

Daftar Pustaka

- Alford, B.L., Biswas, A. (2002). *The effects of discount level, price consciousness and sale proneness on consumers' price perception and behavioral intention*. Journal Bussiness Research, 775–783.
- Antwi, S. (2021). *I Just like this e-retailer: Understanding virtual consumers repurchase intention from relationship quality perspective*. Journal of Retailing and Consumer Services.
- Belk, R.W. (2013). *Extended self in a digital world*. Journal of consumer research Vol.40 No.3, PP.477-500.
- Biswas, A. and Roy, M. (2015). *Leveraging factors for sustained green consumption behavior based on consumption value perceptions: testing the structural model*. Journal of Cleaner Production Vol.95 No.15, pp.332-340.
- Breese, J. L. (2020). *Live music performances and the internet of things*. Issues Inf. Syst 179–188.
- Chaudhuri, A. (2002). *How Brand Reputation Affects The Advertising-Brand Equity Link*. Journal of Advertising Research 42(3):33-43.
- Cockrill, A., Sullivan, M., and Norbury, H.L. (2011). *Music consumption: Lifestyle choice of addiction*. Journal of Retailing and Consumer Services Vol.18 No.2, pp.160-166
- Cooper, Donald R., dan Pamela S. Schindler. (2014). *Business Research Methods*. Twelfth Ed. Florida: McGraw Hil.
- Daunt, K. L., dan Harrisb, L. C. (2017). *Consumer showrooming: Value codestruction*. Journal of Retailing and Consumer Services 166–176.
- Deng, Z., Lu, Y., Wei, K. K., & Zhang, J. (2010). *Understanding customer satisfaction and loyalty: An empirical study of mobile instant messages in China*. International Journal of Information Management 30(4).
- Gounaris, S. (2005). *Measuring service quality in B2B services: an evaluation of the SERVQUAL scale vis-à-vis the INDSERV scale*. Journal of services Marketing Vol.19, pp.421-435.
- Graciola, A. P., Toni, D.D., Lima, V.Z., and Milan, G. S. (2018). *Does price sensitivity and price level influence store price image and repurchase intention in retail markets?* Journal of Retailing and Consumer Services 44.
- Green KV. (2018). *Trying to have fun in 'No Fun City': Legal and illegal strategies for creating punk spaces in Vancouver, British Columbia*. Punk and Post Punk 7(1): 75–92
- Hair, J., Black, W., Babin, B., dan Anderson, R. (2019). *Multivariate Data Analysis*. Cengage Learning EMEA

- Hair, J.F., Hult, G.T.M., Ringle C.M., & Sarstedt, M. (2014). *A primer on partial least squares structural equation modeling (PLS-SEM)*. United States of America: Sage Publication.
- Hume, M. and Mort, G.S. (2010). *The consequences of appraisal emotion, service quality, perceived value and customer satisfaction on repurchase intent in the performing art*. Journal of Services Marketing, Vol. 24 No. 2, pp. 170-182.
- Ibzan, E., Balarabe, F., and Jakada, B. (2016). *Consumer satisfaction and repurchase intentions*. Develop. Countr. Stud 6(2), 96-100
- Kim, H.-W., Gupta, S., and Koh, J. (2011). *Investigating the intention to purchase digital items in social networking communities: A customer value perspective*. Information & Management 48.
- Kotler, P., Keller, K., L. (2016). *Manajemen Pemasaran Edisi 13 Jilid 1*. Jakarta: Erlangga
- Ladhari, R., Gonthier, J., and Lajante, M. (2019). *Generation Y and virtual fashion shopping: orientations and profiles*. Journal Retailing Consum Serv. 48, 113–121.
- Lichtenstein, D.R., Ridgway, N.M., Netemeyer, R.G. (1993). *Price perceptions and consumer shopping behavior: a field study*. Journal Marketing Research. 30 (2), 234–245.
- Liu, C.H.S., Lee, T. (2016). *Service quality and price perception of service: influence on word-of-mouth and revisit intention*. J. Air Transport. Manag 42–54.
- Mantymaki, M. and Salo, J. (2015). *Why do teens spend real money in virtual worlds? A consumption values and developmental psychology perspective on virtual consumption*. International Journal of Information Management Vol. 35 No. 1, pp. 124-134
- Molinari, L. K., Abratt, R., and Dion, P. (2008). *Satisfaction, quality and value and effects on repurchase and positive word-of-mouth behavioral intentions in a B2B services context*. Journal of Services Marketing 22/5, 363-373
- Neuman, W. Lawrence. (2014). *Social Research Methods: Qualitative and Quantitative Approaches Seventy Ed*. England: Pearson Education Limited.
- Palmer, A. (2008). *Principles of Services Marketing*. McGraw-Hill Education: Maidenhead
- Parasuraman, A., Zeithaml, V.A. and Berry, L.L. (1988). *SERVQUAL: a multiple-item scale for measuring consumer perceptions of service quality*. Journal of Retailing Vol. 64 No. 1, pp. 12-40
- Park, J.-W. (2007). *Passenger perceptions of service quality: Korean and Australian case studies*. Journal of Air Transport Management Vol. 13 No. 4, pp. 238-242

- Petrick, J.F. (2004). *The roles of quality, value, and satisfaction in predicting cruise passengers' behavioral intentions*. J. Trav. Res. 42 (4), 397–407.
- Rao, A.R., and Monroe, K. B. (1989). *The effect of price, brand name, and store name on buyers' perceptions of product quality: an integrative review*. Journal Marketing Research 26(3), 351-357.
- Robertson, T.S. (1967). *The process of innovation and the diffusion of innovation*. Marketing: 14-19
- Saleem, M.A., Zahra, S., Yaseen, A. (2017). *Impact of service quality and trust on repurchase intentions-the case of Pakistan airline industry*. Asia pacific journal of marketing and logistics Vol 29 No 5, pp.1136-5855
- Sekaran, Uma, dan Roger Bougie. (2016). *Research Methods for Business A Skill Building Approach Seventh Edition*. John Wiley and Sons Ltd: United Kingdom
- Sheth, J. N., Newman, B. I., & Gross, B. L. (1991). *Why we buy what we buy: A theory of consumption values*. Journal of Business Research, 22(2)
- Suki, N.M. (2015). *Consumer environmental concern and green product purchase in Malaysia: structural effects of consumption values*. Journal of Cleaner Production, Vol.132, pp.204-214.
- Spreng, R.A., McKenzie, S.B and Olshavsky, R.W. (1996). *A reexamination of the determinants of consumer satisfaction*. Journal of marketing, Vol.60, pp.196-177.
- Sweeney, J.C., Soutar, G. (2001). *Consumer environmental perceived value: the development of a multiple item scale*. Journal of retailing, Vol 77 No 2, pp.203-220
- Tanrikulu, C. (2021). *Theory of consumption values in consumer behaviour research: A review and future research agenda*. International journal of consumer studies
- Tsiotsou, R. (2006). *The Role Of Perceived Product Quality And Overall Satisfaction On Purchase Intentions*. International Journal of Consumer Studies, Vol 30(2), 207-217.
- Wang, H.-Y., Liao, C., and Yang, L.-H. (2013). *What affects mobile application use? The roles of consumption values*. International Journal of Marketing Studies, Vol 5(2), 11e22
- Wells, J. D., Campbell, D. E., Valacich, J. S., & Featherman, M. (2010). *The effect of perceived novelty on the adoption of information technology innovations: A risk/reward perspective*. Decision Sciences 41.
- Wu, C.H., Tao, Y.H., Lin, Y.M. (2017). *Repurchase Decision for Music Products in Taiwan: Physical versus Virtual Media*. Digital policy regulation and governance, Vol.19

- Yang, H, L dan Li, R, X. (2017). *Determinants of the intention to continue use of SoLoMo Services: Consumption values and the moderating effects of overloads*. Computers in Human Behavior 73, 583-595
- Yen, Y. S. (2012). *Exploring customer perceived value in mobile phone services*. International Journal of Mobile Communications 10(2).
- Zeithaml, V.A. (1988). *Consumer perceptions of price, quality, and value: a means-end model and synthesis of evidence*. Journal Marketing Vol 52 (3), 2–22.
- Zhang, Y., Fang, Y., Wei, K.K., Ramsey, E., McCole, P. and Chen, H. (2011). *Repurchase intention in B2C e-commerce-a relationship quality perspective*. Information & management, Vol.48 No6, pp.192-200.
- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). *Service quality delivery through web sites: A critical review of extant knowledge*. Journal of the Academy of Marketing Science, Vol 30(4), 362–375. <https://doi.org/10.1177/009207002236911>
- Rather, R. A., & Camilleri, M. A. (2019). *The effects of service quality and consumer-brand value congruity on hospitality brand loyalty*. Anatolia 30(4), 547–559. <https://doi.org/10.1080/13032917.2019.1650289>
- Jeon, M. M., & Jeong, M. (2017). *Customers' perceived website service quality and its effects on e-loyalty*. International Journal of Contemporary Hospitality Management, 29(1), 438–457. <https://doi.org/10.1108/IJCHM-02-2015-0054>