

## DAFTAR PUSTAKA

- Albert, N., Merunka, D. and Valette-Florence, P. (2008), "When consumers love their brands: exploring the concept and its dimensions", *Journal of Business Research*, Vol. 61 No. 10, pp. 1062-1075
- Andaleeb, (1996), "An experimental investigation of satisfaction and commitment in marketing channels: the role of trust and dependence", *Journal of Retailing*, Vol. 72 No. 1, pp. 77-93.
- Chao-Chin Huang, (2017) "The impacts of brand experiences on brand loyalty: mediators of brand love and trust", *Management Decision*, Vol. 55 Issue: 5, pp.915-934, <https://doi.org/10.1108/MD-10-2015-0465>
- Furrer, O., Ching Liu, B.S. and Sudharshan, D. (2000), "The relationships between culture and service quality perceptions", *Journal of Service Research*, Vol. 2 No. 4, pp. 355-71.
- Han, H., & Ryu, K. (2012). Key Factors Driving Customers' Word-of-Mouth Intentions in Full-Service Restaurants: The Moderating Role of Switching Costs. *Cornell Hospitality Quarterly*, 53(2), 96–109. <https://doi.org/10.1177/1938965511433599>
- Heesup Han, Jinsoo Hwang, (2015) "Quality of physical surroundings and service encounters, airfare, trust and intention during the flight: Age-group difference (young, middle-aged, and mature)", *International Journal of Contemporary Hospitality Management*, Vol. 27 Issue: 4, pp.585-607, <https://doi.org/10.1108/IJCHM-08-2013-0344>
- Herbst, K.C., Hannah, S.T. & Allan, D. *J Bus Ethics* (2013) 117: 297. <https://doi.org/10.1007/s10551-012-1499-8>
- Hong-Youl Ha, (2004) "Factors influencing consumer perceptions of brand trust online", *Journal of Product & Brand Management*, Vol. 13 Issue: 5, pp.329-342, <https://doi.org/10.1108/10610420410554412>
- Kang, J. & Hustvedt, G. *J Bus Ethics* (2014) 125: 253. <https://doi.org/10.1007/s10551-013-1916-7>
- Kuo-Chien Chang, Nien-Te Kuo, Chia-Lin Hsu, and Yi-Sung Cheng (2014) "The Impact of Website Quality and Perceived Trust on Customer Purchase Intention in the Hotel Sector: Website Brand and Perceived Value as Moderators

- Long-Yi Lin Ching-Yuh Lu, (2010), "The influence of corporate image, relationship marketing, and trust on purchase intention: the moderating effects of word-of-mouth", *Tourism Review*, Vol. 65 Iss 3 pp. 16 - 34 Permanent link to this document: <http://dx.doi.org/10.1108/16605371011083503>
- Lyod Charris (2004). The four levels of loyalty and the pivotal role of trust: a study of online service dynamics. *Journal of Retailing* Volume 80, Issue 2, 2004, Pages 1390158
- Magnoni, F. (2016). The effects of downward line extension on brand trust and brand attachment. *Recherche et Applications En Marketing (English Edition)*, 31(1), 2–25. <https://doi.org/10.1177/2051570715626375>
- Nimisha Ruparelia Lesley White Kate Hughes, (2010), "Drivers of brand trust in internet retailing", *Journal of Product & Brand Management*, Vol. 19 Iss 4 pp. 250 - 260 Permanent link to this document: <http://dx.doi.org/10.1108/10610421011059577>
- Patricia M. Doney James M. Barry Russell Abratt, (2007), "Trust determinants and outcomes in global B2B services", *European Journal of Marketing*, Vol. 41 Iss 9/10 pp. 1096 - 1116 Permanent link to this document: <http://dx.doi.org/10.1108/03090560710773363>
- Richard Chinomona , (2016), "Brand communication, brand image and brand trust as antecedents of brand loyalty in Gauteng Province of South Africa", *African Journal of Economic and Management Studies*, Vol. 7 Iss 1 pp. - Permanent link to this document: <http://dx.doi.org/10.1108/AJEMS-03-2013-0031>
- Ruben Chumpitaz Caceres, Nicholas G. Papparoidamis, (2007) "Service quality, relationship satisfaction, trust, commitment and business-to-business loyalty", *European Journal of Marketing*, Vol. 41 Issue: 7/8, pp.836-867, <https://doi.org/10.1108/03090560710752429>
- Şahin, Azize & Kitapci, Hakan & Altındağ, Erkut & S. Gök, Mehmet. (2017). Investigating the Impacts of Brand Experience and Service Quality. *International Journal of Market Research*. 59. 707. 10.2501/IJMR-2017-051.
- Sousa, R., & Voss, C. A. (2006). Service Quality in Multichannel Services Employing Virtual Channels. *Journal of Service Research*, 8(4), 356–371. <https://doi.org/10.1177/1094670506286324>
- Sri Anik, (2015), *Global Journal of Emerging Trends in e-Business, Marketing and Consumer Psychology (GJETeMCP) An Online International Research Journal* (ISSN: 2311-3170) 2015 Vol: 1 Issue 1
- Su, L., Hsu, M. K., & Swanson, S. (2017). The Effect of Tourist Relationship Perception on Destination Loyalty at a World Heritage Site in China: The Mediating Role of Overall Destination Satisfaction and Trust. *Journal of Hospitality & Tourism Research*, 41(2), 180–210. <https://doi.org/10.1177/1096348014525630>

- Swimberghe, K. R., & Wooldridge, B. R. (2014). Drivers of Customer Relationships in Quick-Service Restaurants: The Role of Corporate Social Responsibility. *Cornell Hospitality Quarterly*, 55(4), 354–364. <https://doi.org/10.1177/1938965513519008>
- Parves Sultan Ho Yin Wong, (2014), "An integrated-process model of service quality, institutional brand and behavioural intentions", *Managing Service Quality*, Vol. 24 Iss 5 pp. 487 - 521 Permanent link to this document: <http://dx.doi.org/10.1108/MSQ-01-2014-0007>
- Patricia M. Doney James M. Barry Russell Abratt, (2007), "Trust determinants and outcomes in global B2B services", *European Journal of Marketing*, Vol. 41 Iss 9/10 pp. 1096 - 1116 Permanent link to this document: <http://dx.doi.org/10.1108/03090560710773363>
- Wijaya, Bambang Sukma. (2013). Dimensions of Brand Image: A Conceptual Review from the Perspective of Brand Communication. *European Journal of Business and Management* ISSN (Paper) 2222-1905 ISSN (Online) 2222-2839. 5. 55-65.