

**DAFTAR PUSTAKA**

- Alagoz, Serhat Murat, and Haluk Hekimoglu. 2012. "A Study on Tam: Analysis of Customer Attitudes in Online Food Ordering System." *Procedia - Social and Behavioral Sciences* 62: 1138–43. <https://doi.org/10.1016/j.sbspro.2012.09.195>.
- Alalwan, Ali Abdallah. 2020. "Mobile Food Ordering Apps: An Empirical Study of the Factors Affecting Customer e-Satisfaction and Continued Intention to Reuse." *International Journal of Information Management* 50 (April 2019): 28–44. <https://doi.org/10.1016/j.ijinfomgt.2019.04.008>.
- Along, Antonius. 2020. "Kualitas Layanan Administrasi Akademik Di Politeknik Negeri Pontianak." *Jurnal Ilmiah Administrasi Publik* 006 (01): 94–99. <https://doi.org/10.21776/ub.jiap.2020.006.01.11>.
- Amin, Md Al, Md Shamsul Arefin, Nayeema Sultana, Md Rakibul Islam, Israt Jahan, and Ayeasha Akhtar. 2020. "Evaluating the Customers' Dining Attitudes, e-Satisfaction and Continuance Intention toward Mobile Food Ordering Apps (MFOAs): Evidence from Bangladesh." *European Journal of Management and Business Economics* 30 (2): 211–29. <https://doi.org/10.1108/EJMBE-04-2020-0066>.
- Banerjee, Sonali P., Deepak Jain, and Ruchika Nayyar. 2019. "Measuring Service Quality of Food Delivery Services: A Study of Generation Z." *African Journal of Hospitality, Tourism and Leisure* 8 (2): 1–12.

- Bertagnolli, Carlo. 2011. "Delle Vicende Dell'agricoltura in Italia; Studio e Note Di C. Bertagnolli." *Delle Vicende Dell'agricoltura in Italia; Studio e Note Di C. Bertagnolli*. 13 (3): 319–40. <https://doi.org/10.5962/bhl.title.33621>.
- Burnett, J.J. 2005. "Prinsip-Prinsip Pokok Periklanan: Promosi Penjualan." *Jakarta: Kencana*.
- Chandra, W, and A Wirapraja. 2020. "The Effect of Application Usability , Service Quality , and E- Satisfaction on Purchase Intention of GoFood Customers" 3 (1): 38–49.
- Cho, Meehee, Mark A. Bonn, and Jun (Justin) Li. 2019. "Differences in Perceptions about Food Delivery Apps between Single-Person and Multi-Person Households." *International Journal of Hospitality Management* 77 (February): 108–16. <https://doi.org/10.1016/j.ijhm.2018.06.019>.
- Cris Angeline, Stevi, and Christina Whidya Utami. 2023. "Pengaruh Sales Promotion, Service Quality Dan Customer Experience Terhadap Repurchase Intention Pada Pengguna Layanan Shopeefood Di Kota Surabaya." *PERFORMA: Jurnal Manajemen Dan Start-Up Bisnis* 8 (3).
- Dewi Yuliana, Rani Dwi. 2023. "PENGARUH HARGA DAN PROMOSI PENJUALAN SHOPEEFOOD TERHADAP KEPUTUSAN PEMBELIAN DAN DAMPAKNYA PADA MINAT BELI ULANG (STUDI KASUS PADA KONSUMEN SHOPEEFOOD DI KOTA BEKASI)." *Repository Universitas Darma Persada*.
- Fajriani, Firly Nur, and Arlin Ferlina Mochamad Trenggana. 2020. "Pengaruh

- Perceived Value, E-Lifestyle, Dan Promosi Online Terhadap Repurchase Intention Pada Pengguna Kai Access Di Indonesia.” *ProBank* 5 (1): 68–82.  
<https://doi.org/10.36587/probank.v5i1.569>.
- Ferdinand, Agusty. 2012. “Metode Penelitian Manajemen.” *Yogyakarta: Universitas Diponegoro*.
- Ghozali, Imam. 2019. “Structural Equation Modeling, Metode Alternatif Dengan Partial Least Square (PLS.” *Badan Penerbit Universitas Diponegoro* Edisi 4.
- Handriono, Rory. 2020. “Pengaruh E-Service Quality Dan Perceived Value Terhadap Loyalitas Pelanggan Marketplace (Studi Kasus Pelanggan Tokopedia).” *Dinamika Ekonomi-Jurnal Ekonomi Dan Bisnis* 13 (1): 99–114.  
<https://www.journal.stienas-y pb.ac.id/index.php/jdeb/article/view/249>.
- Haneemsipatma, Agis, and Muhammadiyah. 2024. “Pengaruh Kualitas Sistem Dan Kualitas Layanan Terhadap Kepuasan Pelanggan Dan Niat Beli Ulang Dengan Citra Merek Sebagai Variabel Mediasi Pendahuluan Kehidupan Manusia Di Zaman Sekarang Sangat.” *Universitas Utara, Sumatera* 13 (2): 199–214.  
<https://doi.org/10.32502/jimn.v13i2.7194>.
- Hartono, Abdillah &. 2019. “Partial Least Square (PLS) Alternatif Structural Equation Modeling (SEM).” *Penelitian Bisnis. Ed. I. Yogyakarta: ANDI*.
- Hidayat, Muhammad Albi; Ryna Parlyna; Nurdin. 2021. “Pengaruh Kualitas Layanan Dan Kepuasan Pelanggan Terhadap Minat Beli Ulang Pada Aplikasi Belanja Online X.” *Jurnal Bisnis, Manajemen, Dan Keuangan* 2 (3): 6.

- Indrasena, Rafi Wisnu, and Anindhyta Budiarti. 2022. "Pengaruh Kualitas Pelayanan, Harga, Dan Promosi Terhadap Keputusan Pembelian Pada Shopee Food." *Jurnal Ilmu Dan Riset Manajemen*, 1–15.
- J. Paul Peter, Jerry C. Olson. 2010. *Consumer Behavior & Marketing Strategy*. McGraw-Hill.
- Kapoor, Anuj Pal, and Madhu Vij. 2019. "Technology at the Dinner Table: Ordering Food Online through Mobile Apps." *Journal of Retailing and Consumer Services* 43 (April): 342–51.  
<https://doi.org/10.1016/j.jretconser.2018.04.001>.
- Kotler, P., & Amstrong, G. 2018. "Prinsip-Prinsip Marketing Edisi Ke Tujuh." *Jakarta: Penerbit Salemba Empat*.
- Kotler, P., & Keller, K. L. 2018. "Manajemen Pemasaran. Edisi 12. Jilid 2. Jakarta: PT Indeks."
- Mudfarikah, Rizky, and Renny Dwijayanti. 2022. "Pengaruh Kualitas Layanan Dan Harga Terhadap Minat Beli Ulang." *Jurnal Manajemen* 13 (4): 654–61.  
<https://doi.org/10.30872/jmmn.v13i4.10161>.
- Nurdiansah, Asep, and Widyastuti Widyastuti. 2022. "Pengaruh Price Discount Terhadap Customer Satisfaction Dan Repurchase Intention (Studi Pada Pengguna Shopee Food)." *SIBATIK JOURNAL: Jurnal Ilmiah Bidang Sosial, Ekonomi, Budaya, Teknologi, Dan Pendidikan* 1 (8): 1495–1514.  
<https://doi.org/10.54443/sibatik.v1i8.198>.

- Octaviani, Fadilla Liska, and Eko Ruddy Cahyadi. 2022. "Competitive of Digital Platform for Food Delivery Services in Dki Jakarta Province." *Jurnal Aplikasi Bisnis Dan Manajemen* 8 (3): 973–84.
- Ouedraogo, Noufou. 2020. "Social Media Literacy in Crisis Context: Fake News Consumption during COVID-19 Lockdown." *SSRN Electronic Journal*, no. January. <https://doi.org/10.2139/ssrn.3601466>.
- Polii, Defina Enggelina Laurien, Altje L. Tumbel, and Reitty L. Samadi. 2023. "Pengaruh Tampilan Web, Kepercayaan, Dan Ulasan Produk Terhadap Keputusan Bertransaksi Pada Marketplace Shopee Di Manado." *Jurnal EMBA : Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi* 11 (3): 502–11. <https://doi.org/10.35794/emba.v11i3.49578>.
- Prathama, F. 2019. "Pengaruh Kemudahan Penggunaan Aplikasi Dan Kepercayaan Konsumen Terhadap Minat Beli Ulang Konsumen E-Commerce Lazada." *Agora* 7 (1). <http://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/8142%0Ahttp://publication.petra.ac.id/index.php/manajemen-bisnis/article/viewFile/8142/7326>.
- Primaputra, Rafif Zharif, and Budi Sudaryanto. 2023. "Analisis Pengaruh Citra Merek, Promosi, Kepercayaan Konsumen, Dan Kualitas Layanan Terhadap Keputusan Pembelian Melalui Aplikasi Shopee Food (Kasus Pada Pengguna Layanan Shopee Food Yang Berdomisili Di Kota Semarang)." *Diponegoro Journal of Management* 12 (1): 1–15. <http://ejournal-s1.undip.ac.id/index.php/dbr>.

- Ray, Arghya, Amandeep Dhir, Pradip Kumar Bala, and Puneet Kaur. 2019. "Why Do People Use Food Delivery Apps (FDA)? A Uses and Gratification Theory Perspective." *Journal of Retailing and Consumer Services* 51 (May): 221–30. <https://doi.org/10.1016/j.jretconser.2019.05.025>.
- Rizaty, Monavia Ayu. 2021. "Tertinggi Di Asia Tenggara, Nilai Transaksi GrabFood Lampau GoFood Dan ShopeeFood Pada 2021." *Databoks.Katadata.Co.Id*.
- Rozana, Yulia, and Hari Susanta Nugraha. 2018. "Pengaruh Keamanan Bertransaksi, Kemudahan Penggunaan, Dan Persepsi Risiko Terhadap Minat Beli Secara Online Di Situs E-Commerce Lazada (Studi Pada Pengguna Situs Lazada.Id Di Kota Semarang)." *Jurnall Ilmu Administrasi Bisnis* 7 (1): 1–11. [www.apjii.or.id](http://www.apjii.or.id).
- Sari, Annisa Chelintia Mayang, Widi Winarso, and Haryudi Anas. 2023. "Pengaruh Kualitas Pelayanan Dan Persepsi Harga Terhadap Minat Beli Di Shopeefood." *Jurnal Economina* 2 (9): 2610–27. <https://doi.org/10.55681/economina.v2i9.837>.
- Shah, Adnan Muhammad, Xiangbin Yan, and Abdul Qayyum. 2021. "Adoption of Mobile Food Ordering Apps for O2O Food Delivery Services during the COVID-19 Outbreak." *British Food Journal*, no. 71531013. <https://doi.org/10.1108/BFJ-09-2020-0781>.
- Spyridou, A. 2017. "Perceived Service Quality and Customer Revisiting Intention: The Case of 'All You Can Eat' Asian Restaurants in Southern Taiwan."

*Journal of Tourism, Heritage and Services Marketing* Vol. 3 No.: 30–38.

Sugiyono. 2019. *Metode Penelitian Kuantitatif Kualitatif Dan R&D*. Edisi kedua. Bandung: ALFABETA.

Suhartanto, Dwi, Mohd Helmi Ali, Kim Hua Tan, Fauziyah Sjahroeddin, and Lusianus Kusdiby. 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>.

Tendatio, Jesslyn, Hanny Siagian, and Tya Wildana Hapsari Lubis. 2023. “Pengaruh Kualitas Pelayanan, Harga, Promosi Dan Customer Experience Terhadap Loyalitas Pengguna ShopeeFood.” *Jurnal Wira Ekonomi Mikroskil* 13 (1): 19–32. <https://doi.org/10.55601/jwem.v13i1.947>.

Vania, Izella, and Remista Simbolon. 2021. “Pengaruh Promo ShopeeFood Terhadap Minat Beli Pengguna Shopee (Di Daerah Tangerang Selatan).” *Fakultas Ekonomi Universitas Advent Indonesia*, 46–58.

Wang, Wei Tsong, Wei Ming Ou, and Wen Yin Chen. 2019. “The Impact of Inertia and User Satisfaction on the Continuance Intentions to Use Mobile Communication Applications: A Mobile Service Quality Perspective.” *International Journal of Information Management* 44 (May 2018): 178–93. <https://doi.org/10.1016/j.ijinfomgt.2018.10.011>.

Widiyastuti, Eka. 2020. “DAMPAK INTEGRASI E-SERVICE QUALITY, E-SATISFACTION DAN E-PAYMENT TERHADAP E-REPURCHASE

INTENTION KONSUMEN DALAM MENGGUNAKAN FITUR GOFOOD  
(Studi Kasus Pada Karyawan Multi Buana Group).” *Sekolah Tinggi Ilmu  
Ekonomi Indonesia Jakarta*, no. Skripsi thesis.

Wijiastuti, Retno Dewi, and Nidya Cantika. 2021. “Pengaruh Persepsi Harga, Citra  
Merek Dan Kualitas Pelayanan Terhadap Minat Beli Ulang Jasa Gofood Di  
Kota Sorong.” *Kalianda Halok Gagas* 1 (1): 1–8.  
<https://doi.org/10.52655/khg.v1i1.3>.

Yulianto, Edy. 2022. “BISNIS ONLINE DAN E-COMMERCE.” *NTELIGENSIA  
MEDIA (Kelompok Penerbit Intrans Publishing)*.