

DAFTAR PUSTAKA

- Abubakar MA, Ilkan MPS. *Marketing intelligence and planning article information*. Journal Marketing Intelligence and Planning. 2016;33(1):67-89.
- Al-Tit, A. A. (2015). *The effect of service and food quality on customer satisfaction and hence customer retention*. *Asian Social Science*, 11(23), 129-139.
- Al-Hawary , S.I.S., & Al-Smeran, W.F (2017). Impact of Electric Service Quality on Customer Satisfaction of Islamic Banks in Jordan. *International Journal of Academic Research in Accounting, Finance, and Management Sciences*, 7(1), 170-188. <https://doi.org/10.6007/ijarafms/v7-il/2613>.
- Barnes, Stuart & Vidgen R. (2002). *An Integative Approach to The Assessment of E-Commerce Quality*. *Journal of Electronic Commerce Research*, 3(3), 114-127. UK: University of Bath. <http://www.webqual.co.uk/papers/bookstore.pdf> [September 2016].
- Chavi, Mochammad (2020). *The Effect of Product Quality, Service Quality, Reference Groups for Repurchase Intention in a Kopi Gaptok Surabaya*. *Journal of World Conference JWC*. E-ISSN:2656-1174
- Dimas Jaro (2021). *Indonesia didominasi millennial dan generasi z*.
<https://katadata.co.id/ariayudhistira/infografik/6014cb89a6eb7/indonesia-didominasi-milennial-dan-generasi-z>
- Hanaysha,J (n.d) *The Influence of Product Quality and Service Quality on Brand Leadership: Empirical Evidence from Malaysia*.
- Hellier, Philip K, Geursen Gus M, Carr Rodney A, and Rickard John A, 2003. *Customer Repurchase Intention : A General Structural Equation Model*, *Journal Of Marketing*, Vol.37, pp:1762-1800
- Hendra (2018) disertasi. *Impact of E-Servqual and E-Recovery Service Quality Towards E-Loyalty Through E-Satisfaction on Indonesia's E-Commerce*.
- Hariyanto (2019). *Bisnis Kedai Kopi Makin Menggeliat di 2019*.
<https://www.industry.co.id/read/58786/riset-toffin-bisnis-kedai-kopi-makin-menggeliat-di-2019>
- Indrawati, Ph.D. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Refika Aditama
- Ihsan, Mush'ab Mu'tashim , Dkk (2019). *The Effect of Product Quality and Service Quality on Costumer Satisfaction (A Case Study of Coffee Shops in Bogor City)*. *Jurnal Manajemen dan Organisasi (JMO)* Vol. 10 No. 2 E-ISSN : 2527-8991
- Kotler, Philip & Amstrong, Gary. (2008). *Prinsip – prinsip Pemasaran*, Edisi 12 jilid. Jakarta: Erlangga.
- Kotler, P. (2000). *Marketing management: The millennium edition, (10th edition)*, New Jersey, USA: Prentice-Hall.
- Kopikenganan (2022) . *Komentor Instagram*.
<https://www.instagram.com/kopikenganan.id/>

Kopikenganan. *Profil Perusahaan*.

<https://kopikenganan.com/>

- Kuo, Y.-F., Wu, C.-M. and Deng, W.-J. (2009), “*The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services*”, *Computers in Human Behavior*, Vol. 25 No. 4, pp. 887-896
- Leonard., Comm., dan Thung. 2017. *The Relationship of Service Quality, Word of Mouth, and Repurchase Intentionin Online Transportation Services. Journal of Process Management*, Vol. 5, Vol. 4.
- M. Fajar Gumilang, Yuliati LN, R. Dicky Indrawan (2021). *Repurchase intention of millennial generation in coffee shop with the coffee-to-go concepts*. *International Journal of Research and Review*. 2021; 8(2): 347-361.
- Mustikasari, Anita, Dkk. (2021). *Customer Experience and Repurchase Intention in Multi-Channel: Customer Satisfaction as Mediating Variable*. *Journal of Industrial Distribution & Business* Vol 12 No 3 (2021) 7-19
- Nindy Resti Puranda (2022) *Pengaruh E-Service Quality Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Intervening Pada Pengguna Aplikasi GoFood*. *International Journal of Research and Review*. Telkom University
- Rita Paulo (2019). *The Impact of Service quality and customer satisfaction on customer behavior in online shopping*. *Journal Elsevier*
- Sekaran, U dan Bougie.,R. 2017.*Research Methods for business, A skill Building approach.Fifth Edition*. John Wiley &sons Inc., Singapore.
- Shin, J. I., Chung, K. H., Oh, J. S., & Lee, C. W. (2013). *The effect of site quality on repurchase intention in Internet shopping through mediating variables: The case of university students in South Korea*. *International Journal of Information Management*, 33(3), 453–463.<https://doi.org/10.1016/j.ijinfomgt.2013.02.003>
- Xiang Fang., Yang Zhilin. *Online Service Quality Dimensions and Their Relationships With Satisfaction in Customer reviews of Services Brokage, International Referred Research Journal Emerald Insight*. Vol 15 ISS 3 pp 302-326.
- Zeithaml, Valarie A.Zeithaml; A. Parasuraman; and Arvind Malthora. *Service Quality Delivery Through Web Sites : A Critical Review of Extant Knowledge*. *Academy of Marketing Science, Journal*; Fall 2002; 30, 4; ABI/INFORM Collection pg.362.