

DAFTAR PUSTAKA

- Rehman, M. A., Osman, I., Aziz, K., Koh, H., & Awais, M. (2020). Get connected with your Takaful representatives: Revisiting customer loyalty through relationship marketing and service quality. *Journal of Islamic Marketing*, 11(5), 1175–1200. <https://doi.org/10.1108/JIMA-06-2019-0122>
- Akbar, R., Sukmawati, U. S., & Katsirin, K. (2024). Analisis Data Penelitian Kuantitatif. *Jurnal Pelita Nusantara*, 1(3), 430–448. <https://doi.org/10.59996/jurnalpelitanusantara.v1i3.350>
- Amora, J. T. (2021). Convergent validity assessment in PLS-SEM: A loadings-driven approach. *Data Analysis Perspectives Journal*, 2(1), 1–6.
- Anggraini, F. D. P., Aprianti, A., Setyawati, V. A. V., & Hartanto, A. A. (2022). Pembelajaran Statistika Menggunakan Software SPSS untuk Uji Validitas dan Reliabilitas. *Jurnal Basicedu*, 6(4), 6491–6504. <https://doi.org/10.31004/basicedu.v6i4.3206>
- Anjani, A. P. (2021). Analysis of Product Variation and Service Quality on Repurchase Intention Mediated by Customer Satisfaction. *International Journal of Review Management Business and Entrepreneurship (RMBE)*, 1(2), 295–309. <https://doi.org/10.37715/rmbe.v1i2.2435>
- Arifin, A., Magito, M., Perkasa, D. H., & Febrian, W. D. (2023). Pengaruh Kompensasi, Kompetensi dan Konflik Kerja terhadap Kinerja Karyawan. *GLOBAL: Jurnal Lentera BITEP*, 1(01), 24–33. <https://doi.org/10.59422/global.v1i01.130>
- Ariyanto, A. (2023). Manajemen Pemasaran. In *Widina Bhakti Persada Bandung*.
- Ariyanto, T., Herwin, H., & Sujati, H. (2023). Uji Validitas Dan Reliabilitas Konstruk Instrumen Tes Kemampuan Operasi Hitung Bilangan Bulat Menggunakan Cfa. *AKSIOMA: Jurnal Program Studi Pendidikan Matematika*, 12(3), 2977. <https://doi.org/10.24127/ajpm.v12i3.7482>
- Arum, D. S., Saputri, M. E., Fakhri, M., & Silvianita, A. (2023). *Customer Satisfaction as a Mediator (Intervening Variable) On the Effect of Product Quality and Service Quality on Customer Loyalty Sidjicoffee*. 3834–3841. <https://doi.org/10.46254/an12.20220711>
- Aziza, N. (2023). Metodologi penelitian 1 : deskriptif kuantitatif. *ResearchGate*, July, 166–178.
- Bell, S. M., Chalmers, R. P., & Flora, D. B. (2024). The Impact of Measurement Model Misspecification on Coefficient Omega Estimates of Composite Reliability. *Educational and Psychological Measurement*, 84(1), 5–39. <https://doi.org/10.1177/00131644231155804>
- Benitez, J., Henseler, J., Castillo, A., & Schuberth, F. (2020). How to perform and report an impactful analysis using partial least squares: Guidelines for confirmatory and

- explanatory IS research. *Information and Management*, 57(2), 103168.
<https://doi.org/10.1016/j.im.2019.05.003>
- Cho, K. H., Kang, A., & Jung, Y. H. (2024). Effects of service quality factors of yoga clubs in senior welfare centers on customer satisfaction and revisit intention. *South Eastern European Journal of Public Health*, 25, 116–129.
<https://doi.org/10.70135/seejph.vi.1310>
- Cuong, D. T. (2024). Examining how factors consumers' buying intention of secondhand clothes via theory of planned behavior and stimulus organism response model. *Journal of Open Innovation: Technology, Market, and Complexity*, 10(4), 100393.
<https://doi.org/10.1016/J.JOITMC.2024.100393>
- Dam, S. M., & Dam, T. C. (2021). Relationships between Service Quality, Brand Image, Customer Satisfaction, and Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 8(3), 585–593.
<https://doi.org/10.13106/jafeb.2021.vol8.no3.0585>
- Dewi, C. K., Mohaidin, Z., & Murshid, M. A. (2020). Determinants of online purchase intention: a PLS-SEM approach: evidence from Indonesia. *Journal of Asia Business Studies*, 14(3), 281–306. <https://doi.org/10.1108/JABS-03-2019-0086>
- Dr. Kasmir, S.E., M. M. (2022). *PENGANTAR METODOLOGI ILMU PENELITIAN untuk Ilmu Manajemen, Akuntansi, dan Bisnis* (Monalisa, Ed.). PT RAJAGRAFINDO PERSADA.
- Ellitan, L. (2023). Increasing Repurchase Intention through Product Quality, Service Quality, and Customer Satisfaction. *Article in International Journal of Research*, October. <https://doi.org/10.5281/zenodo.8434079>
- Fahmi Renaldy Azzam, Arry Widodo, Anita Silvianita, & Nurafni Rubiyanti. (2024). The Service Quality and Brand Trust Toward Purchase Decisions the Mediating Role of Customer Satisfaction : A Conceptual Paper. *International Journal of Integrative Sciences*, 3(5), 391–402. <https://doi.org/10.55927/ijis.v3i5.9208>
- Gunawan, A., Mahendra, I. R., & Hidayat, A. (2021). Pengelolaan Sarana dan Prasarana Olahraga. *Salus Cultura: Jurnal Pembangunan Manusia Dan Kebudayaan*, 1(1), 1–11. <https://doi.org/10.55480/saluscultura.v1i1.1>
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. SAGE Publications, Inc.
- Hidayat, D., Bismo, A., & Basri, A. R. (2020). the Effect of Food Quality and Service Quality Towards Customer Satisfaction and Repurchase Intention (Case Study of Hot Plate Restaurants). *Manajemen Bisnis*, 10(1), 1.
<https://doi.org/10.22219/jmb.v10i1.11913>
- Hidayat, T. (2017). Studi Komparatif Dua Fitnes Center Terbesar Di Kota Bandung Dalam Hal Kualitas Pelayanan Dan Sarana-Prasarana Serta Pengaruhnya Terhadap Minat Pengunjung. *Jurnal Pendidikan Jasmani Dan Olahraga*, 2(1), 10.
<https://doi.org/10.17509/jpjo.v2i1.6396>

- Iba, Z., & Wardhana, A. (2023). *METODE PENELITIAN* (M. Pradana, Ed.). EUREKA MEDIA AKSARA.
- Irawan, J., Noval, W., Yuni Ambarsari, D., Shofika Wardani, F., Wijaya, E., Nuralim, P., Kirana Pratiwi, D., Nasuka, M., Fisioterapi, P., Ilmu Kesehatan Universitas Muhammadiyah Surakarta, F., & Korespondensi, P. (2021). Peningkatan Pengetahuan tentang Penerapan Frekuensi, Intensitas, Tipe, dan Waktu (FITT) dalam Olahraga Bersepeda pada Klub Gowes Puri Bolon Indah. *Abdi Geomedisains*, 2(1), 51–60.
- Ismail, M. I., & Ilyas, N. I. (2023). *METODOLOGI PENELITIAN KUALITATIF DAN KUANTITATIF* (Monalisa, Ed.). PT RAJAGRAFINDO PERSADA.
- Janna, N. M., & Herianto. (2021). Artikel Statistik yang Benar. *Jurnal Darul Dakwah Wal-Irsyad (DDI)*, 18210047, 1–12.
- Jasin, M., & Firmansyah, A. (2023). The role of service quality and marketing mix on customer satisfaction and repurchase intention of SMEs products. *Uncertain Supply Chain Management*, 11(1), 383–390. <https://doi.org/10.5267/j.uscm.2022.9.004>
- Ke, D., & Chen, W. (2022). Comparative Study on Residents' Health-Promoting Lifestyle and Life Satisfaction in Wuhan Before and After the COVID-19 Pandemic. *Frontiers in Public Health*, 10(February), 1–8. <https://doi.org/10.3389/fpubh.2022.820499>
- Law, C. C. H., Zhang, Y., & Gow, J. (2022). Airline service quality, customer satisfaction, and repurchase Intention: Laotian air passengers' perspective. *Case Studies on Transport Policy*, 10(2), 741–750. <https://doi.org/10.1016/j.cstp.2022.02.002>
- Maleyeff, J. (2022). Quality Service Management: A Guide to Improving Business Processes. In *Quality Service Management: A Guide to Improving Business Processes*. <https://doi.org/10.4324/9781003199014>
- Manishimwe, T., Raimi, L., & Bamiro, N. B. (2024). Exploring the underlying factors influencing students' choice of private education providers in Nigeria using PLS-SEM. *Discover Education*, 2025, 1–19. <https://doi.org/10.1007/s44217-024-00394-2>
- Marbun, D. F., Ngatno, & Wijayanto, A. (2024). *The Implementation of Stimulus Organism Response on Repeat Purchase Intention for fashion products on Tokopedia (Study of Generation Z in Semarang City)*. 2(2), 2988–7615.
- Martias, L. D. (2021). Statistika Deskriptif Sebagai Kumpulan Informasi. *Fihris: Jurnal Ilmu Perpustakaan Dan Informasi*, 16(1), 40. <https://doi.org/10.14421/fhrs.2021.161.40-59>
- Megasari, C., & Latif, B. S. (2022). Pengaruh Design Interior Dan Kualitas Pelayanan Terhadap Minat Pengunjung Hotel Sotis Kemang. *Open Journal Systems*, 17(05), 795–802.

- Muhson, A. (2022). Analisis Statistik Dengan SmartPLS. *Universitas Negeri Yogyakarta*, 1–34.
- Murwanti, S., & Panca Pratiwi, A. (2017). TERHADAP MINAT BELI ULANG JASA SERVICE MOTOR MEDIASI (Studi Pada Bengkel Motor Ahass Cabang UMS). *Manajemen Dan Bisnis*, 9(2007), 207–227.
- Musyaffi, A. M., Khairunnisa, H., & Respati, D. K. (2022). *Konsep dasar Structural Equation Model-Partial Least Square (SEM-PLS) menggunakan SmartPLS*. Pascal Books.
- Surti, I., & Anggraeni, F. N. (2024). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen. *Revenue: Lentera Bisnis Manajemen*, 2(01), 21–25. <https://doi.org/10.59422/lbm.v2i01.162>
- Naqvi, M. H. A., Jiang, Y., & Naqvi, M. (2020). Generating customer engagement in electronic-brand communities: a stimulus–organism–response perspective. *Asia Pacific Journal of Marketing and Logistics*, 33(7), 1535–1555. <https://doi.org/10.1108/APJML-01-2020-0053>
- Nurul, Berliana, I., Purwanto, S., & Fitriyah, Z. (2023). *AKUISISI : Jurnal Akuntansi ONLINE ISSN : 2477-2984 – PRINT ISSN : 1978-6581 Pengaruh Pengalaman Pelanggan dan Persepsi Harga Terhadap Minat Beli Ulang Produk (Deodoran Rexona) Program Studi Manajemen , Fakultas Ekonomi dan Bisnis , Universitas Pembangu*. 19(01), 191–199.
- Atmaja, P. M. Y. R., Astra, I. K. B., & Suwiwa, I. G. (2021). Aktivitas Fisik Serta Pola Hidup Sehat Masyarakat Sebagai Upaya Menjaga Kesehatan pada Masa Pandemi Covid-19. *Jurnal Ilmu Keolahragaan Undiksha*, 9(2), 128–135. <https://ejournal.undiksha.ac.id/index.php/JJIK>
- Pradana, M., Wardhana, A., Rubiyanti, N., Syahputra, S., & Utami, D. G. (2022). Halal food purchase intention of Muslim students in Spain: testing the moderating effect of need-for-cognition. *Journal of Islamic Marketing*, 13(2), 434–445. <https://doi.org/10.1108/JIMA-05-2020-0122>
- Pratama, R. R., & Rubiyanti, N. (2023). The Influence of Customer Relationship Management on Customer Brand Loyalty Through Customer Satisfaction as a Mediator. *Jurnal Informatika Ekonomi Bisnis*, 5, 1427–1431. <https://doi.org/10.37034/infv5i4.642>
- Purwanto, A., & Sudargini, Y. (2021). Partial Least Squares Structural Squation Modeling (PLS-SEM) Analysis for Social and Management Research : A Literature Review. *Journal of Industrial Engineering & Management Research*, 2(4), 114–123.
- Rafi, M., & Hasibuan, D. (2024). *Indikator Gaya Hidup Sehat*. October. <https://doi.org/10.13140/RG.2.2.33267.54565>
- Rizki, E. F., Juliati, R., & Praharjo, A. (2021). The Effect of Product Quality and Service Quality on Repurchasing Intention. *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 1(4), 247–254. <https://doi.org/10.22219/jamanika.v1i4.19407>

- Rustamana, A., Wahyuningsih, P., Azka, M. F., & Wahyu, P. (2024). Penelitian Metode Kuantitatif. *Sindoro Cendikia Pendidikan*, 5(6), 1–10.
- Salsabilah, H. M., & Mangruwa, R. D. (2024). Pengaruh E-Service Quality Dan Sales Promotion Terhadap Repurchase Intention Melalui Customer Satisfaction Pelanggan Halodoc. *Journal of Economic, Bussines and Accounting (COSTING)*, 7(4), 9134–9151. <https://doi.org/10.31539/costing.v7i4.10764>
- Seke, H. E., Massie, J. D. D., Herlina, O. :, Seke, E., Massie, J. D. D., Roring, F., Manajemen, J., Ekonomi, F., Bisnis, D., Sam, U., & Manado, R. (2023). Analisis Kualitas Layanan, Citra Perusahaan Serta Peran Internet Banking Bagi Kepuasan Nasabah (Studi Kasus Pada Bank Bri Unit Tombatu) Analysis Service Quality, Company Image and the Role of Internet Banking for Customer Satisfaction (Case Study At Bank . *Roring 746 Jurnal EMBA*, 11(1), 746–756.
- Septiarini, E., Susyani, N., & Ihsani, S. I. (2023). Pengaruh Service Experience dan Service Quality terhadap Loyalitas Pelanggan yang Dimoderasi oleh Kepuasan Pelanggan di Fitness Center Khusus Wanita di Kota Bandung. *Jurnal Sains Keolahraagaan Dan Kesehatan*, 8(1), 1–16. <https://doi.org/10.5614/jskk.2023.8.1.1>
- Setiawardani, M., & Riyanto, T. A. (2023). Peningkatan Minat Beli Ulang melalui E-Service Quality. *Jurnal Riset Bisnis Dan Investasi*, 9(1), 49–60. <https://doi.org/10.35313/jrbi.v9i1.4784>
- Soeharso, S. Y. (2024). Customer satisfaction as a mediator between service quality to repurchase intention in online shopping. *Cogent Business and Management*, 11(1). <https://doi.org/10.1080/23311975.2024.2336304>
- Sugiarto, S., & Octaviana, V. (2021). Service Quality (SERVQUAL) Dimensions on Customer Satisfaction: Empirical Evidence from Bank Study. *Golden Ratio of Marketing and Applied Psychology of Business*, 1(2), 93–106. <https://doi.org/10.52970/grmapb.v1i2.103>
- Suri, H., & Nainggolan, B. M. (2022). Pengaruh Kualitas Produk, Kualitas Pelayanan, dan Citra Merek Terhadap Kepuasan Pelanggan di Pippo Italian Senayan Restaurant. *Jurnal Pendidikan Tambusai*, 6(2), 13485–13493.
- Surti, I., & Anggraeni, F. N. (2020). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen. *SCIENTIFIC JOURNAL OF REFLECTION : Economic, Accounting, Management and Business*, 3(3), 261–270. <https://doi.org/10.37481/sjr.v3i3.221>
- 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>
- Tampubolon, M. (2023). Metode Penelitian Metode Penelitian. In M. Pradana (Ed.), *Metode Penelitian Kualitatif* (Vol. 3, Issue 17). EUREKA MEDIA AKSARA, NOVEMBER 2023 ANGGOTA IKAPI JAWA TENGAH NO. 225/JTE/2021. [http://repository.unpas.ac.id/30547/5/BAB III.pdf](http://repository.unpas.ac.id/30547/5/BAB%20III.pdf)

- Toyib, A., Soenyoto, T., Pendidikan, J., Kesehatan, J., Rekreasi, D., & Keolahragaan, I. (2023). *Indonesian Journal for Physical Education and Sport Survei Motivasi Masyarakat dalam Mengikuti Komunitas Olahraga di Komplek GOR Tri Lomba Juang Semarang*. <https://journal.unnes.ac.id/sju/index.php/inapes>
- Tri Nuryani, F., Nurkesuma Nurkesuma, & Baruna Hadibrata. (2022). Korelasi Keputusan Pembelian: Kualitas Produk, Persepsi Harga Dan Promosi (Literature Review Manajemen Pemasaran). *Jurnal Ekonomi Manajemen Sistem Informasi*, 3(4), 452–462. <https://doi.org/10.31933/jemsi.v3i4.977>
- Trisliatanto, D. A. (2020). *METODOLOGI PENELITIAN Panduan Lengkap Penelitian dengan Mudah* (Giovanni, Ed.). ANDI (Anggota IKAPI).
- Tua, D. W. M., & Mardhiyah, A. (2022). Pengaruh Tingkat Pendidikan dan Pengalaman Kerja terhadap Kinerja Karyawan Keperawatan Rumah Sakit Umum Daerah Padang Sidempuan. *Jurnal Akuntansi, Manajemen Dan Ilmu Ekonomi (JASMIEN)*, 02 NOMOR 0.
- Tufahati, N., Barkah, C. S., Tresna, P. W., & Chan, A. (2021). The Impact of Customer Satisfaction on Repurchase Intention (Surveys on Customer of Bloomythings). *Journal of Business & Applied Management*, 14(2), 177. <https://doi.org/10.30813/jbam.v14i2.3098>
- Tuli, N., Srivastava, V., & Kumar, H. (2025). Inclusive marketing: A review and research agenda. *Journal of Business Research*, 191(May 2023), 115274. <https://doi.org/10.1016/j.jbusres.2025.115274>
- Uzir, M. 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>
- Wajdi, F., Seplyana, D., Juliastuti, Rumahlewang, E., Fatchiatuzahro, Halisa, N. N., Rusmalinda, S., Kristiana, R., Niam, M. F., Purwanti, E. W., Melinasari, S., & Kusumaningrum, R. (2024). Metode Penelitian Kuantitatif. In *Jurnal Ilmu Pendidikan* (Vol. 7, Issue 2). Widina Media Utama.
- Wardhana, A. (2024). *Pengukuran service quality* (Issue October).
- Waruwu, M. (2023). Pendekatan Penelitian Pendidikan: Metode Penelitian Kualitatif, Metode Penelitian Kuantitatif dan Metode Penelitian Kombinasi (Mixed Method). *Jurnal Pendidikan Tambusai*, Vol. 7 No. <https://doi.org/https://doi.org/10.31004/jptam.v7i1.6187>
- Wider, W., Tan, F. P., Tan, Y. P., Lin, J., Fauzi, M. A., Wong, L. S., Tanucan, J. C. M., & Hossain, S. F. A. (2024). Service quality (SERVQUAL) model in private higher education institutions: A bibliometric analysis of past, present, and future prospects. *Social Sciences & Humanities Open*, 9, 100805. <https://doi.org/10.1016/J.SSAHO.2024.100805>

- Wijarnoko, M. A., Pramana, E., & Santoso, J. (2023). Factors That Influence Repurchase Intention: A Systematic Literature Review. *Teknika*, 12(3), 252–260. <https://doi.org/10.34148/teknika.v12i3.693>
- Wijayanti, H. T., & Almaidah, S. (2021). Pengaruh Kualitas Produk Dan Kualitas Pelayanan Terhadap Minat Beli Ulang D’Fresco Donut Melalui Kepuasan Pelanggan Sebagai Variabel Pemediasi. *Buletin Ekonomi: Manajemen, Ekonomi Pembangunan, Akuntansi*, 18(2), 225. <https://doi.org/10.31315/be.v18i2.5639>
- Yam, J. H., & Taufik, R. (2021). *Hipotesis Penelitian Kuantitatif. Perspektif: Jurnal Ilmu Administrasi*. 3(2), 96–102.
- Yang, Q., Wang, Z. Sen, Feng, K., & Tang, Q. Y. (2024). Investigating the crucial role of logistics service quality in customer satisfaction for fresh e-commerce: A mutually validating method based on SERVQUAL and service encounter theory. *Journal of Retailing and Consumer Services*, 81, 103940. <https://doi.org/10.1016/J.JRETCONSER.2024.103940>
- Yasin, M., Garancang, S., & Hamzah, A. A. (2024). Metode Dan Instrumen Pengumpulan Data Penelitian Kuantitatif dan Kualitatif. *Metodologi Penelitian Untuk Public Relations Kuantitatif Dan Kualitatif*, 2(3), 161–173.
- Yunani, A., Sakti, M. R. P., Pradana, M., & Putra, A. (2024). Facilities and Service Quality’s Impacts on Satisfaction: A Case of Indonesian Train Service Customers. *WSEAS Transactions on Business and Economics*, 21, 2091–2099. <https://doi.org/10.37394/23207.2024.21.171>
- Zhu, L., Li, H., Wang, F. K., He, W., & Tian, Z. (2020). How online reviews affect purchase intention: a new model based on the stimulus-organism-response (S-O-R) framework. *Aslib Journal of Information Management*, 72(4), 463–488. <https://doi.org/10.1108/AJIM-11-2019-0308>