



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

DAFTAR PUSTAKA

- Adiwaluyo, E. (2019, February 4). Terapkan Strategi O2O dalam Bisnis Kopi, Fore Coffe Raih Pendanaan Rp 127 Miliar. Retrieved October 9, 2019, from <http://marketeters.com/terapkan-strategi-dalam-bisnis-kopi-fore-coffe-raih-pendanaan-rp-127-miliar/>.
- Angelova, Biljana & Zeqiri, Jusuf. (2011). *Measuring Customer Satisfaction with Service Quality Using American Customer Satisfaction Model (ACSI Model)*. *International Journal of Academic Research in Business and Social Sciences*. 1. 10.6007/ijarbss.v1i2.35.
- Arbar, T. F. (2019, September 25). Revolusi Industri 4.0, Banyak Pekerjaan Manusia akan Punah? Retrieved October 9, 2019, from <https://www.cnbcindonesia.com/tech/20190925190801-37-102260/revolusi-industri-40-banyak-pekerjaan-manusia-akan-punah>.
- Arfin, Y. (2019, November 6). Gojek Punya Fitur Baru, Pesanan GoFood Jadi Lebih Ngebut. Retrieved November 27, 2019, from <https://inet.detik.com/cyberlife/d-4774361/gojek-punya-fitur-baru-pesanan-gofood-jadi-lebih-ngebut>.
- Arhando, P. (2019, April 30). Fore Coffee, Sajikan Kopi Dalam Genggaman Jemari. Retrieved from <https://www.moneysmart.id/fore-coffee-sajikan-10-000-cup-kopi-setiap-hari/>.
- Asosiasi Eksportir dan Industri Kopi Indonesia: AEKI - AICE. (n.d.). Retrieved October 9, 2019, from http://www.aeki-aice.org/industri_kopi_aeki.html.

- Asosiasi Penyelenggara Jasa Internet Indonesia [APJII]. (2018). Profil Pengguna Internet Indonesia. Jakarta: Asosiasi Penyelenggara Jasa Internet Indonesia.
- Bella, A. (2019, March 4). Industri Makanan dan Minuman Jadi Sektor Kampiun. Retrieved September 24, 2019, from <https://marketeers.com/industri-makanan->
- Bettencourt, L. (1997). *Customer voluntary performance: Customers as partners in service delivery*. *Journal of Retailing*, 73(3), 383–406. doi: 10.1016/s0022-4359(97)90024-5.
- Cao, L., & Li, L. (2015). *The Impact of Cross-Channel Integration on Retailers' Sales Growth*. *Journal of Retailing*, 91(2), 198–216. doi: 10.1016/j.jretai.2014.12.005
- Carlson, J., O'Cass, A., & Ahrholdt, D. (2015). *Assessing customers' perceived value of the online channel of multichannel retailers: A two country examination*. *Journal of Retailing and Consumer Services*, 27, 90–102. doi: 10.1016/j.jretconser.2015.07.008
- Chochol'áková, A., Gabčová, L., Belás, J., & Sipko, J. (2015). *Bank Customers' Satisfaction, Customers' Loyalty and Additional Purchases of Banking Products and Services. A Case Study from the Czech Republic*. *Economics & Sociology*, 8(3), 82–94. doi: 10.14254/2071-789x.2015/8-3/6
- Cronin, J., Brady, M. K., & Hult, G. M. (2000). *Assessing the effects of quality, value, and customer satisfaction on consumer behavioral intentions in service environments*. *Journal of Retailing*, 76(2), 193–218. doi: 10.1016/s0022-4359(00)00028-2

CNBC Indonesia TV. (2019, July 7). Zomato, Platform Digital Di Bisnis Kuliner. Retrieved November 27, 2019, from <https://www.cnbcindonesia.com/tech/20190705175910-39-83060/zomato-platform-digital-di-bisnis-kuliner>.

Edvardsson, Bo & Johnson, Michael & Gustafsson, Anders & Strandvik, Tore. (2000). *The effects of satisfaction and loyalty on profits and growth: Products versus services. Total Quality Management & Business Excellence - TOTAL QUAL MANAG BUS EXCELL*. 11. 917-927. 10.1080/09544120050135461.

Hallowell, R. (1996). *The relationships of customer satisfaction, customer loyalty, and profitability: an empirical study. International Journal of Service Industry Management*, 7(4), 27–42. doi: 10.1108/09564239610129931

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis* (7th ed.). New Jersey: Prentice-Hall.

Hossain, T. M. T., Akter, S., Kattiyapornpong, U., & Wamba, S. F. (2017). *The Impact of Integration Quality on Customer Equity in Data Driven Omnichannel Services Marketing. Procedia Computer Science*, 121, 784–790. doi: 10.1016/j.procs.2017.11.101

Huré, E., Picot-Coupey, K., & Ackermann, C.-L. (2017). *Understanding omni-channel shopping value: A mixed-method study. Journal of Retailing and Consumer Services*, 39, 314–330. doi: 10.1016/j.jretconser.2017.08.011

Industri Makanan dan Minuman Indonesia Berpotensi Jadi Champion. (2019, February 19). Retrieved October 8, 2019, from

<https://poskotanews.com/2019/02/19/industri-makanan-dan-minuman-indonesia-berpotensi-jadi-champion/>.

Jin-Feng Wu Ya Ping Chang , (2016),"*Multichannel integration quality, online perceived value and online purchase intention: A perspective of land-based retailers*", *Internet Research*, Vol. 26 Iss 5 pp. –

Kabadayi, S. K., Loureiro, Y. K., & Carnevale, M. K. (2017). *Customer Value Creation in Multichannel Systems: The Interactive Effect of Integration Quality and Multichannel Complexity*. *Journal of Creating Value*. doi: DOI: 10.1177/2394964317697608

Khadka, K., & Maharjan, S. (2017). *CUSTOMER SATISFACTION AND CUSTOMER LOYALTY*.

Kurniawan, A. (2019, September 20). Rajai Layanan Pesan Antar Makanan, GoFood Merevolusi Pola Konsumsi. Retrieved November 27, 2019, from <https://ekbis.sindonews.com/read/1441464/34/rajai-layanan-pesan-antar-makanan-gofood-merevolusi-pola-konsumsi-1568951447>.

Lazaris, Chris & Vrechopoulos, Adam. (2014). *From Multichannel to "Omnichannel" Retailing: Review of the Literature and Calls for Research*. 10.13140/2.1.1802.4967.

Latifah, S. (2018). *The Effect Of Perceived-Value Towards Customer Loyalty With Consumer Trust As Intervening Variable: Empirical Study In International Program* Universitas Muhammadiyah Surakarta. Retrieved from <http://eprints.ums.ac.id/65635/>.

- Lind, D. A., Marchal, W. G., & Wathen, S. A. (2012). *Statistical Techniques in Business & Economics* (15th ed.). Dubuque, IA: McGraw-Hill Education.
- Malhotra, N. K. (2010). *Marketing research: an applied orientation* (6th ed.). London: Pearson
- Masdakaty, Y. (2019, February 15). FORE COFFEE: THE NEXT GENERATION OF COFFEE SHOP. Retrieved October 2019, from <https://majalah.ottencoffee.co.id/fore-coffee-next-generation-coffee-shop/>.
- Masroujeh, W. F. T. (2009). *Critical Factors for Customer Satisfaction and Delight in the Palestinian Pharmaceutical Market*.
- M. Zhang, C. Ren, G.A. Wang, Z. He, *The impact of channel integration on consumer responses in omni-channel retailing: the mediating effect of consumer empowerment*, *Electronic Commerce Research and Applications* (2018), doi: <https://doi.org/10.1016/j.elerap.2018.02.002>.
- Mohsan, Faizan & Nawaz, Muhammad & Khan, M & Shaukat, Muhammad Zeeshan & Aslam, Numan. (2011). *Impact of Customer Satisfaction on Customer Loyalty and Intentions to Switch: Evidence from Banking Sector of Pakistan*. *International Journal of Business and Social Science*. 2.
- Novalia. (2019, October 22). 5 Jenis Kopi Terbaik Di Indonesia, Manakah Favorit Anda? Retrieved from <https://www.seputarforex.com/artikel/5-jenis-kopi-terbaik-di-indonesia-manakah-favorit-anda-290580-33>.
- Oliver, R. L. (1999). Whence Consumer Loyalty? *Journal of Marketing*, 63, 33. doi: 10.2307/1252099

- Prahara, H. (2018, September 27). Cerah, Masa Depan Industri Makanan dan Minuman di Indonesia Halaman all. Retrieved September 24, 2019, from <https://ekonomi.kompas.com/read/2018/09/27/150000226/cerah-masa-depan-industri-makanan-dan-minuman-di-indonesia?page=all>.
- Pasha, A. C. (2019, January 17). Industri adalah Kegiatan Manufaktur, Ini Pengertian Menurut Para Ahli dan Jenisnya. Retrieved October 8, 2019, from <https://www.liputan6.com/bisnis/read/3872902/industri-adalah-kegiatan-manufaktur-ini-pengertian-menurut-para-ahli-dan-jenisnya>.
- Peter, J. P., & Olson, J. C. (2008). *Consumer behavior & marketing strategy*. New York: McGraw-Hill Higher Education.
- Pramisti, N. Q. (2016, October 1). Nama Besar Indonesia di Dunia Kopi. Retrieved October 9, 2019, from <https://tirto.id/nama-besar-indonesia-di-dunia-kopi-bP4K>.
- Rahman, V. (2015, October 5). Indonesia Berpotensi Jadi Eksportir Kopi Terbesar Dunia. Retrieved from <https://swa.co.id/swa/trends/management/indonesia-berpotensi-jadi-eksportir-kopi-terbesar-dunia>.
- Rihanto, D. (2019, August 1). Pertumbuhan Industri Makanan dan Minuman Sumbang 6,35% terhadap PDB Nasional. Retrieved October 8, 2019, from <https://www.pikiran-rakyat.com/ekonomi/2019/08/01/pertumbuhan-industri-makanan-dan-minuman-sumbang-635-terhadap-pdb-nasional>.
- Ryza, P. (2018, September 20). East Ventures Beri Pendanaan Awal untuk *Startup* Kopi Fore Coffee: Dailysocial. Retrieved from <https://dailysocial.id/post/east-ventures-startup-kopi-fore-coffee>.

Schiffman, L. G., & Wisenblit, J. (2015). *Consumer Behavior*. Upper Saddle River, NJ: Pearson Education.

Sektor Industri Berkontribusi 20% Terhadap Perekonomian Nasional. (2019, February 8). Retrieved October 8, 2019, from <https://databoks.katadata.co.id/datapublish/2019/02/08/sektor-industri-berkontribusi-20-terhadap-perekonomian-nasional>.

Solomon, M. R., Askegaard, S., Hogg, M., & Bamossy, G. (2006). *Consumer behaviour: a European perspective*. Harlow: Pearson.

Sousa, Rui & Voss, Chris. (2006). *Service Quality in Multichannel Services Employing Virtual Channels*. *Journal of Service Research*. 8. 356-371. 10.1177/1094670506286324.

Tim. (2019, September 9). Mengenal Jenis-jenis Kopi Terbaik dari Indonesia. Retrieved from <https://www.cnnindonesia.com/gaya-hidup/20190723142646-262-414729/mengenal-jenis-jenis-kopi-terbaik-dari-indonesia>.

Wang, I-Ming & Shieh, Chich-Jen. (2006). *The relationship between service quality and customer satisfaction: the example of CJCU library*. *Journal of Information & Optimization Sciences*. 27. 10.1080/02522667.2006.10699686.

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. doi: 10.2307/1251446.

Zhang, M., Ren, C., Wang, G. A., & He, Z. (2018). *The impact of channel integration on consumer responses in omni-channel retailing: The mediating effect of*

consumer empowerment. Electronic Commerce Research and Applications, 28, 181–193. doi:10.1016/j.elerap.2018.02.002

Zikmund, W. G., Carr, J., Babin, B. G., & Quinlan, C. J. (2013). *Business Research Methods. Singapore: Cengage Learning.*