

## DAFTAR PUSTAKA

- Asosiasi Penyelenggara Jasa Internet Indonesia.(2023). *Survei APJII Pengguna Internet di Indonesia Tembus 215 Juta Orang*. <https://www.apjii.or.id/>
- Asosiasi Penyelenggara Jasa Internet Indonesia. (2024). *Pengguna Internet di Indonesia Meningkat di 2024*. <https://www.apjii.or.id/>
- Baron, R. M. & Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6).
- Bhattacharjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. *MIS Quarterly*, 25(3), 351-370.
- Budiastuti, D. & Bandur, A. (2018). *Validitas dan Reliabilitas Penelitian*. Jakarta: Mitra Wacana Media.
- Carluccio, J. Eizenman, O. & Rothschild, P. (2021). Next in loyalty: Eight levers to turn customers into fans. <https://www.mckinsey.com/capabilities/growth-marketing-and-sales/our-insights/next-in-loyalty-eight-levers-to-turn-customers-into-fans>
- Cha, S. S. & Lee, S. H. (2021). The effects of user experience factors on satisfaction and repurchase intention at online food market. *The Journal of Industrial Distribution & Business*, 12(4), 7-13
- Chanthasaksathian, S. & Nuangjamnong, C. (2021). Factors influencing repurchase intention on e-Commerce platforms: a case of GET application. *International Research E-Journal on Business and Economics*, 6(1), 28-45.
- Chiu, C. M.; Chang, C. C.; Cheng, H. L. & Fang, Y. H. (2009). Determinants of customer repurchase intention in online shopping. *Online Information Review*, 33(4), 761-784.
- Collier, J. E. & Bienstock, C. C. (2006). Measuring service quality in e-retailing. *Journal of Service Research*, 8(3), 260-275.
- Cronin, J. J. & Morris, M. H. (1989). Satisfying customer expectations: The effect on conflict and repurchase intentions in industrial marketing channels. *Journal of the Academy of Marketing Science*, 17, 41-49.
- Databoks. (2022). 10 Aplikasi Makan & Minum yang Paling Banyak Diunduh di Dunia 2021. <https://databoks.katadata.co.id/datapublish/2022/06/17/10-aplikasi-makan-minum-yang-paling-banyak-diunduh-di-dunia-2021>
- DeLone, W. H. & McLean, E. R. (2004). Measuring e-commerce success: Applying the DeLone & McLean information systems success model. *International Journal of Electronic Commerce*, 9(1), 31-47.
- Dharmmesta, B. S. (2021), *Segi Segi Penulisan Karya Ilmiah*. Ed. 5. Makalah lepas.
- Fan, W., Shao, B., & Dong, X. (2022). Effect of e-service quality on customer engagement behavior in community e-commerce. *Frontiers in Psychology*, 13.

- Ferdinand, A. (2014). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Skripsi, Tesis, dan Disertasi Ilmu Manajemen*. Semarang: Universitas Diponegoro.
- Gill, M.; Sridhar, S. & Grewal, R. (2017). Return on engagement initiatives: A study of a business-to-business mobile app. *Journal of Marketing*, 81(4), 45-66.
- Goodstats. (2023). *Benarkah Masyarakat Indonesia Gemar ke Kafe*. <https://data.goodstats.id/statistic/benarkah-masyarakat-indonesia-gemar-ke-kafe-cel1T4>
- Gu, X. & Kannan, P. K. (2021). The dark side of mobile app adoption: Examining the impact on customers' multichannel purchase. *Journal of Marketing Research*, 58(2), 246-264.
- Gunawan, M. A. (2015). *Statistik Penelitian Bidang Pendidikan, Sosial dan Psikologi*. Yogyakarta: Parama Publishing.
- Han, H.; Lee, K. S.; Song, H.; Lee, S. & Chua, B. L. (2019). Role of coffeehouse brand experiences (sensory/affective/intellectual/behavioral) in forming patrons' repurchase intention: Impact of switching costs. *Journal of Hospitality and Tourism Insights*, 3(1), 17-35.
- Han, H.; Nguyen, H. N.; Song, H.; Chua, B. L.; Lee, S. & Kim, W. (2018). Drivers of brand loyalty in the chain coffee shop industry. *International Journal of Hospitality Management*, 72, 86-97.
- Henderson, C. M.; Steinhoff, L. & Palmatier, R. W. (2014). Consequences of customer engagement: how customer engagement alters the effects of habit-, dependence-, and relationship-based intrinsic loyalty. *Marketing Science Institute Working Papers Series*, 14(12).
- Ho, M. H. W. & Chung, H. F. (2020). Customer engagement, customer equity and repurchase intention in mobile apps. *Journal of Business Research*, 121, 13-21.
- Hollebeek, L. D. (2011). Demystifying customer brand engagement: Exploring the loyalty nexus. *Journal of Marketing Management*, 27(7-8), 785-807.
- Hsu, C. L. (2023). Enhancing brand love, customer engagement, brand experience, and repurchase intention: Focusing on the role of gamification in mobile apps. *Decision Support Systems*, 174, 114020.
- International Coffee Organization. (2023). *Coffee Report and Outlook..* [https://icocoffee.org/documents/cy2023-24/Coffee\\_Report\\_and\\_Outlook\\_December\\_2023\\_ICO.pdf](https://icocoffee.org/documents/cy2023-24/Coffee_Report_and_Outlook_December_2023_ICO.pdf)
- Keiningham, T. L.; Frennea, C. M.; Aksoy, L.; Buoye, A. & Mittal, V. (2015). A five-component customer commitment model: implications for repurchase intentions in goods and services industries. *Journal of Service Research*, 18(4), 433-450.
- Krishna, C. G. (2018). Starbucks Communication Strategies—More Than Just a Cup of Coffee. *IUP Journal of Soft Skills*, 12(3), 23-53.

- Luceri, B.; Bijmolt, T. T.; Bellini, S. & Aiolfi, S. (2022). What drives consumers to shop on mobile devices? Insights from a Meta-Analysis. *Journal of Retailing*, 98(1), 178-196.
- Mai, X. T.; Trinh, T. T. & Ryan, C. (2024). Are you hungry for play? Investigating the role of emotional attachment on continuance intention to use food delivery apps. *Journal of Hospitality and Tourism Insights*. <https://doi.org/10.1108/JHTI-09-2023-0614>.
- Malthouse, E. C.; Haenlein, M.; Skiera, B.; Wege, E. & Zhang, M. (2013). Managing customer relationships in the social media era: Introducing the social CRM house. *Journal of Interactive Marketing*, 27(4), 270-280.
- Nuryadi; Astuti, T. D.; Utami, E. S. & Budiantara, M. (2017). *Dasar-dasar Statistik Penelitian*, Bantul: Sibuku Media.
- Ojo, A. I. (2017). Validation of the DeLone and McLean information systems success model. *Healthcare Informatics Research*, 23(1), 60-66.
- Pansari, A. & Kumar, V. (2017). Customer engagement: The construct, antecedents, and consequences. *Journal of the Academy of Marketing Science*, 45, 294-311.
- Phuong, N. N. D. & Trang, T. T. D. (2018). Repurchase intention: The effect of service quality, system quality, information quality, and customer satisfaction as mediating role: a PLS approach of m-commerce ride hailing service in Vietnam. *Marketing and Branding Research*, 5, 78-91.
- Schiffman, L. G., & Wisenblit, J. (2019). *Consumer Behavior* 12<sup>th</sup> Ed. London. United Kingdom: Pearson Education Limited.
- Sekaran, U. & Bougie, R. (2016). *Research Methods for Business: A Skill Building Approach*. New Jersey. USA: John Wiley & Sons.
- Sharma, S.; Durand, R. M. & Gur-Arie, O. (1981). Identification and analysis of moderator variables. *Journal of Marketing Research*, 18(3), 291-300.
- Similarweb Digital Intelligence. (2022). <https://www.similarweb.com/>
- Snapchart. (2023). *Indonesia's Coffee Consumption Trends in 2023*. <https://snapcart.global/indonesias-coffee-consumption-trends-in-2023/>
- Srivastava, K. & Sharma, N. K. (2013). Service quality, corporate brand image, and switching behavior: The mediating role of customer satisfaction and repurchase intention. *Services Marketing Quarterly*, 34(4), 274-291.
- Stvilia, B.; Gasser, L.; Twidale, M. B. & Smith, L. C. (2007). A framework for information quality assessment. *Journal of the American Society for Information Science and Technology*, 58(12), 1720-1733.
- Sugiyono, S. (2016). *Metode Penelitian Pendidikan: Pendekatan Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Thakur, R. (2019). The moderating role of customer engagement experiences in customer satisfaction–loyalty relationship. *European Journal of Marketing*, 53(7), 1278-1310.
- Urbach, N. & Müller, B. (2012). The updated DeLone and McLean model of information systems success. *Information Systems Theory*, 1, 1-18.

- Van Doorn, J.; Lemon, K. N.; Mittal, V.; Nass, S.; Pick, D.; Pirner, P. & Verhoef, P. C. (2010). Customer engagement behavior: Theoretical foundations and research directions. *Journal of Service Research*, 13(3), 253-266.
- Vivek, S. D.; Beatty, S. E. & Morgan, R. M. (2012). Customer engagement: Exploring customer relationships beyond purchase. *Journal of Marketing Theory and Practice*, 20(2), 122-146.
- Wang, Y. S. (2008). Assessing e-commerce systems success: A respecification and validation of the DeLone and McLean model of IS success. *Information Systems Journal*, 18(5), 529-557.
- Wiścicka-Fernando, M. (2021). The use of mobile technologies in online shopping during the Covid-19 pandemic-An empirical study. *Procedia Computer Science*, 192, 3413-3422.
- Yang, K. & Kim, H. Y. (2012). Mobile shopping motivation: an application of multiple discriminant analysis. *International Journal of Retail & Distribution Management*, 40(10), 778-789.
- Yeo, S. F.; Tan, C. L.; Teo, S. L. & Tan, K. H. (2021). The role of food apps servitization on repurchase intention: A study of FoodPanda. *International Journal of Production Economics*, 234(1).
- Zeithaml, V. A.; Bitner, M. J. & Gremler, D. D. (2018). *Services Marketing: Integrating Customer Focus Across the Firm*. New York: McGraw-Hill.
- Zheng, Y.; Zhao, K., & Stylianou, A. (2013). The impacts of information quality and system quality on users' continuance intention in information-exchange virtual communities: An empirical investigation. *Decision Support Systems*, 56, 513-524.