

DAFTAR PUSTAKA

- Angel, V., & Pasaribu, L. H. (2022). Effect of Price, Quality, Trust on Repurchase Intentions (Case Study on PT Tokopedia). *Jurnal Manajemen*, 13(2), 165. <https://doi.org/10.32832/jm-uika.v13i2.6016>
- App Store. (2025). *Ulasan Aplikasi Spotify*.
- Arkana, P. T., & Isa, M. (2024). Pengaruh Kualitas Produk dan Harga terhadap Keputusan Pembelian serta Dampaknya terhadap Pembelian Ulang (Studi Kasus Konsumen Sepatu Ventella di Surakarta). *AL-MIKRAJ Jurnal Studi Islam Dan Humaniora (E-ISSN 2745-4584)*, 4(02), 482–500. <https://doi.org/10.37680/almikraj.v4i02.4764>
- Azizah, Y., Puri, F. Y., & Susanti, A. D. (2025). Expectation Confirmation Theory on Repurchase Intention of Green Products in the Middle-Class Squeeze Mediated by Customer Engagement. *International Conference on Economics, Business and Information Technology*.
- Badan Pemeriksa Keuangan Republik Indonesia. (2023). *Pemerintah Provinsi DKI Jakarta*. <https://jakarta.bpk.go.id/pemerintah-provinsi-dki-jakarta/>
- Badan Pusat Statistik. (2025). *Statistik Telekomunikasi Indonesia 2024*. <https://www.bps.go.id/id/publication/2025/08/29/beaa2be400eda6ce6c636ef8/statistik-telekomunikasi-indonesia-2024.html>
- Bapat, D., & Khandelwal, R. (2025). Customer Value Dimensions, Customer Engagement, and Continuance Usage Intention at Different Risk Levels: a Multi-Method Approach. In *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior* (Vol. 38, Number 1).
- Benta, A. S. (2023). *Pengaruh Kepercayaan Pelanggan terhadap Loyalitas Pelanggan dalam Melakukan Belanja Online melalui Shopee*. Universitas Islam Indonesia.
- Bhattacharjee, A. (2001). Understanding Information Systems Continuance: An Expectation-Confirmation Model. In *Source: MIS Quarterly* (Vol. 25, Number 3).
- Cahaya, Y. F., Siswanti, I., Putra, Y. M., & Pattiwael, A. C. (2023). *Contributions to Customer Satisfaction from Product Quality, Promotion and Price*. <https://doi.org/10.47191/jefms/v6-i6-02>
- Chen, C.-W., Chih, M., & Nguyen, D. T. T. (2025). How e-commerce platform features impact post-adoption consumer behaviors: evidence from Vietnam's

- online cosmetic sector. *Asia Pacific Journal of Marketing and Logistics*, 1–32. <https://doi.org/10.1108/apjml-04-2025-0625>
- Dewi, N. P. T. D., & Darma, G. S. (2024). Capturing Lifestyle Shopping Experience, Customer Reward, Customer Engagement, Customer Satisfaction and Online Repurchase Intention. *Quantitative Economics and Management Studies*, 5(5), 1123–1131. <https://doi.org/10.35877/454ri.qems2893>
- East Ventures. (2025). *East Ventures – Digital Competitiveness Index 2025*. <https://east.vc/report/east-ventures-digital-competitiveness-index-2025>
- Edhie, B. S., Valdhavessa, D., Bambang, H., Marina, S., Bilqis, L. D. F. R., Agusinta, L., Hernawan, M. A., & Sonya, S. (2021). How To Build Customer Loyalty: Through Customer Experience, Perceived Price, And Customer Satisfaction. *Turkish Journal of Computer and Mathematics Education*, 12(4), 1546–1554.
- Effendi, V., Suhud, U., & Aditya, S. (2022). Determinan Repurchase Intention Konsumen Produk Fashion pada TikTok Live Stream Determinants of Consumer Repurchase Intention on Fashion Products in TikTok Live Stream. In *DIGIBIS: Digital Business Journal* (Vol. 1, Number 1). <https://doi.org/https://doi.org/10.31000/digibis.v2i1.8373>
- Elizabeth, E., Sulisty Budi Utomo, Ngurah Pandji Mertha Agung Durya, I Wayan Gede Antok Setiawan Jodi, & Dedik Wiryawan. (2023). Analysis Of The Influence Of Price Perception, Value Perception And Quality Perception On Intention To Repurchase Samsung Electronic Products. *JEMSI (Jurnal Ekonomi, Manajemen, Dan Akuntansi)*, 9(6), 2452–2458. <https://doi.org/10.35870/jemsi.v9i6.1810>
- Google Play Store. (2025). *Ulasan Aplikasi Spotify*.
- Hadi, A. S. (2021). The influence of product attribute, promotion mix, distribution channel, and price toward repurchase intention on iPhone. *Asian Management and Business Review*, 1(2), 95–104. <https://doi.org/10.20885/AMBR.vol1.iss2.art2>
- Hair, J. F., Celsi, M., Money, A., Samouel, P., & Page, M. (2016). *Essentials of Business Research Methods*. www.routledge.com/cw/hair
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM) Second Edition*.
- Hair, J. F., Page, M., & Brunsveld, N. (2020). *Essentials of Business Research Methods; Fourth Edition*.
- Hellier, P. K., Geursen, G. M., Carr, R. A., & Rickard, J. A. (2003). Customer repurchase intention: A general structural equation model. *European Journal*

of Marketing, 37(11–12), 1762–1800.
<https://doi.org/10.1108/03090560310495456>

Hollebeek, L. D., Juric, B., & Ilic, A. (2011). Customer engagement: Conceptual domain, fundamental propositions, and implications for research. In *Article in Journal of Service Research*.
<https://www.researchgate.net/publication/285726483>

IDN Research Institute. (2024). *Indonesia Gen Z Report 2024*.

Jatmiko, J., Sugiyanto, S., Putra, A., & Tamzil, F. (2023). Engagement And Customer Satisfaction Behaviour Model Increasing Repurchase Intention In The Health Services Industry In Jakarta. *ASEAN Marketing Journal*, 15(1).
<https://doi.org/10.7454/amj.v15i1.1237>

Kencana, P. N. (2018). The Effect of Price and Product Quality on Customer Satisfaction. *Pinisi Discretion Review*, 2(1).

Kim, Y., & Kim, B. (2020). Selection Attributes of Innovative Digital Platform-Based Subscription Services: A Case of South Korea. *Journal of Open Innovation: Technology, Market, and Complexity*, 6(3), 70.
<https://doi.org/10.3390/joitmc6030070>

Kompas. (2023). *Perbandingan TikTok Music, Spotify, Apple Music, dan YouTube Music: Mana yang Terbaik?*
<https://www.kompas.com/tren/read/2023/07/08/120000665/perbandingan-tiktok-music-spotify-apple-music-dan-youtube-music--mana-yang?>

Kristanti, N., Lopian, J., & Tawas, H. N. (2024). The Effect of Service Experience and Digital Engagement Strategies on Repurchase Intention with Customer Satisfaction As an Intervening Variable (Study on Laten Coffee and Foods). *Journal of International Accounting and Financial Management*, 1(1), 52–68.
<https://doi.org/10.62762/JTAE.2024.0000000>

Kusumawardani, K. A., & Hastayanti, S. A. (2020). Predicting the Effects of Perceived Service Quality and Logistics Service Innovation on Repurchase Intention of Instant Courier Services through Customer Satisfaction and Trust. *Jurnal Manajemen Indonesia*, 20(3), 177–193.
<https://doi.org/10.25124/jmi.v20i3.3515>

Kwee, E. A. N., & Aruan, D. T. H. (2024). The effect of customer engagement on repurchase intention among Indonesia's digital banks. *Jurnal Ekonomi Dan Bisnis*, 27(1), 183–208. <https://doi.org/10.24914/jeb.v27i1.9605>

Lestari, U. D., & Syah, T. Y. R. (2022). Antecedents of Customer Brand Engagement Affecting Customer Satisfaction, Trust, and Commitments in

- Forming Loyalty and Word of Mouth in Indonesia. *Asean Marketing Journal*, 14(1). <https://doi.org/10.21002/amj.v14i1.1152>
- Leszinski, R., & Marn, M. (1997). *Setting value, not price*.
- Luqmanul, H. M., & Utama, A. P. (2023). *The Effect of Price, Brand Image and Promotion on Easy Shopping Customer Repurchase Intention Mediated By Customer Satisfaction*. <https://doi.org/10.31933/dijms.v4i4>
- Mccoll-Kennedy, J., & Schneider, U. (2000). Measuring customer satisfaction: Why, what and how. *Total Quality Management*, 11(7), 883–896. <https://doi.org/10.1080/09544120050135434>
- Miao, M., Jalees, T., Zaman, S. I., Khan, S., Hanif, N. ul A., & Javed, M. K. (2022). The influence of e-customer satisfaction, e-trust and perceived value on consumer's repurchase intention in B2C e-commerce segment. *Asia Pacific Journal of Marketing and Logistics*, 34(10), 2184–2206. <https://doi.org/10.1108/APJML-03-2021-0221>
- Music Business Worldwide. (2025). *Spotify raises UK and Switzerland Premium prices again as analysts see US hike by early 2026*. <https://www.musicbusinessworldwide.com/spotify-raises-uk-and-switzerland-premium-prices-again-as-analysts-see-us-hike-by-early-2026/>
- Ningrum, E. D. K., & Arif, Moh. E. (2022). Pengaruh Customer Engagement terhadap Repurchase Intention dengan Customer Equity sebagai Variabel Mediasi. *Jurnal Manajemen Pemasaran Dan Perilaku Konsumen*, 1(1), 39–48. <https://doi.org/10.21776/jmppk.2022.1.1.4>
- Nuh, A., Rizan, M., & Sadat, A. M. (2025). Exploring Continued Use Intention of The AI Platform Among Students in Indonesia: An Extended ECM Framework. *Interdisciplinary Journal of Information, Knowledge, and Management*, 20. <https://doi.org/10.28945/5444>
- Oliver, R. L. (1980). A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions. *Journal of Marketing Research*, XVII. <https://doi.org/10.1177/002224378001700405>
- Oliver, R. L. (1991). *Whence Consumer Loyalty?* <https://doi.org/10.1177/00222429990634s105>
- Ouyang, L., & Mak, J. (2025). Examining how switching barriers moderate the link between customer satisfaction and repurchase intention in the health and fitness club sector. *Asia Pacific Journal of Marketing and Logistics*. <https://doi.org/10.1108/APJML-01-2025-0134>
- Presiden Republik Indonesia. (2024). *Undang-Undang Republik Indonesia Nomor 2 Tahun 2024 tentang Daerah Khusus Jakarta*.

- Purnamasari, I., & Suryandari, R. T. (2023). Effect of E-Service Quality on E-Repurchase Intention in Indonesia Online Shopping: E-Satisfaction and E-Trust as Mediation Variables. *European Journal of Business and Management Research*, 8(1), 155–161. <https://doi.org/10.24018/ejbmr.2023.8.1.1766>
- Reddy, G. H., Pragathi, A. S., & Ramakrishna, S. (2024). Subscription Services: Satisfaction and Loyalty. *Journal of Chemical Health Risks*. www.jchr.org
- Rizqi, M. (2024). *Mengungkap Misteri Generasi Z: Fakta-Fakta Menarik Tentang Gen Z*. Universitas Negeri Surabaya. <https://terapan-administrasi.vokasi.unesa.ac.id/post/mengungkap-misteri-generasi-z-fakta-fakta-menarik-tentang-gen-z>
- Salim, M. A., Siswanto, A. B., & Soliha, E. (2020). Effect Location, Price Perception of Satisfaction Customers and Impact on Repurchase Intention. *International Journal of Civil Engineering and Technology (IJCET)*, 11(5), 157–169.
<http://www.iaeme.com/IJCET/index.asp157><http://www.iaeme.com/ijciet/issues.asp?JType=IJCET&VType=11&IType=05><http://www.iaeme.com/IJCET/issues.asp?JType=IJCET&VType=11&IType=05><http://www.iaeme.com/IJCET/index.asp158>
- Sensor Tower. (2022). *10% of Spotify's Mobile Users Engage With the App Every Day, Considerably More Than Competitors*. <https://sensortower.com/blog/spotify-power-user-curve>
- Sharma, A. (2025). Streaming vs. Live Music: How Changing Consumer Preferences Are Reshaping Revenue Models in the Music Industry (A Field-Based Study). *International Journal of Economics and Management Studies*, 12(7). <https://doi.org/10.14445/23939125/ijems-v12i7p105>
- Shukla, A. (2025). *Expectation Confirmation Theory: A review*. <https://open.ncl.ac.uk>
- Spotify. (2025a). *Spotify Plans*. <https://www.spotify.com/id-en/premium/>
- Spotify. (2025b). *Spotify Reports Third Quarter 2025 Earnings*. 2025. <https://newsroom.spotify.com/2025-11-04/spotify-q3-2025-earnings/>
- SQ Magazine. (2025). *Music Streaming Statistics 2025: Global Trends, Platform Insights & User Behavior*. <https://sqmagazine.co.uk/music-streaming-statistics/>
- Start.io. (2026). *Spotify Music Users in Indonesia*. <https://www.start.io/audience/spotify-music-users-in-indonesia>
- Statista. (2025). *Number of Spotify premium subscribers worldwide from 1st quarter 2015 to 2nd quarter of 2025*.

<https://www.statista.com/statistics/244995/number-of-paying-spotify-subscribers/>

- Stella, B., Viana Austine, C., Dewi Budiono, E., & Klarissa, K. (2021). Antecedents on Customer Satisfaction Tuku Coffee Shop: A Perspective Expectation-Confirmation Theory and Kano's Model. *International Journal of Social, Policy and Law (IJOSPL)*, 2(3). <http://www.ijospl.org>
- Suhud, U., Allan, M., Rahayu, S., & Prihandono, D. (2022). When Brand Image, Perceived Price, and Perceived Quality Interplay in Predicting Purchase Intention: Developing a Rhombus Model. *Academic Journal of Interdisciplinary Studies*, 11(1), 232–245. <https://doi.org/10.36941/ajis-2022-0021>
- Sundjaja, A. M., Utomo, P., & Colline, F. (2025). The determinant factors of continuance use of customer service chatbot in Indonesia e-commerce: extended expectation confirmation theory. *Journal of Science and Technology Policy Management*, 16(1), 182–203. <https://doi.org/10.1108/JSTPM-04-2024-0137>
- Suryawirawan, O. A., Suhermin, S., & Shabrie, W. S. (2022). Service Quality, Satisfaction, Continuous Usage Intention, and Purchase Intention Toward Freemium Applications: The Moderating Effect of Perceived Value. *Jurnal Ekonomi Bisnis Dan Kewirausahaan*, 11(3), 383. <https://doi.org/10.26418/jebik.v11i3.57483>
- Susanti, S., Wiwaha, E., & Tyas, A. W. (2020). Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan. *International Journal of Digital Entrepreneurship and Business (IDEB)*, 1(1), 1–10. <https://ejournal.jic.ac.id/ideb/>
- Susanto, T. W. P., Sudapet, I. N., Subagyo, H. D., & Suyono, J. (2021). The Effect of Service Quality and Price on Customer Satisfaction and Repurchase Intention (Case Study at Crown Prince Hotel Surabaya). *Quantitative Economics and Management Studies*, 2(5), 288–297. <https://doi.org/10.35877/454ri.qems325>
- Sweeney, J. C., & Soutar, G. N. (2001). Consumer perceived value: The development of a multiple item scale. *Journal of Retailing*, 77(2), 203–220. [https://doi.org/10.1016/S0022-4359\(01\)00041-0](https://doi.org/10.1016/S0022-4359(01)00041-0)
- Tarmidi, D., Santoso, A. B., Marinda, V. S., & Amalia, S. (2022). *Perceived Value and Perceived Quality on Repurchase Intention: The Case Study Of Spotify in Bandung*. <https://doi.org/https://doi.org/10.54371/jiip.v5i8.826>

- Tuti, M., & Sulistia, V. (2022). The Customer Engagement Effect on Customer Satisfaction and Brand Trust and Its Impact on Brand Loyalty. *Jurnal Manajemen Bisnis*, 13(1), 1–15. <https://doi.org/10.18196/mb.v13i1.12518>
- Vieira, R. A., Cruz Aguiar, E., Freitas da Costa, M., & Costa Policarpo, M. (2021). Electronic Technical Assistance Services Quality: Mediation Role of Brand Image and Satisfaction on Repurchase Intention. *Revista de Administração Da UFSM*. <https://doi.org/10.5902/1983465966419>
- Wijaya, J., & Nawawi, M. T. (2023). Pengaruh Perceived Quality dan Usefulness terhadap Continuance Usage Intention Melalui Customer Satisfaction (Studi Kasus pada Grabfood). *Jurnal Manajerial Dan Kewirausahaan*, 5(3), 658–667. <https://doi.org/10.24912/jmk.v5i3.25402>
- World Economic Forum. (2023). *How does the world consume music?* World Economic Forum. <https://www.weforum.org/stories/2023/02/world-consume-music-infographic/>
- Zeithaml, V. A. (1988). Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence. *Journal of Marketing*, 52. <https://doi.org/https://doi.org/10.1177/002224298805200302>
- Zimbalis, A., Nofrisel, N., & Mustikasari, M. (2024). The Influence of Product Price and Quality on Customer Repurchase Intentions Through Customer Satisfaction Mediation. *Jurnal Impresi Indonesia*, 3(6), 428–437. <https://doi.org/10.58344/jii.v3i6.4961>

Intelligentia - Dignitas