- Xin, Y., Duang-Ek-anong, S., & Vongurai, R. (2022). The Study of Undergraduates' Satisfaction and Loyalty in Gocheck System. *Journal of Multidisciplinary in Social Sciences*, 18(3), 29–41.
- Yesitadewi, V. I., & Widodo, T. (2024). The Influence of Service Quality, Perceived Value, and Trust on Customer Loyalty via Customer Satisfaction in Deliveree Indonesia. *Quality Access to Success*, 25(198), 418–424. https://doi.org/10.47750/QAS/25.198.44
- Yilmaz, V., Ari, E., & Oğuz, Y. E. (2021). Measuring service quality of the light rail public transportation: A case study on Eskisehir in Turkey. *Case Studies on Transport Policy*, 9(2), 974–982. https://doi.org/10.1016/j.cstp.2021.05.005
- Yilmaz, V., & Sürmelioğlu, Y. (2024). Measuring automobile service quality with the European customer satisfaction index model (ECSI): the moderating effect of trust. *TQM Journal*. https://doi.org/10.1108/TQM-10-2023-0315
- Yun, G. C., & Kang, D. H. (2020). Impact of perceived value of KTX service on service quality and loyalty. *Journal of the Korean Society for Railway*, 23(10), 934–943. https://doi.org/10.7782/JKSR.2020.23.10.934
- Zeithaml, V. A. (1988). Consumer Perceptions of Price, Quality, and Value: A Means-End Model and Synthesis of Evidence. *Journal of Marketing*, *52*(3), 2–22. https://doi.org/10.1177/002224298805200302
- Zhong, J. (2024). A Study of the Effect of Tourist Experience Quality on Loyalty and Revisit Intention in Tourist Destinations. *Applied Mathematics and Nonlinear Sciences*, 9(1). https://doi.org/10.2478/amns-2024-3103
- Zhong, J., & Chen, T. (2023). Antecedents of mobile payment loyalty: An extended perspective of perceived value and information system success model. *Journal of Retailing and Consumer Services*, 72. https://doi.org/10.1016/j.jretconser.2023.103267
- Zietsman, M. L., Mostert, P., & Svensson, G. (2023). Precursors and Outcomes of Perceived Value in B2B Banking Services: A Nomological Framework. *Journal of Relationship Marketing*, 22(4), 330–353. https://doi.org/10.1080/15332667.2023.2234812