

DAFTAR PUSTAKA

- Al-Adwan, A. S., Kokash, H., Al-Debei, M. M., & Al-Adwan, A. (2024). Determinants of trust and purchase intention in social commerce. *Telematics and Informatics*, 93, 102072. <https://doi.org/10.1016/j.tele.2024.102072>
- Ali, W., Frynas, J. G., & Mahmood, Z. (2021). Corporate social responsibility and customer loyalty in food chains: The mediating role of customer satisfaction and corporate reputation. *Sustainability*, 13(16), 8681. <https://doi.org/10.3390/su13168681>
- Aliansi Organisi Indonesia. (2023). *Statistik Pertanian Organik Indonesia (SPOI) 2023*. Universitas Bakrie Press. <https://aoi.ngo/wp-content/uploads/2024/02/Buku-SPOI-2023.pdf>
- Apuke, O. D. (2017). Quantitative research methods: A synopsis approach. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), 40–47. <https://doi.org/10.12816/0040336>
- 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(5), 245–260. <https://doi.org/10.1080/10454446.2021.1922325>
- Banyte, J., & Dovaliene, A. (2014). Relations between customer engagement into value creation and customer loyalty. *Procedia - Social and Behavioral Sciences*, 156, 484–489. <https://doi.org/10.1016/j.sbspro.2014.11.226>
- Bartikowski, B., & Walsh, G. (2011). Investigating the role of corporate reputation in customer citizenship behavior. *Journal of Business Research*, 64(7), 657–663. <https://doi.org/10.1016/j.jbusres.2010.07.003>
- Baskentli, S., Sen, S., Du, S., & Bhattacharya, C. B. (2019). Consumer reactions to corporate social responsibility: The role of CSR domains. *Journal of Business Research*, 95, 502–513. <https://doi.org/10.1016/j.jbusres.2018.07.046>
- Bhutto, M. Y., Awan, T. M., Khuhro, R. A., Khan, A. H., & Rasheed, R. (2023). Factors affecting repurchase intention of organic food among Generation Z. *PLOS ONE*, 18(12), e0296273. <https://doi.org/10.1371/journal.pone.0296273>

- Bracale, R., & Vaccaro, C. M. (2020). Changes in food choice following restrictive measures due to COVID-19. *Nutrition, Metabolism and Cardiovascular Diseases*, 30(9), 1423–1426. <https://doi.org/10.1016/j.numecd.2020.05.027>
- Brown, T. J., & Dacin, P. A. (1997). The company and the product: Corporate associations and consumer product responses. *Journal of Marketing*, 61(1), 68–84. <https://doi.org/10.2307/1252190>
- 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>
- Chuang, S.-H. (2020). Co-creating social media agility to build strong customer-firm relationships. *Industrial Marketing Management*, 84, 202–211. <https://doi.org/10.1016/j.indmarman.2019.06.012>
- Cooper, D. R., & Schindler, P. S. (2014). *Business research methods* (12th ed.). McGraw-Hill/Irwin.
- De Toni, D., Eberle, L., Larentis, F., & Milan, G. S. (2017). Antecedents of perceived value and repurchase intention of organic food. *Journal of Food Products Marketing*, 23(5), 456–475. <https://doi.org/10.1080/10454446.2017.1314231>
- Fatma, M., & Khan, I. (2023). An integrative framework to explore corporate ability and corporate social responsibility association's influence on consumer responses in the banking sector. *Sustainability*, 15(10), 7988. <https://doi.org/10.3390/su15107988>
- FiBL, & IFOAM - Organics International. (2023). *The world of organic agriculture: Statistics and emerging trends 2023*. FiBL & IFOAM. <https://orgprints.org/id/eprint/1254>
- Flavián, C., Guinalíu, M., & Torres, E. (2005). The influence of corporate image on consumer trust: A comparative analysis in traditional versus internet banking. *Internet Research*, 15(4), 447–470. <https://doi.org/10.1108/10662240510615191>
- Gefen, D. (2000). E-commerce: The role of familiarity and trust. *Omega*, 28(6), 725–737. [https://doi.org/10.1016/S0305-0483\(00\)00021-9](https://doi.org/10.1016/S0305-0483(00)00021-9)

- Gligor, D. M., & Maloni, M. (2022). The impact of value co-creation behavior on customer loyalty in the service domain. *Heliyon*, 10(4), e12298. <https://doi.org/10.1016/j.heliyon.2024.e12298>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)* (2nd ed.). SAGE Publications.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, 19(2), 139–152. <https://doi.org/10.2753/MTP1069-6679190202>
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). The Results of PLS SEM Article information. *European Business Review*, 31(1), 2–24.
- Hameed, I., Hyder, Z., Imran, M., & Shafiq, K. (2020). Retailer corporate social responsibility and consumer citizenship behavior: The mediating roles of perceived consumer effectiveness and consumer trust. *Journal of Retailing and Consumer Services*, 55, 102082. <https://doi.org/10.1016/j.jretconser.2020.102082>
- Hua, C., Hameed, J., & Zhang, M. (2022). Modeling the impact of corporate social responsibility on sustainable purchase intentions: Insights into brand trust and brand loyalty. *Economic Research-Ekonomiska Istraživanja*, 35(1), 4710–4739. <https://doi.org/10.1080/1331677X.2021.2016465>
- Islam, M., Ali, M., Kim, X., Ahmed, D., & Ali, F. (2021). The impact of corporate social responsibility on customer loyalty: The mediating role of corporate reputation, customer satisfaction, and trust. *Sustainable Production and Consumption*, 25, 84–93. <https://doi.org/10.1016/j.spc.2020.07.019>
- Javara. (2024). Tentang kami. <https://www.javara.co.id>
- Kang, J. Y. M. (2014). Repurchase loyalty for customer social co-creation e-marketplaces. *Journal of Fashion Marketing and Management*, 18(4), 452–464. <https://doi.org/10.1108/JFMM-06-2013-0083>
- Kim, H., Lee, M., & Roh, T. (2023). CSR attributions and the moderating effect of perceived CSR fit on consumer trust, identification, and loyalty. *Journal of Retailing and Consumer Services*, 71, 103250. <https://doi.org/10.1016/j.jretconser.2023.103250>

- Kim, M., Yin, X., & Lee, G. (2020). The effect of CSR on corporate image, customer citizenship behaviors, and customers' long-term relationship orientation. *International Journal of Hospitality Management*, 88, 102520. <https://doi.org/10.1016/j.ijhm.2020.102520>
- Mai, N. T., Phuong, T. T. L., Dat, T. T., & Truong, D. D. (2023). Determinants of organic food purchasing intention: An empirical study of local consumers in Da Nang city, Central Vietnam. *Frontiers in Sustainable Food Systems*, 7, 1180612. <https://doi.org/10.3389/fsufs.2023.1180612>
- Martínez, P., & Rodríguez del Bosque, I. (2013). CSR and customer loyalty: The roles of trust, customer identification with the company and satisfaction. *International Journal of Hospitality Management*, 35, 89–99. <https://doi.org/10.1016/j.ijhm.2013.05.009>
- Martínez-Cañas, R., Do, A. D., Ha, D. L., Bui, P. T., Nguyen, D. K., & Tran, N. H. D. (2025). Value co-creation and customer satisfaction mediation on the service innovation and Generation Z consumers' repurchase intention in Vietnam. *Cogent Business & Management*, 11(1), 2025. <https://doi.org/10.1080/23311975.2025.2025>
- Mehrabian, A. R. J. A. (1974). A Verbal Measure of Information Rate for Studies in Environmental Psychology. *Environment and Behavior*, 6(2), 233.
- Meilatinova, M. (2021). Social commerce: Factors affecting customer repurchase and word-of-mouth intentions. *International Journal of Information Management*, 57, 102300. <https://doi.org/10.1016/j.ijinfomgt.2020.102300>
- Najib, M., Sumarwan, U., Septiani, S., Waibel, H., Suhartanto, D., & Fahma, F. (2022). Individual and socio-cultural factors as driving forces of the purchase intention for organic food by middle class consumers in Indonesia. *Journal of International Food and Agribusiness Marketing*, 34(3), 320–341. <https://doi.org/10.1080/08974438.2021.1900015>
- Ng, S. C., Sweeney, J. C., & Plewa, C. (2020). Customer engagement: A systematic review and future research priorities. *Australian Marketing Journal*, 28(3), 198–212. <https://doi.org/10.1016/j.ausmj.2020.05.004>
- Nguyen, N., & Leblanc, G. (2001). Corporate image and corporate reputation in customers' retention decisions in services. *Journal of Retailing and Consumer Services*, 8(4), 227–236. [https://doi.org/10.1016/S0969-6989\(00\)00029-1](https://doi.org/10.1016/S0969-6989(00)00029-1)

- Nguyen, T. H., Le, T. T., & Tran, Q. T. (2023). An integrative framework to explore corporate ability and corporate social responsibility association's influence on consumer responses in the banking sector. *Sustainability*, 15(10), 7988. <https://doi.org/10.3390/su15107988>
- Nguyen, T. H., Tran, Q. X., & Le, T. T. (2024). Investigating the impact of quality, technology and trust on customers' purchase intentions and word-of-mouth in S-commerce. *Aslib Journal of Information Management*, ahead-of-print. <https://doi.org/10.1108/AJIM-09-2024-0764>
- Organic Trade Association. (n.d.). Indonesia - country profile. *Global Organic Trade Guide*. <https://globalorganictrade.com/country/indonesia>
- Pérez, A., Garcia-De los Salmenes, M., & Rodríguez-del-Bosque, I. (2013). The effect of corporate associations on consumer behaviour. *European Journal of Marketing*, 47(1/2), 218–238. <https://doi.org/10.1108/03090561311285529>
- Piras, C., Canavari, M., Coderoni, S., & Tedesco, D. (2022). Sustainable consumption: Will they buy it again? Factors influencing intention to repurchase organic food grain. *Foods*, 11(21), 3422. <https://doi.org/10.3390/foods11213422>
- Pivato, S., Misani, N., & Tencati, A. (2007). The impact of corporate social responsibility on consumer trust: The case of organic food. *Business Ethics: A European Review*, 17(1), 3–12. <https://doi.org/10.1111/j.1467-8608.2008.00515.x>
- Prahalad, C. K., & Ramaswamy, V. (2004). Co-creating unique value with customers. *Strategy & Leadership*, 32(3), 4–9. <https://doi.org/10.1108/10878570410699249>
- Prentice, C., Chen, J., Wang, X., 2019. The influence of product and personal attributes on organic food marketing. *J. Retailing Consum. Serv.* 46, 70–78. <https://doi.org/10.1016/j.jretconser.2017.10.020>.
- Roy, S. K., Balaji, M. S., Soutar, G., Lassar, W. M., & Roy, R. (2018). Customer co-creation in the service industry: The role of perceived value, satisfaction and loyalty. *Journal of Retailing and Consumer Services*, 40, 254–263. <https://doi.org/10.1016/j.jretconser.2017.09.004>
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill-building approach* (7th ed.). John Wiley & Sons.

- Sullivan, Y. W., & Kim, D. J. (2018). Assessing the effects of consumers' product evaluations and trust on repurchase intention in e-commerce environments. *International Journal of Information Management*, 39, 199–219. <https://doi.org/10.1016/j.ijinfomgt.2017.12.008>
- Wang, E. S.-T., Lin, H.-C., & Tsai, M.-C. (2021). Effect of institutional trust on consumers' health and safety perceptions and repurchase intention for traceable fresh food. *Foods*, 10(12), 2898. <https://doi.org/10.3390/foods10122898>
- Wei, W., Kim, G., Miao, L., Behnke, C., Almanza, B., 2018. Consumer inferences of corporate social responsibility (CSR) claims on packaged foods. *J. Bus. Res.* 83, 186–201. <https://doi.org/10.1016/j.jbusres.2017.10.046>.
- Yang, S., Huang, Y., Chan, H.-Y., & Yang, C.-H. (2023). The impact of corporate social responsibility practices on customer value co-creation and perception in the digital context: A case study of Taiwan bank industry. *Sustainability*, 15(11), 8567. <https://doi.org/10.3390/su15118567>
- Yi, Y., & Gong, T. (2013). Customer value co-creation behavior: Scale development and validation. *Journal of Business Research*, 66(9), 1279–1284. <https://doi.org/10.1016/j.jbusres.2012.02.026>