

DAFTAR PUSTAKA

- Abigail, J., Sari, V. P., & Saputra, D. (2024). The Influence of Product Quality and Online Shopping Experience (OSE) on Consumer Loyalty Through Customer Satisfaction on Local Skincare Products. *Procedia Computer Science*, 234, 537–544. <https://doi.org/10.1016/j.procs.2024.03.037>
- Adi, A. (2022). Does the perceived quality of applications affect customer's trust and satisfaction in online food delivery services. *Jurnal Ekonomi Dan Bisnis (EK Dan BI)*, 5(1), 122–135.
- Adrian, I., & Keni, K. (2023). Pengaruh food quality dan perceived price fairness terhadap customer loyalty dengan customer satisfaction sebagai variabel mediator. *Jurnal Manajemen Bisnis Dan Kewirausahaan*, 7(2), 10–12.
- Agarwal, I., & Gowda, K. R. (2021). The effect of airline service quality on customer satisfaction and loyalty in India. *Materials Today: Proceedings*, 37, 1341–1348. <https://doi.org/10.1016/j.matpr.2020.06.557>
- Ahmed, S., Al Asheq, A., Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostofa, Md. G. (2023). The intricate relationships of consumers' loyalty and their perceptions of service quality, price and satisfaction in restaurant service. *The TQM Journal*, 35(2), 519–539. <https://doi.org/10.1108/TQM-06-2021-0158>
- Annaraud, K., & Berezina, K. (2020). Predicting satisfaction and intentions to use online food delivery: What really makes a difference? *Journal of Foodservice Business Research*, 23(4), 305–323. <https://doi.org/10.1080/15378020.2020.1768039>

- Aprelita, A. (2021). Pengaruh Perceived Value Dan E-Service Quality Terhadap Customer Loyalty dengan Customer Satisfaction Sebagai Variabel Intervening (Studi Pada Pengguna Fitur Go-Food di Kecamatan Kebumen). *Jurnal Manajemen STIE Putra Bangsa*.
- Ardiyansyah, M., & Abadi, M. T. (2023). Pengaruh Kualitas Layanan, Persepsi Harga, dan Word of Mouth terhadap Minat Beli Ulang dengan Kepuasan Konsumen Muslim sebagai Pemediasi. *Journal of Business & Applied Management*, 16(1), 79–90.
- Cho, M., Bonn, M. A., & Li, J. (Justin). (2019). Differences in perceptions about food delivery apps between single-person and multi-person households. *International Journal of Hospitality Management*, 77, 108–116. <https://doi.org/10.1016/j.ijhm.2018.06.019>
- Dewantoro, D. H., Wisnalmawati, W., & Istanto, Y. (2021). Pengaruh Kualitas Produk Terhadap Loyalitas Pelanggan Dimediasi Oleh Kepuasan Pelanggan (Survei Pada Coffee Shop Fihhi Pekanbaru). *Conference On Innovation And Application Of Science And Technology (Ciastech)*, 21–28.
- Eaint, M. (2022). An Assessment of E-Service Quality for Online Food Delivery Services in Yangon, Myanmar. *Suranaree Journal of Social Science*, 18(1), 1–18. <https://doi.org/10.55766/FBUY4386>
- Fakfare, P. (2021). Influence of service attributes of food delivery application on customers' satisfaction and their behavioural responses: The IPMA approach. *International Journal of Gastronomy and Food Science*, 25, 100392. <https://doi.org/10.1016/j.ijgfs.2021.100392>

- Garson. (2016). *Partial Least Squares : Regression & Structural Equation Models*. Statistical Publishing Associates.
- Google, Temasek, & Bain. (2024). *e-Conomy SEA 2023 report: Indonesia*. https://services.google.com/fh/files/misc/indonesia_e_conomy_sea_2023_report.pdf
- Grace, E., Girsang, R. M., Simatupang, S., Sidabutar, N., & Candra, V. (2021). PRODUCT QUALITY AND CUSTOMER SATISFACTION AND THEIR EFFECT ON CONSUMER LOYALTY. *International Journal of Social Science*, 1(2), 69–78. <https://doi.org/10.53625/ijss.v1i2.138>
- Guan, G., Liu, D., & Zhai, J. (2022). Factors Influencing Consumer Satisfaction of Fresh Produce E-Commerce in the Background of COVID-19—A Hybrid Approach Based on LDA-SEM-XGBoost. *Sustainability*, 14(24), 16392. <https://doi.org/10.3390/su142416392>
- Haneemsipatma, A., & Jufrizen, J. (2024). Pengaruh Kualitas Sistem dan Kualitas Layanan Terhadap Kepuasan Pelanggan dan Niat Beli Ulang dengan Citra Merek sebagai Variabel Mediasi: Studi Pengiriman Makanan Secara Online di Kota Medan. *Jurnal Ilmu Manajemen*, 13(2), 199–214.
- Hernando, H., & Gunawan, W. H. (2021). Loyalty among online food delivery customers: Extended scale of e-service quality. *Jurnal Manajemen Maranatha*, 20(2), 167–174. <https://doi.org/10.28932/jmm.v20i2.3507>
- Joewono, T. B., Matthew, A., & Rizki, M. (2021). Loyalty of Paratransit Users in the Era of Competition with Ride Sourcing. *Sustainability*, 13(22), 12719. <https://doi.org/10.3390/su132212719>

- Khasanah, N. M. S. U., Basalamah, M. R., & Rahmawati, R. (2024). Pengaruh E-service Quality, Brand Trust, dan Perceived Value terhadap Loyalitas Pelanggan ShopeeFood (Studi Kasus pada Mahasiswa di Kota Malang). *E-JRM: Elektronik Jurnal Riset Manajemen*, *13*(01), 1576–1585.
- Kim, J. H., & Lee, H. C. (2019). Understanding the Repurchase Intention of Premium Economy Passengers Using an Extended Theory of Planned Behavior. *Sustainability*, *11*(11), 3213. <https://doi.org/10.3390/su11113213>
- Koay, K. Y., Cheah, C. W., & Chang, Y. X. (2022). A model of online food delivery service quality, customer satisfaction and customer loyalty: a combination of PLS-SEM and NCA approaches. *British Food Journal*, *124*(12), 4516–4532. <https://doi.org/10.1108/BFJ-10-2021-1169>
- Kristianingsih, I., & Edastama, P. (2024). Faktor-Faktor Yang Mempengaruhi Continuance Intention Pada Penggunaan Online Food Delivery Service. *Innovative: Journal Of Social Science Research*, *4*(3), 6286–6300.
- Kurniawan, A. C., Rachmawati, N. L., Ayu, M. M., Ong, A. K. S., & Redi, A. A. N. P. (2024). Determinants of satisfaction and continuance intention towards online food delivery service users in Indonesia post the COVID-19 pandemic. *Heliyon*, *10*(1), e23298. <https://doi.org/10.1016/j.heliyon.2023.e23298>
- Lin, T. T., Yeh, Y.-Q., & Hsu, S.-Y. (2022). Analysis of the Effects of Perceived Value, Price Sensitivity, Word-of-Mouth, and Customer Satisfaction on Repurchase Intentions of Safety Shoes under the Consideration of Sustainability. *Sustainability*, *14*(24), 16546. <https://doi.org/10.3390/su142416546>

- Loureiro, F., Garcia-Marques, T., & Wegener, D. T. (2020). Norms for 150 consumer products: Perceived complexity, quality objectivity, material/experiential nature, perceived price, familiarity and attitude. *PLOS ONE*, *15*(9), e0238848. <https://doi.org/10.1371/journal.pone.0238848>
- Lu, C. Y., Suhartanto, D., Gunawan, A. I., & Chen, B. T. (2020). Customer Satisfaction toward Online Purchasing Services: Evidence from Small & Medium Restaurants. *International Journal of Applied Business Research*, *2*(01), 1–14. <https://doi.org/10.35313/ijabr.v2i01.89>
- Mai, K. N., Nguyen, P. N. D., & Nguyen, P. T. M. (2019). International Tourists' Loyalty to Ho Chi Minh City Destination—A Mediation Analysis of Perceived Service Quality and Perceived Value. *Sustainability*, *11*(19), 5447. <https://doi.org/10.3390/su11195447>
- Measurable.Ai. (2022). *2019-2020 ASIA ONLINE DELIVERY MARKET OVERVIEW REPORT*.
- Pal, D., Funilkul, S., Eamsinvattana, W., & Siyal, S. (2022). Using online food delivery applications during the COVID-19 lockdown period: What drives University Students' satisfaction and loyalty? *Journal of Foodservice Business Research*, *25*(5), 561–605. <https://doi.org/10.1080/15378020.2021.1964419>
- Papagiannidis, S. (2022). *TheoryHub Book*. S PAPAGIANNIDIS.
- Permatasari, D., & Wahyuningsih, T. H. (2020). Pengaruh Kualitas Produk, Harga, dan Lokasi terhadap Kepuasan Pelanggan Richeese Factory Cabang Sudirman Yogyakarta. *Cakrawangsa Bisnis: Jurnal Ilmiah Mahasiswa*, *1*(1), 99–114.

- Phan Tan, L., & Le, T.-H. (2023). THE INFLUENCE OF PERCEIVED PRICE AND QUALITY OF DELIVERY ON ONLINE REPEAT PURCHASE INTENTION: THE EVIDENCE FROM VIETNAMESE PURCHASERS. *Cogent Business & Management*, 10(1).
<https://doi.org/10.1080/23311975.2023.2173838>
- Popper, N. (2020, June 9). *As Diners Flock to Delivery Apps, Restaurants Fear for Their Future.* New York Times.
<https://www.nytimes.com/2020/06/09/technology/delivery-apps-restaurants-fees-virus.html>
- Prasetyo, Y. T., Tanto, H., Mariyanto, M., Hanjaya, C., Young, M. N., Persada, S. F., Miraja, B. A., & Redi, A. A. N. P. (2021). Factors Affecting Customer Satisfaction and Loyalty in Online Food Delivery Service during the COVID-19 Pandemic: Its Relation with Open Innovation. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 76.
<https://doi.org/10.3390/joitmc7010076>
- Precedence Research.* (2024). *Online Food Delivery Market Size, Share, and Trends 2024 to 2034.* <https://www.precedenceresearch.com/online-food-delivery-market>
- Rahim, N. M., & Yunus, N. F. A. M. (2021). Consumers satisfaction towards e-Hailing food delivery services during Movement Control Order period: A case study in Selangor. *Journal of Science and Mathematics Letters*, 9, 1–9.

- Raimkulov, M., Juraturgunov, H., & Ahn, Y. (2021). Destination Attractiveness and Memorable Travel Experiences in Silk Road Tourism in Uzbekistan. *Sustainability*, *13*(4), 2252. <https://doi.org/10.3390/su13042252>
- Renaldi, A., Hati, S. R. H., Ghazali, E., Sumarwan, U., & Ramayah, T. (2024). The determinants of customer loyalty in the sharing economy: a study of the largest local food delivery apps in Indonesia. *Cogent Business & Management*, *11*(1). <https://doi.org/10.1080/23311975.2024.2364055>
- Shamsuddin, N. S., Zakaria, N. S., & Ismail, T. A. T. (2023). Food Quality and Online Food Delivery Services During Covid-19 Pandemic: Are Customers Satisfied. *International Journal of Academic Research in Business and Social Sciences*, *13*(5), 433–445.
- Sinha, A. P., Srivastava, P., Srivastava, S. K., Asthana, A. K., & Nag, A. (2024). Customer Satisfaction and Loyalty for Online Food Services Provider in India: An Empirical Study. *Vision: The Journal of Business Perspective*, *28*(3), 327–343. <https://doi.org/10.1177/09722629211034405>
- Son, J., & Jin, B. E. (2019). When do high prices lead to purchase intention? Testing two layers of moderation effects. *Asia Pacific Journal of Marketing and Logistics*, *31*(5), 1516–1531. <https://doi.org/10.1108/APJML-07-2018-0271>
- Subiantoro, B. S. S. (2020). Pengaruh Kualitas Pelayanan Terhadap Loyalitas Konsumen dengan Kepuasan Konsumen sebagai Variabel Pemoderasi (Studi Kasus Pada Konsumen Gojek di Kota Banjarmasin). *At-Tadbir: Jurnal Ilmiah Manajemen*, *4*(1).

- Sugiyono. (2021). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung. Alfabet.
- Suhartanto, D., Helmi Ali, M., Tan, K. H., Sjahroeddin, F., & Kusdiby, L. (2019). Loyalty toward online food delivery service: the role of e-service quality and food quality. *Journal of Foodservice Business Research*, 22(1), 81–97. <https://doi.org/10.1080/15378020.2018.1546076>
- Suhartanto, D., Leo, G., Setiawati, L., & Purwaningsih, S. S. (2020). Modelling customer loyalty using partial least square: An empirical evidence from online food industry. *IOP Conference Series: Materials Science and Engineering*, 830(3), 032089. <https://doi.org/10.1088/1757-899X/830/3/032089>
- Sumi, R. S., & Kabir, G. (2021). Satisfaction of E-Learners with Electronic Learning Service Quality Using the SERVQUAL Model. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(4), 227. <https://doi.org/10.3390/JOITMC7040227>
- Supriyanto, A., Wiyono, B. B., & Burhanuddin, B. (2021). Effects of service quality and customer satisfaction on loyalty of bank customers. *Cogent Business & Management*, 8(1). <https://doi.org/10.1080/23311975.2021.1937847>
- Tan, H., & Eng Kim, V. W. (2021). Examining the Factors that Influence Consumer Satisfaction with Online Food Delivery in Klang Valley, Malaysia. *The Journal of Management Theory and Practice (JMTP)*, 88–95. <https://doi.org/10.37231/jmtp.2021.2.2.115>
- Tenggara Strategics. (2022). *Survei Persepsi & Perilaku Konsumsi Online Food Delivery (OFD) di Indonesia*. <https://asset.tenggara.id/assets/source/file->

research/OFD/Tenggara_Strategics_-_2022_OFD_Research_-_Presentation.pdf

- Tran, V. D. (2020). Assessing the relationship between perceived crowding, excitement, stress, satisfaction, and impulse purchase at the retails in Vietnam. *Cogent Business & Management*, 7(1), 1858525. <https://doi.org/10.1080/23311975.2020.1858525>
- Tuncer, I., Unusan, C., & Cobanoglu, C. (2021). Service Quality, Perceived Value and Customer Satisfaction on Behavioral Intention in Restaurants: An Integrated Structural Model. *Journal of Quality Assurance in Hospitality & Tourism*, 22(4), 447–475. <https://doi.org/10.1080/1528008X.2020.1802390>
- Tymoshchuk, O., Lou, X., & Chi, T. (2024). Exploring Determinants of Second-Hand Apparel Purchase Intention and Word of Mouth: A Stimulus–Organism–Response Approach. *Sustainability*, 16(11), 4445. <https://doi.org/10.3390/su16114445>
- Uzir, Md. U. H., Al Halbusi, H., Thurasamy, R., Thiam Hock, R. L., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63, 102721. <https://doi.org/10.1016/j.jretconser.2021.102721>
- Vuong, B. N., Tushar, H., Voak, A., Huan, D. D., & Dung, N. T. (2024). How Customer Experience Promotes Customer Loyalty through Passenger Satisfaction: Does Brand Reputation Matter? *Transportation Research Procedia*, 80, 45–52. <https://doi.org/10.1016/J.TRPRO.2024.09.007>

- Wang, J., Pham, T. L., & Dang, V. T. (2020). Environmental Consciousness and Organic Food Purchase Intention: A Moderated Mediation Model of Perceived Food Quality and Price Sensitivity. *International Journal of Environmental Research and Public Health*, 17(3), 850. <https://doi.org/10.3390/ijerph17030850>
- Woodside, A., Golfetto, F., & Gibbert, M. (2008). Customer value: theory, research, and practice. *Advances in Business Marketing and Purchasing*, 14, 3–25. [https://doi.org/10.1016/S1069-0964\(08\)14001-7](https://doi.org/10.1016/S1069-0964(08)14001-7)
- Xin, Y., Irfan, M., Ahmad, B., Ali, M., & Xia, L. (2023). Identifying How E-Service Quality Affects Perceived Usefulness of Online Reviews in Post-COVID-19 Context: A Sustainable Food Consumption Behavior Paradigm. *Sustainability*, 15(2), 1513. <https://doi.org/10.3390/su15021513>
- Yashilva, W. (2024). *Seberapa Sering Mahasiswa di Indonesia Order Makanan Online?* Goodstats. <https://goodstats.id/article/seberapa-sering-mahasiswa-di-indonesia-order-makanan-online-uJQ6W>
- Yusra, & Agus, I. (2019). The Influence of Online Food Delivery Service Quality on Customer Satisfaction and Customer Loyalty: The Role of Personal Innovativeness. *Journal of Environmental Treatment Techniques*, 8(1).
- Zhao, Y., & Bacao, F. (2020). What factors determining customer continuingly using food delivery apps during 2019 novel coronavirus pandemic period? *International Journal of Hospitality Management*, 91, 102683. <https://doi.org/10.1016/j.ijhm.2020.102683>

Zhong, Y., & Moon, H. C. (2020). What Drives Customer Satisfaction, Loyalty, and Happiness in Fast-Food Restaurants in China? Perceived Price, Service Quality, Food Quality, Physical Environment Quality, and the Moderating Role of Gender. *Foods*, 9(4), 460. <https://doi.org/10.3390/foods9040460>



Intelligentia - Dignitas