

## DAFTAR PUSTAKA

- , D. (2018). Kualitas pelayanan jasa terhadap kepuasan pelanggan. *Fokus : publikasi ilmiah untuk mahasiswa, staf pengajar dan alumni universitas kapuas sintang*, 16(1), 312–318. <https://doi.org/10.51826/fokus.v16i1.136>
- Anita, m., maria, k., & endro, s. (2021). Customer experience and repurchase intention in multi-channel: customer satisfaction as mediating variable. *Journal of industrial distribution & business*, 12(3), 7–19.
- Basuki, t. A. (2015). Analisis regresi dengan spss. *Analisis regresi dengan spss*, 57.
- Burity, j. (2021). The importance of logistics efficiency on customer satisfaction. *Journal of marketing development and competitiveness*, 15(3), 26–35. <https://doi.org/10.33423/jmdc.v15i3.4537>
- Cui, r., lu, z., sun, t., & golden, j. M. (2023). Sooner or later? Promising delivery speed in online retail. *Manufacturing and service operations management*, 26(1), 233–251. <https://doi.org/10.1287/msom.2021.0174>
- Eddy herjanto, p. W. S. D. (2019). Strategi bisnis dengan menggunakan analisis swot dengan model supply chain logistik untuk meningkatkan penjualan retail pada pt xyz. *Jurnal manajemen bisnis dan kewirausahaan*, 2(1). <https://doi.org/10.24912/jmbk.v2i1.4802>
- El moussaoui, a. E., benbba, b., & el andalousi, z. (2023). Impact of logistics performance on the store image, consumer satisfaction and loyalty: a quantitative case study. *Arab gulf journal of scientific research*, 41(3), 226–239. <https://doi.org/10.1108/agjsr-09-2022-0201>
- Fazilatun nisa, d., putri pratiwi, g., & edward utama, r. (2023). Evaluasi rencana strategis dalam membangun keunggulan bersaing di industri retail: kasus studi pada beberapa peritel terkemuka. *Neraca manajemen, ekonomi*, 1(11), 1–13.
- Hanadian nurhayati-wolff. (2024). *Retail trade in indonesia - statistics & facts*.
- Hayati, e. N. (2014). Supply chain management (scm) dan logistic management. *Jurnal dinamika teknik*, 8(1), 25–34.
- Janna, n. M., & herianto. (2021). Artikel statistik yang benar. *Jurnal darul dakwah wal-irsyad (ddi)*, 18210047, 1–12.
- Lim, m. K., li, y., & song, x. (2021). Exploring customer satisfaction in cold chain logistics using a text mining approach. *Industrial management and data systems*, 121(12), 2426–2449. <https://doi.org/10.1108/imds-05-2021-0283>
- Lin, x., mamun, a. Al, yang, q., & masukujjaman, m. (2023). Examining the effect of logistics service quality on customer satisfaction and re-use intention. *Plos one*, 18(5 may), 1–24. <https://doi.org/10.1371/journal.pone.0286382>
- Mentzer, j. T., flint, d. J., & hult, g. T. M. (2001). Logistics service quality as a segment-customized process. *Journal of marketing*, 65(4), 82–104. <https://doi.org/10.1509/jmkg.65.4.82.18390>
- Mila karmila, & barin barlian. (2023). Pengaruh citra merek, kualitas layanan, dan

- harga terhadap kepuasan pelanggan (survei pada pelanggan distributor consumer goods di tasikmalaya). *Jurnal cakrawala ilmiah*, 2(8), 3311–3332. <https://doi.org/10.53625/jcijurnalcakrawalailmiah.v2i8.5524>
- Muthaffar, a., & vilches-montero, s. (2023). Empowering retailers: a bounded rationality perspective to enhancing omnichannel journey satisfaction. *Journal of retailing and consumer services*, 75(july), 103536. <https://doi.org/10.1016/j.jretconser.2023.103536>
- Naini, n. F., sugeng santoso, andriani, t. S., claudia, u. G., & nurfadillah. (2022). The effect of product quality, service quality, customer satisfaction on customer loyalty. *Journal of consumer sciences*, 7(1), 34–50. <https://doi.org/10.29244/jcs.7.1.34-50>
- Ogunnowo, b. E., & sule, s. S. (2021). Measurement of customer perceptions of logistics service quality. *Jurnal teknik industri*, 22(1), 43–56. <https://doi.org/10.22219/jtiumm.vol22.no1.43-56>
- Sari, y. K., gani, a. N., & zhafiraah, n. R. (2023). The effect of in-store logistics performance, store image, sales promotion, and service quality on customer satisfaction. *Marketing and business strategy*, 1(1), 23–34. <https://doi.org/10.58777/mbs.v1i1.152>
- Shrinivas brahme, s., & shafighi, n. (2022). Green logistics in last-mile delivery: a focus on customers' requirements and satisfaction. *International journal of social sciences and humanities invention*, 9(09), 7230–7238. <https://doi.org/10.18535/ijsshi/v9i09.08>
- Sumrit, d., & sowijit, k. (2023). Winning customer satisfaction toward omnichannel logistics service quality based on an integrated importance-performance analysis and three-factor theory: insight from thailand. *Asia pacific management review*, 28(4), 531–543. <https://doi.org/10.1016/j.apmr.2023.03.003>
- Uvet, h. (2020). Importance of logistics service quality in customer satisfaction: an empirical study. *Operations and supply chain management*, 13(1), 1–10. <https://doi.org/10.31387/oscm0400248>
- Wijiono, s., cahyono, d., qomariah, n., magister, p., pascasarjana, m., & muhammadiyah, u. (2018). *Strategi selling-in , hubungan distributor dengan outlet , dan strategi pelayanan outlet pengaruhnya terhadap kinerja pemasaran selling-in strategy , distributor relationships with outlets , and outlet service strategies the effect on marketing performanc*. 8(2), 196–210.
- Wilujeng, f. R. (2023). Analysis of variables affecting customer satisfaction using online food purchase services with multiple linear regression. *Applied technology and computing science journal*, 6(1), 11–21. <https://doi.org/10.33086/atcsj.v6i1.3985>
- Mentzer, j. T., flint, d. J., & hult, g. T. M. (2001). Logistics service quality as a segment-customized process. *Journal of marketing*, 65(4), 82–104. <https://doi.org/10.1509/jmkg.65.4.82.18390>