *International Journal of Advertising*, 30(1), 45–75. <https://www.tandfonline.com/doi/epdf/10.2501/IJA-30-1-047-075?needAccess=true>
- Komalasari, F., Christianto, A., & Ganiarto, E. (2021). Factors Influencing Purchase Intention in Affecting Purchase Decision: A Study of E-commerce Customer in Greater Jakarta. *BISNIS & BIROKRASI: Jurnal Ilmu Administrasi Dan Organisasi*, 28(1). <https://doi.org/10.20476/jbb.v28i1.1290>
- Kotler, P., & Keller, K. L. (2009). *Marketing Management*. Pearson Prentice Hall. <https://books.google.co.id/books?id=t94QngEACAAJ>
- Kurniasih, D., Rusfiana, Y., Subagyo, A., & Nuradhawati, R. (2021). Teknik Analisa. In D. Kurniasih, Y. Rusfiana, A. Subagyo, & R. Nuradhawati (Eds.), *Alfabeta Bandung* (1st ed.). ALFABETA, cv. www.cvalfabeta.com
- Lee, V., Park, S., & Lee, D. (2022). The Effect of E-commerce Service Quality Factors on Customer Satisfaction, Purchase Intention, and Actual Purchase in Uzbekistan. *Global Business and Finance Review*, 27(3), 56–74. <https://doi.org/10.17549/gbfr.2022.27.3.56>
- LESTARI, W. D. (2018). *Analisis Brand Image Dan Service Quality Terhadap Brand Trust Honda Motor* [STIA and Port Management (STIAMAK) Barunawati Surabaya]. [http://repositori.stiamak.ac.id/id/eprint/130/%0Ahttp://repositori.stiamak.ac.id/id/eprint/130/4/FULL TEKS SKRIPSI- WAHYU DWI LESTARI - 1411141.pdf](http://repositori.stiamak.ac.id/id/eprint/130/%0Ahttp://repositori.stiamak.ac.id/id/eprint/130/4/FULL%20TEKS%20SKRIPSI-WAHYU%20DWI%20LESTARI-1411141.pdf)
- Lindiawati, S., & Widyawati, N. (2021). *Pengaruh Sosial Media Dan Brand Trust Terhadap Brand Loyalty Pada Produk Minyak Goreng Bimoli Di Surabaya* [STIA and Port Management (STIAMAK) Barunawati Surabaya]. [http://repositori.stiamak.ac.id/id/eprint/355/19/JURNAL_Siti Lindiawati_18110084.pdf](http://repositori.stiamak.ac.id/id/eprint/355/19/JURNAL_SitiLindiawati_18110084.pdf)
- Maddeppungeng, A., Wigati, R., & Faris, A. (2017). MANAJEMEN RISIKO PROYEK PEMBANGUNAN JALUR KERETA API YANG BERPENGARUH TERHADAP KINERJA WAKTU (Studi Kasus Double-Double Track Railway Jakarta, Zona Jatinegara-Bekasi). *Jurnal Fondasi*, 6(2), 34–45. <https://doi.org/10.36055/jft.v6i2.2474>
- Masitoh, M. R., Wibowo, H. A., & Sunaryo, D. (2018). Pengaruh Kualitas Pelayanan, Kepuasan, Dan Kepercayaan Merek Terhadap Niat Pembelian Ulang Di Toko Online Tokopedia. *Jurnal Manajemen*, 8(1), 60–77. <https://doi.org/10.30656/jm.v8i1.662>

- Melani, A., & Hamid, R. S. (2023). Peran Online Trust, Risk Perception, Delivery Risk dalam Menentukan Online Purchase Intention pada iGeneration yang Menggunakan E-Commerce. *Jesya*, 6(1), 395–407. <https://doi.org/10.36778/jesya.v6i1.929>
- Musfira, L., & Astuti, B. (2024). Faktor – Faktor yang Mempengaruhi Purchase Intention. *Jurnal Informatika Ekonomi Bisnis*, 6(1), 133–144. <https://doi.org/10.37034/infeb.v6i1.812>
- Nareswari, A. R. (2019). Pengaruh Emotional Marketing Terhadap Purchase Intention Melalui Brand Awareness Dan Brand Trust Sebagai Variabel Intervening (Studi Kasus Pada Produk Kecantikan Wardah Beauty) [Universitas Negeri Yogyakarta]. In *Fakultas Ekonomi Universitas Negeri Yogyakarta* (Vol. 144, Issue 1). <https://core.ac.uk/download/pdf/231919916.pdf>
- Nurullah Fami Andrezal Saputra, H. A. N. (2024). PENGARUH KUALITAS LAYANAN, HARGA DAN KETEPATAN WAKTU PENGIRIMAN TERHADAP KEPUASAN PELANGGAN (Studi Kasus Pada Konsumen J&T Express Di Pondok Betung, Tangerang Selatan). *Prosiding Seminar Nasional Fakultas Ekonomi Dan Bisnis*, 1(1), 743–751.
- Putra, H. T., & Lestari, D. (2023). The Influence of Perceived Service Quality on Purchase Intention with Trust Plays a Mediating Role and Perceived Risk Plays a Moderating Role in Online Shopping. *Asian Journal of Economics, Business and Accounting*, 23(8), 64–80. <https://doi.org/10.9734/ajebe/2023/v23i8956>
- Reynaldi. (2019). Pengaruh Penggunaan Teknologi Digital Dan Strategi Pemasaran Online Terhadap Keputusan Pembelian Mahasiswa. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699. <http://kbbi.web.id/preferensi.html>Diakses
- Rifqi Ashfa, M., & Ishak, A. (2023). Pengaruh Kualitas Layanan dan Kepuasan Pelanggan terhadap Niat Beli dan Pembelian Sebenarnya Tokopedia. *Selekta Manajemen: Jurnal Mahasiswa Bisnis & Manajemen*, 02(05), 108–132. <https://journal.uii.ac.id/selma/index>
- Rommy, F., & Murtiningsih, D. (2020). Brand Trust Sebagai Variabel Mediasi Pengaruh Customer Relationship Management dan Service Quality Terhadap Loyalitas Mahasiswa. *Jurnal Ekonomika Dan Manajemen*, 9(1), 10–24. <https://journal.budiluhur.ac.id/index.php/ema/article/view/1110/812>
- Selly, & Purba, T. (2021). FAKTOR-FAKTOR YANG MEMPENGARUHI PURCHASE INTENTION PADA BRAND MAN MAN TANG DI BATAM. *Scientia Journal*, 3(3), 1–9.

- Sugiyono. (2013). *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D* (Sugiyono (ed.); 1st ed.). ALFABETA, CV.
- Sya'diyah, L., & Handriana, T. (2024). PENGARUH BRAND TRUST PADA PERCEIVED VALUE DAN PERCEIVED RISK DAMPAKNYA TERHADAP PURCHASE INTENTION PADA JASA EKSPEDISI JNE DI MARKETPLACE SHOPEE. *Jurnal Ilmiah Ekonomi Bisnis*, 29(3), 519–533. <https://doi.org/10.35760/eb.2024.v29i3.9780>
- Syamnarila, A. P., Efendi, A., & Abdullah, W. (2022). Pengaruh Kualitas Layanan Terhadap Minat Beli Dengan Kepuasan Pelanggan Sebagai Variabel Intervening Pada Charles & Keith Mall Ratu Indah Makasar. *Study of Scientific and Behavioral Management (SSBM)*, 3(3), 15–25.
- Tang, O., & Nurmaya Musa, S. (2011). Identifying risk issues and research advancements in supply chain risk management. *International Journal of Production Economics*, 133(1), 25–34. <https://doi.org/10.1016/J.IJPE.2010.06.013>
- Yohanna, Y., & Ruslim, T. S. (2021). Pengaruh Brand Love, Brand Satisfaction, Brand Trust Terhadap Purchase Intention Produk Gucci. *Jurnal Manajerial Dan Kewirausahaan*, 3(2), 569. <https://doi.org/10.24912/jmk.v3i2.11903>
- Zubayri, A., Prastyorini, J., & Widyawati, N. (2024). Kualitas Layanan, Waktu Tunggu Dan Fasilitas Terhadap Kepuasan Pasien Pelayanan Medical Check Up Klinik Westerindo. *Jurnal Administrasi Bisnis (JUTRANIS)*, 01(02), 1–16.