

## DAFTAR PUSTAKA

- Abbas, R. A., & Riaz, M. T. (2018). The effect of internal marketing dimensions on organizational commitment of employees: An Investigation among Private Banks in Faisalabad, Pakistan (A study based on different dimensions of internal marketing). *European Online Journal of Natural and Social Sciences*, 7(1), 147–165. file:///C:/Users/DELL/Downloads/5270-12263-1-PB1 (1).pdf
- Aburayya, A., Marzouqi, A. Al, Alawadhi, D., Abdoulid, F., & Taryam, M. (2020). An empirical investigation of the effect of employees' customer orientation on customer loyalty through the mediating role of customer satisfaction and service quality. *Management Science Letters*, 10, 2147–2158. [https://growingscience.com/msl/Vol10/msl\\_2020\\_72.pdf](https://growingscience.com/msl/Vol10/msl_2020_72.pdf)
- Agustina, E., Lie, D., Butarbutar, M., & Nainggolan, N. T. (2019). Pengaruh Kualitas Produk dan Harga Terhadap Kepuasan Pelanggan pada Percetakan Aneka Jaya Pematangsiantar. *Maker: Jurnal Manajemen*, 5(1), 38–49. <https://media.neliti.com/media/publications/314976-pengaruh-kualitas-produk-dan-harga-terha-a5de227a.pdf>
- Ahmed, S., Asheq, A. Al, Ahmed, E., Chowdhury, U. Y., Sufi, T., & Mostofa, M. G. (2022). The intricate relationships of consumers' loyalty and their perceptions of service quality, price and satisfaction in restaurant service. *The TQM Journal*, 22. [https://www.researchgate.net/profile/Ahmed-Asheq-2/publication/359219304\\_The\\_intricate\\_relationships\\_of\\_consumers'\\_loyalty\\_and\\_their\\_perceptions\\_of\\_service\\_quality\\_price\\_and\\_satisfaction\\_in\\_restaurant\\_service/links/6245aa2f57084c718b78f7b0/The-intricate-r](https://www.researchgate.net/profile/Ahmed-Asheq-2/publication/359219304_The_intricate_relationships_of_consumers'_loyalty_and_their_perceptions_of_service_quality_price_and_satisfaction_in_restaurant_service/links/6245aa2f57084c718b78f7b0/The-intricate-r)
- Ahrholdt, D. C., Gudergan, S. P., & Ringle, C. M. (2019). Enhancing loyalty: When improving consumer satisfaction and delight matters. *Journal of Business Research*, 94, 18–27. file:///C:/Users/DELL/Downloads/1635848389\_12048-etarjome English.pdf
- Alamri, N., Wolok, T., & Kango, U. (2023). Pengaruh Kualitas Produk Dan Harga Terhadap Minat Beli Produk Kosmetik Wardah Pada Toko Erby Shop. *YUME: Journal of Management*, 6(2), 1–11. file:///C:/Users/DELL/Downloads/3827-10777-1-PB.pdf
- Ali, B. J., Gardi, B., Othman, B. J., Ahmed, S. A., Nechirwan, Ismael, B., Hamza, P. A., Aziz, H. M., Sabir, B. Y., Sorguli, S., & Anwar, G. (2021). Hotel Service Quality: The Impact of Service Quality on Customer Satisfaction in Hospitality. *International Journal of Engineering, Business and Management (IJEEM)*, 5(3), 14–28. [https://www.researchgate.net/profile/Bayad-Ali/publication/351780048\\_Hotel\\_Service\\_Quality\\_The\\_Impact\\_of\\_Service\\_Quality\\_on\\_Customer\\_Satisfaction\\_in\\_Hospitality/links/60a9741592851ca9dcdad96a/Hotel-Service-Quality-The-Impact-of-Service-Quality-on-Customer](https://www.researchgate.net/profile/Bayad-Ali/publication/351780048_Hotel_Service_Quality_The_Impact_of_Service_Quality_on_Customer_Satisfaction_in_Hospitality/links/60a9741592851ca9dcdad96a/Hotel-Service-Quality-The-Impact-of-Service-Quality-on-Customer)
- Ali, B. J., Saleh, P. F., Akoi, S., Abdulrahman, A. A., Muhamed, A. S., Anwar, G.,

- & Noori, H. N. (2021). Impact of Service Quality on the Customer Satisfaction: Case study at Online Meeting Platforms. *International Journal of Engineering, Business and Management (IJEEM)*, 5(2), 65–77. [https://aipublications.com/uploads/issue\\_files/6IJEEM-APR20212-Impact.pdf](https://aipublications.com/uploads/issue_files/6IJEEM-APR20212-Impact.pdf)
- Almohaimmed, B. (2019). Pillars of Customer retention: An Empirical Study on the influence of Customer satisfaction, Customer Loyalty, Customer Profitability on Customer Retention. *Serbian Journal of Management*, 14(2), 421–435. file:///C:/Users/DELL/Downloads/15517-Article Text-118392-2-10-20191204.pdf
- Anderson, A. (2021). *Making Personalization the Center of Your Customer Retention Strategy like Spotify*. Sharpencx. <https://sharpencx.com/blog/spotify-customer-retention/#:~:text=Here are a few key,curated songs change with them>
- Anderson, A., Maystre, L., Mehrotra, R., Anderson, I., & Lalmas, M. (2020). Algorithmic Effects on the Diversity of Consumption on Spotify. *WWW '20*, 11. <http://www.cs.toronto.edu/~ashton/pubs/alg-effects-spotify-www2020.pdf>
- Apriani, B. L., Saufi, A., & Mulyono, L. E. H. (2020). The Impact of Islamic Relational Bonding on Visitors' Revisit Intention. *The International Journal of Social Sciences World*, 2(2), 6–14. file:///C:/Users/DELL/Downloads/45-Article Text-128-1-10-20200814.pdf
- Areiza-Padilla, J. A., & Galindo-Becerra, T. (2022). The importance of e-service quality in the livestreaming music concert business. *Cogent Social Sciences*, 8(1), 17. <https://www.tandfonline.com/doi/pdf/10.1080/23311886.2022.2051791>
- Ashfaq, M., Yun, J., Waheed, A., Khan, M. S., & Farrukh, M. (2019). Customers' Expectation, Satisfaction, and Repurchase Intention of Used Products Online: Empirical Evidence From China. *SAGE Open*, 1–14. <https://journals.sagepub.com/doi/pdf/10.1177/2158244019846212>
- Ati, A., Majid, M. S. A., Azis, N., & Hamid2, A. (2020). Mediating the Effects of Customer Satisfaction and Bank Reputation on the Relationship between Services Quality and Loyalty of Islamic Banking Customers. *Malaysian Journal of Consumer and Family Economics*, 25, 28–61. file:///C:/Users/DELL/OneDrive/Desktop/Work/Judul Baru/Judul Baru.2/H6.2\_Mediating the Effects of Customer Satisfaction.pdf
- Aulia, R., Aryani, L., & Pusporini. (2020). Analisis Harga, Kualitas Produk, Dan Promosi Terhadap Keputusan Pembelian Majalah Peluang. *PROSIDING BIEMA Business Management, Economic, and Accounting National Seminar*, 1(1), 532–547. file:///C:/Users/DELL/Downloads/891-2799-1-PB.pdf
- Barata, M. L., & Coelho, P. S. (2021). Music streaming services: understanding the

drivers of customer purchase and intention to recommend. *Heliyon*, 7, 17. <https://reader.elsevier.com/reader/sd/pii/S2405844021018867?token=CDDBF5BDF39638C7E2E026AF7492DE0A2D6B42F4B2AFBA841B8CAAACF8AF9ED0AFFBB77FCA6496EB0EB0FA47D8F382DF&originRegion=eu-west-1&originCreation=20220904113545>

Barber, J. (2022). *Spotify review: The most popular music service needs to fix some serious issues*. TechHive. <https://www.techhive.com/article/633283/spotify-review.html>

Bawa, V. (2022). *How Spotify's Algorithm Knows Your Music Taste So Well*. Slash Gear. <https://www.slashgear.com/833831/how-spotifys-algorithm-knows-your-music-taste-so-well/>

Colbjørnsen, T., Hui, A., & Solstad, B. (2022). What do you pay for all you can eat? Pricing practices and strategies in streaming media services. *Journal of Media Business Studies*, 19(3), 147–167. <https://www.tandfonline.com/doi/pdf/10.1080/16522354.2021.1949568>

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://koreascience.kr/article/JAKO202106438543453.pdf>

Dewi, A. S. (2021). *Pengaruh Perceived Value, Brand Experience, dan Brand Trust Terhadap Brand Loyalty (Studi pada Pengguna Spotify Premium)*. 18. file:///C:/Users/DELL/Downloads/7193-13897-1-SM.pdf

Dewi, L. (2020). Customer Loyalty, Through Customer Satisfaction in Customers PT. XYZ. *Journal of Applied Management (JAM)*, 18(1), 189–200. file:///C:/Users/DELL/Downloads/1666-4564-1-PB.pdf

Efita. (2021). *spotify tidak bisa download di A51*. <https://r1.community.samsung.com/t5/galaxy-a/spotify-tidak-bisa-download-di-a51/td-p/9922375>

El-Adly, M. I. (2019). Modelling the relationship between hotel perceived value, customer satisfaction, and customer loyalty. *Journal of Retailing and Consumer Services*, 50, 322–332. [https://dspace.adu.ac.ae/bitstream/handle/1/2061/Modelling the relationship.pdf?sequence=1&isAllowed=y](https://dspace.adu.ac.ae/bitstream/handle/1/2061/Modelling%20the%20relationship.pdf?sequence=1&isAllowed=y)

Elizar, C., Indrawati, R., & Syah, T. Y. R. (2020). Service Quality, Customer Satisfaction, Customer Trust, and Customer Loyalty in Service of Paediatric Polyclinic Over Private H Hospital of East Jakarta, Indonesia. *Journal of Multidisciplinary Academic*, 4(2), 105–111. <https://www.kemalapublisher.com/index.php/JoMA/article/viewFile/442/443>

Fernandes, T., & Guerra, J. (2019). Drivers and deterrents of music streaming services purchase intention. *Int. J. Electronic Business*, 22. <https://repositorio->

aberto.up.pt/bitstream/10216/125212/2/343125.pdf

- Fida, B. A., Ahmed, U., Al-Balushi, Y., & Singh, D. (2020). Impact of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman. *SAGE Open*, 10. <https://journals.sagepub.com/doi/pdf/10.1177/2158244020919517>
- Firmansyah, D., & Dede. (2022). Teknik Pengambilan Sampel Umum dalam Metodologi Penelitian: Literature Review. *Jurnal Ilmiah Pendidikan Holistik (JIPH)*, 1(2), 85–114. file:///C:/Users/DELL/Downloads/85-114.pdf
- Garrett, U. (2022). *Best music streaming services in 2022*. CNN Underscored. <https://edition.cnn.com/cnn-underscored/reviews/best-music-streaming-service>
- Gibbons, S. (2020). *How To Outperform Your Competitors Like Spotify*. Forbes. <https://www.forbes.com/sites/serenitygibbons/2020/02/18/how-to-outperform-your-competitors-like-spotify/?sh=2a7ea4fc1abc>
- Goranda, I. R., Nurhayati, P., & Simanjuntak, M. (2021). Analysis of Consumer Satisfaction and Loyalty Factors with CRM Approach in Agribusiness E-commerce Company. *Journal of Consumer Sciences*, 6(2), 111–128. <https://media.neliti.com/media/publications/434217-analysis-of-consumer-satisfaction-and-lo-300543b7.pdf>
- Haddad, R. El. (2019). Exploring Service Quality of Low Cost Airlines. *Services Marketing Quarterly*, 15. <https://sci-hub.ru/10.1080/15332969.2019.1665901>
- Haghkhah, A., Rasoolimanesh, S. M., & Asgari, A. A. (2020). Effects of Customer Value and Service Quality on Customer Loyalty: Mediation Role of Trust and Commitment in Business-to-Business Context. *Management Research and Practice*, 12(1), 27–47. <https://mrp.ase.ro/no121/f3.pdf>
- Hamdani, N. A., & Permana, I. (2021). Customer Loyalty: A Case Study of Spotify. *Annals of R.S.C.B.*, 25(3), 4591–4598. file:///C:/Users/DELL/Downloads/1964-Article Text-3662-1-10-20210328(1).pdf
- Hashem, T. N. (2020). Examining the Influence of COVID 19 Pandemic in Changing Customers' Orientation towards E-Shopping. *Modern Applied Science*, 14(8), 59–76. [https://www.researchgate.net/profile/Tareq-Hashem/publication/342888188\\_Examining\\_the\\_Influence\\_of\\_COVID\\_19\\_Pandemic\\_in\\_Changing\\_Customers'\\_Orientation\\_towards\\_E-Shopping/links/5f0c2041a6fdcc4ca4662f12/Examining-the-Influence-of-COVID-19-Pandemic-in-Chang](https://www.researchgate.net/profile/Tareq-Hashem/publication/342888188_Examining_the_Influence_of_COVID_19_Pandemic_in_Changing_Customers'_Orientation_towards_E-Shopping/links/5f0c2041a6fdcc4ca4662f12/Examining-the-Influence-of-COVID-19-Pandemic-in-Chang)
- Hayati, S., Suroso, A., Suliyanto, & Kaukab, M. E. (2020). Customer satisfaction as a mediation between micro banking image, customer relationship and customer loyalty. *Management Science Letters*, 10, 2561–2570. [https://growingscience.com/msl/Vol10/msl\\_2020\\_89.pdf](https://growingscience.com/msl/Vol10/msl_2020_89.pdf)

- Hikaru, D., Purba, J. T., Budiono, S., Rajagukguk, W., & Adirinekso, G. P. (2020). Measurement of Brand Image, Price, Promotion, Ease of Use and Satisfaction to Customer Loyalty of on line Transportation in Urban Area. *IEOM Society International*, 1243–1254. <http://www.ieomsociety.org/brazil2020/papers/556.pdf>
- Hoe, L. C., & Mansori, S. (2018). The Effects of Product Quality on Customer Satisfaction and Loyalty: Evidence from Malaysian Engineering Industry. *International Journal of Industrial Marketing*, 3(1), 20–35. [https://d1wqtxts1xzle7.cloudfront.net/57888289/The\\_Effects\\_of\\_Product\\_Quality\\_on\\_Customer\\_Satisfaction\\_and\\_Loyalty\\_-\\_Engineering\\_Industry-libre.pdf?1543557461=&response-content-disposition=inline%3B+filename%3DThe\\_Effects\\_of\\_Product\\_Quality\\_on\\_Custom.pdf&](https://d1wqtxts1xzle7.cloudfront.net/57888289/The_Effects_of_Product_Quality_on_Customer_Satisfaction_and_Loyalty_-_Engineering_Industry-libre.pdf?1543557461=&response-content-disposition=inline%3B+filename%3DThe_Effects_of_Product_Quality_on_Custom.pdf&)
- Husain, T. (2019). An Analysis of Modeling Audit Quality Measurement Based on Decision Support Systems (DSS). *European Journal of Scientific Exploration*, 2(6), 9. [https://www.researchgate.net/profile/T-Husain/publication/341215761\\_An\\_Analysis\\_of\\_Modeling\\_Audit\\_Quality\\_Measurement\\_Based\\_on\\_Decision\\_Support\\_Systems\\_DSS/links/5eb42b9845851523bd4ad030/An-Analysis-of-Modeling-Audit-Quality-Measurement-Based-on-Decision-](https://www.researchgate.net/profile/T-Husain/publication/341215761_An_Analysis_of_Modeling_Audit_Quality_Measurement_Based_on_Decision_Support_Systems_DSS/links/5eb42b9845851523bd4ad030/An-Analysis-of-Modeling-Audit-Quality-Measurement-Based-on-Decision-)
- Iqbal, M. S., Hassan, M. U., & Habibah, U. (2018). Impact of self-service technology (SST) service quality on customer loyalty and behavioral intention: The mediating role of customer satisfaction. *Cogent Business & Management*, 5(1), 23. <https://www.tandfonline.com/doi/pdf/10.1080/23311975.2018.1423770>
- Jancer, M. (2022). *The Best Music Streaming Services to Get Your Groove On*. Wired. <https://www.wired.com/gallery/best-music-streaming-apps/>
- Janna, N. M., & Herianto. (2021). *Konsep Uji Validitas dan Reliabilitas Dengan Menggunakan SPSS*. file:///C:/Users/DELL/Downloads/Artikel Statistik Yang Benar.pdf
- Joudeh, J. M. M., & Dandis, A. O. (2018). Service Quality, Customer Satisfaction and Loyalty in an Internet Service Providers. *International Journal of Business and Managemen*, 13(8), 108–120. [https://www.researchgate.net/profile/Jamal-Joudeh/publication/330185292\\_Service\\_Quality\\_Customer\\_Satisfaction\\_and\\_Loyalty\\_in\\_an\\_Internet\\_Service\\_Providers/links/5c330dd2a6fdccd6b598902d/Service-Quality-Customer-Satisfaction-and-Loyalty-in-an-Internet-Serv](https://www.researchgate.net/profile/Jamal-Joudeh/publication/330185292_Service_Quality_Customer_Satisfaction_and_Loyalty_in_an_Internet_Service_Providers/links/5c330dd2a6fdccd6b598902d/Service-Quality-Customer-Satisfaction-and-Loyalty-in-an-Internet-Serv)
- Juanita, E. A., Musriha, Rapisari, D., & Siswanti, E. (2021). The Impact of Servqual Dimensions to Customer Loyalty through Customer Satisfaction as Intervening Variable Case Study: Bossotel Inn Chiang Mai Thailand. *UBHARA Management Journal*, 1(1), 168–175. file:///C:/Users/DELL/Downloads/85-252-1-SM.pdf

- Juliandi, A., Irfan, Manurung, S., & Satriawan, B. (2018). *Mengolah data penelitian bisnis dengan SPSS* (R. Franita (ed.)). Lembaga Penelitian dan Penulisan Ilmiah AQLI. [https://books.google.co.id/books?id=X8xwDwAAQBAJ&dq=spss+penelitian&lr=&source=gbs\\_navlinks\\_s](https://books.google.co.id/books?id=X8xwDwAAQBAJ&dq=spss+penelitian&lr=&source=gbs_navlinks_s)
- Kalia, P., Singla, R. K. and M., & Parkash, J. (2021). Determining the role of service quality, trust and commitment to customer loyalty for telecom service users: a PLS-SEM approach. *The TQM Journal*, 33(7), 377–396. <https://www.emerald.com/insight/content/doi/10.1108/TQM-04-2021-0108/full/pdf>
- Kasiria, L. A., Cheng, K. T. G., Sambasivan, M., & Sidin, S. M. (2017). Integration of standardization and customization: Impact on service quality, customer satisfaction, and loyalty. *Journal of Retailing and Consumer Services*, 35, 91–97. [file:///C:/Users/DELL/OneDrive/Desktop/Work/Judul Baru/H1\\_Integration of Standardization and Customization.pdf](file:///C:/Users/DELL/OneDrive/Desktop/Work/Judul Baru/H1_Integration of Standardization and Customization.pdf)
- Khatib, S. M., Seong, L. C., Chin, W. Si., & Tze, H. K. (2019). Factors of E-service Quality among Malaysian Millennial Streaming Service Users. *Int. Journal of Economics and Management*, 13(1), 63–77. [https://www.researchgate.net/profile/Chui-Seong-Lim/publication/334315880\\_Factors\\_of\\_E-service\\_Quality\\_among\\_Malaysian\\_Millennial\\_Streaming\\_Service\\_Users/links/5d23f39892851cf440727e45/Factors-of-E-service-Quality-among-Malaysian-Millennial-Streaming-Serv](https://www.researchgate.net/profile/Chui-Seong-Lim/publication/334315880_Factors_of_E-service_Quality_among_Malaysian_Millennial_Streaming_Service_Users/links/5d23f39892851cf440727e45/Factors-of-E-service-Quality-among-Malaysian-Millennial-Streaming-Serv)
- Khoironi, T. A., Syah, H., & Dongoran, P. (2018). Product Quality, Brand Image and Pricing To Improve Satisfaction Impact on Customer Loyalty. *International Review of Management and Marketing*, 8(3), 51–58. <file:///C:/Users/DELL/Downloads/out 2.pdf>
- Le, A. N. H., & Ho, H. X. (2019). The Behavioral Consequences of Regret, Anger, and Frustration in Service Settings. *Journal of Global Marketing*, 1–19. <https://sci-hub.ru/10.1080/08911762.2019.1628330>
- Le, D. N., Nguyen, H. T., & Truong, P. H. (2020). Port logistics service quality and customer satisfaction: Empirical evidence from Vietnam. *The Asian Journal of Shipping and Logistics*, 36, 89–103. <https://reader.elsevier.com/reader/sd/pii/S2092521219300653?token=7D63181E91DA2D842306DACE80B2719169A3371424467F7F31100C577AFC2242D1CB4310C4F2F9D582095F7028E9D543&originRegion=eu-west-1&originCreation=20221215093801>
- Lesmana, R., Sutarman, A., & Sunardi, N. (2021). Building A Customer Loyalty Through Service Quality Mediated by Customer Satisfaction. *American Journal of Humanities and Social Sciences Research (AJHSSR)*, 5(3), 38–45. <https://ajhssr.com/wp-content/uploads/2021/03/E21533845.pdf>

- Lestari, I., Nasib, Khairani, R., Handayani, C., & Martin. (2021). The Role of Costumer Satisfaction in Mediating the Relationship Between Service Quality and Price on Costumer Loyalty. *Enrichment: Journal of Management*, 12(1), 400–411. file:///C:/Users/DELL/Downloads/231-Article Text-672-1-10-20210909 (4).pdf
- Li, F., Lu, H., Hou, M., Cui, K., & Darbandi, M. (2021). Customer satisfaction with bank services: The role of cloud services, security, e-learning and service quality. *Technology in Society*, 64, 11. [https://e-tarjome.com/storage/panel/fileuploads/2021-01-04/1609775867\\_gh204.pdf](https://e-tarjome.com/storage/panel/fileuploads/2021-01-04/1609775867_gh204.pdf)
- Lie, D., Sudirman, A., Efendi, & Butarbutar, M. (2019). Analysis of Mediation Effect Of Consumer Satisfaction On The Effect Of Service Quality, Price and Consumer Trust On Consumer Loyalty. *International Journal Of Scientific & Technology Research*, 8(8), 421–428. [https://d1wqtxts1xzle7.cloudfront.net/61052754/Jurnal\\_International\\_Acai20191028-98696-f4lbhk-libre.pdf?1572327113=&response-content-disposition=inline%3B+filename%3DAnalysis\\_of\\_Mediation\\_Effect\\_Of\\_Consumer.pdf&Expires=1681393820&Signature=a4e-keZar5DMUli](https://d1wqtxts1xzle7.cloudfront.net/61052754/Jurnal_International_Acai20191028-98696-f4lbhk-libre.pdf?1572327113=&response-content-disposition=inline%3B+filename%3DAnalysis_of_Mediation_Effect_Of_Consumer.pdf&Expires=1681393820&Signature=a4e-keZar5DMUli)
- Lin, Y.-C., Tsai, H.-N., & Lee, Y.-C. (2020). The effects of product categories, brand alliance fitness and personality traits on customer's brand attitude and purchase intentions: A case of Spotify. *Journal of Statistics and Management Systems*, 17.
- Lubis, A., Dalimunthe, R., Absah, Y., & Fawzee, B. K. (2021). The Effect of Corporate Communication and Service Quality on Customer Loyalty and Satisfaction in Sharia Banking. *Journal of Asian Finance, Economics and Business*, 8(3), 1267–1274. file:///C:/Users/DELL/OneDrive/Desktop/Work/Judul Baru/Judul Baru.2/H6\_The Effect of Corporate Communication and Service Quality on Customer Loyalty and Satisfaction in Sharia Banking.pdf
- Lüders, M. (2021). Ubiquitous tunes, virtuous archiving and catering for algorithms: the tethered affairs of people and music streaming services. *Information, Communication & Society*, 24(15), 2342–2357. <https://www.tandfonline.com/doi/pdf/10.1080/1369118X.2020.1758742>
- Maftai, V. A., & Gerogiannis, V. C. (2016). Critical success factors of online music streaming services – a case study of applying the fuzzy cognitive maps method. *Int. J. Technology Marketing*, 11(3), 276–300. [https://www.researchgate.net/profile/Vassilis-Gerogiannis/publication/304661164\\_Critical\\_success\\_factors\\_of\\_online\\_music\\_streaming\\_services\\_-\\_a\\_case\\_study\\_of\\_applying\\_the\\_fuzzy\\_cognitive\\_maps\\_method/links/57c0226108aeda1ec386d0f6/Critical-success-factors-](https://www.researchgate.net/profile/Vassilis-Gerogiannis/publication/304661164_Critical_success_factors_of_online_music_streaming_services_-_a_case_study_of_applying_the_fuzzy_cognitive_maps_method/links/57c0226108aeda1ec386d0f6/Critical-success-factors-)
- Makbul, M. (2021). *Metode Pengumpulan Data dan Instrumen Penelitian*. file:///C:/Users/DELL/Downloads/Metode Pengumpulan Data dan Instrumen

Penelitian.pdf

- McKerrell, H. (2023). *Best music streaming services 2023: free streams to hi-res audio*. What HiFi. <https://www.whathifi.com/best-buys/streaming/best-music-streaming-services>
- Mok, L., Way, S. F., Maystre, L., & Anderson, A. (2022). The Dynamics of Exploration on Spotify. *Association for the Advancement of Artificial Intelligence*, 663–674. file:///C:/Users/DELL/Downloads/19324-Article Text-23337-1-2-20220531.pdf
- Muslim, A. W. (2018). Pengaruh Media Sosial, E-Service Quality dan Harga Terhadap Keputusan Pembelian yang di Mediasi Oleh Gaya Hidup. *Jurnal Riset Bisnis Dan Manajemen*, 6(2), 145–162.
- Myo, Y. N., Khalifa, G. S. A., & Aye, T. T. (2019). The Impact of Service Quality on Customer Loyalty of Myanmar Hospitality Industry: The Mediating Role of Customer Satisfaction. *International Journal of Management and Human Science (IJMHS)*, 3(3), 11. file:///C:/Users/DELL/Downloads/805-Article Text-1862-1-10-20190807.pdf
- Netti, S. Y. M., & Irwansyah. (2018). Spotify: Aplikasi Music Streaming untuk Generasi Milenial. *Jurnal Komunikasi*, 10(1), 16. file:///C:/Users/DELL/Downloads/jurnaladm,+001+Yollis-FinalVersion-editing+2.pdf
- Nguyen, D. T., Pham, V. T., Tran, D. M., & Pham, D. B. T. (2020). Impact of Service Quality, Customer Satisfaction and Switching Costs on Customer Loyalty. *Journal of Asian Finance, Economics and Business*, 7(8), 395–405. file:///C:/Users/DELL/OneDrive/Desktop/Work/Judul Baru/H2\_Impact of Service Quality, Customer Satisfaction and Switching Costs on Customer Loyalty.pdf
- Nikmah, L. C., Hermuningsih, S., & Cahya, A. D. (2021). Pengaruh DER, NPM, ROA, Dan TATO Terhadap Return Saham (Study Pada Perusahaan Sektor Industri Otomotif dan Komponen). *Jurnal Ilmiah Manajemen Kesatuan*, 9(2), 221–232. file:///C:/Users/DELL/Downloads/450-Article Text-2648-1-10-20210809.pdf
- Nobar, H. B. K., & Rostamzadeh, R. (2018). The Impact of Customer Satisfaction, Customer Experience and Customer Loyalty on Brand Power: Empirical Evidence From Hotel Industry. *Journal of Business Economics and Management*, 19(2), 417–430. file:///C:/Users/DELL/Downloads/5678-Article Text-12792-2-10-20181010.pdf
- Nuraini, Maimunah, & Roza, Y. (2019). Analisis Kemampuan Pemecahan Masalah Siswa Kelas VIII SMPN 1 Rambah Samo Pada Materi Bangun Ruang Sisi Datar. *Numerical: Jurnal Matematika Dan Pendidikan Matematika*, 3(1), 63–76. file:///C:/Users/DELL/Downloads/Analisis+Kemampuan+Pemecahan+Masal



ah+Siswa+Kelas+VIII+SMPN+1+Rambah+Samo+Pada+Materi+Bangun+Ruang+Sisi+Datar.pdf

- Othman, B. A., Harun, A., Rashid, W. N., Nazeer, S., Abdul, Kassim, W. M., & Kadhim, K. G. (2019). The influences of service marketing mix on customer loyalty towards Umrah travel agents: Evidence from Malaysia. *Management Science Letters*, 9, 865–876. [http://m.growingscience.com/msl/Vol9/msl\\_2019\\_72.pdf](http://m.growingscience.com/msl/Vol9/msl_2019_72.pdf)
- Pakurár, M., Haddad, H., Nagy, J., Popp, J., & Oláh, J. (2019). The Service Quality Dimensions that Affect Customer Satisfaction in the Jordanian Banking Sector. *Sustainability*, 11, 24. [file:///C:/Users/DELL/Downloads/sustainability-11-01113 \(1\).pdf](file:///C:/Users/DELL/Downloads/sustainability-11-01113%20(1).pdf)
- Pane, M. A., Rini, E. S., & Fawzee, B. K. (2022). The Impact Of Percieved Ease of Use, Brand Awareness And Freemium Business Model on Buying Interest of Spotify Users In Medan City. *International Journal of Economic, Technology and Social Sciences*, 3(1), 15–23.
- Park, M. (2020). Factors Affecting Consumers' Intention to Use Online Music Service and Customer Satisfaction in South Korea. *Degree Project in Information and Communication Technology*, 16. <https://www.diva-portal.org/smash/get/diva2:1471131/FULLTEXT01.pdf>
- Pasharibu, Y., Paramita, E. L., & Febrianto, S. (2018). Price, service quality and trust on online transportation towards customer satisfaction. *Jurnal Ekonomi Dan Bisnis*, 21(2), 240–264. [file:///C:/Users/DELL/Downloads/1965-Article-Text-6380-2-10-20181217 \(1\).pdf](file:///C:/Users/DELL/Downloads/1965-Article-Text-6380-2-10-20181217%20(1).pdf)
- Prasilowati, S. L., Suyanto, S., Safitri, J., & Wardani, M. K. (2021). The Impact of Service Quality on Customer Satisfaction: The Role of Price. *Journal of Asian Finance, Economics and Business*, 18(1), 451–455. <https://koreascience.kr/article/JAKO202100569418315.pdf>
- Pratiwi, H., Rosmawati, P., & Usman, O. (2019). *Effect of Price, Promotion, Brand Trust, and Customer Satisfaction on Customer Loyalty in Packaging Products Mineral Water Aqua*. 14. <https://deliverypdf.ssrn.com/delivery.php?ID=21711610412208902606412712410107010312104607005309105609911602010909102511311602508105705610305905000302108712202300411808809000008503208605806901114120079007108106025080050118122127101092082099108004022031020>
- Qalati, S. A., Yuan, L. W., Iqbal, S., Hussain, R. Y., & Ali, S. (2019). Impact of Price on Customer Satisfaction; mediating role of Consumer Buying Behaviour in Telecom Sector. *International Journal of Research*, 6(4), 150–165. [https://www.researchgate.net/profile/Shuja-Iqbal/publication/332868724\\_International\\_Journal\\_of\\_Research\\_Impact\\_of\\_Price\\_on\\_Customer\\_Satisfaction\\_mediating\\_role\\_of\\_Consumer\\_Buying\\_Behaviour\\_in\\_Telecom\\_Sector/links/5ccef7bf92851c4eab84e04c/International](https://www.researchgate.net/profile/Shuja-Iqbal/publication/332868724_International_Journal_of_Research_Impact_of_Price_on_Customer_Satisfaction_mediating_role_of_Consumer_Buying_Behaviour_in_Telecom_Sector/links/5ccef7bf92851c4eab84e04c/International)

-Jo

- Ramya, M. N., Kowsalya, A., & Dharanipriya, K. (2019). Service Quality and Its Dimensions. *EPRA International Journal of Research and Development (IJRD)*, 4(2), 38–41. [https://www.researchgate.net/profile/Ramya-N/publication/333058377\\_SERVICE\\_QUALITY\\_AND\\_ITS\\_DIMENSIONS/links/5cd9afb2a6fdccc9ddaa6156/SERVICE-QUALITY-AND-ITS-DIMENSIONS.pdf](https://www.researchgate.net/profile/Ramya-N/publication/333058377_SERVICE_QUALITY_AND_ITS_DIMENSIONS/links/5cd9afb2a6fdccc9ddaa6156/SERVICE-QUALITY-AND-ITS-DIMENSIONS.pdf)
- Rodoplu, I. (2022). *SPOTIFY's Social Media Customer Service Performance*. Juphy.Com. <https://juphy.com/blog/spotify-social-media-customer-service-performance>
- Romdonny, J., & Rosmadi, M. L. N. (2019). Factors Affecting Customer Loyalty in Products. *Budapest Internasional Research and Critics Institute-Journal (BIRCI-Journal)*, 2(1), 337–343. <https://pdfs.semanticscholar.org/d506/8a163b1484066c1bd3e00feb6892e37bf90d.pdf>
- Shokouhyar, S., Shokoohyar, S., & Safari, S. (2020). Research on the influence of after-sales service quality factors on customer satisfaction. *Journal of Retailing Consumer Services*, 56, 11. <https://sci-hub.ru/10.1016/j.jretconser.2020.102139>
- Slack, N., Singh, G., & Sharma, S. (2020). The effect of supermarket service quality dimensions and customer satisfaction on customer loyalty and disloyalty dimensions. *International Journal of Quality and Service Science*, 22. [https://www.researchgate.net/profile/Shavneet-Sharma/publication/343420740\\_The\\_effect\\_of\\_supermarket\\_service\\_quality\\_dimensions\\_and\\_customer\\_satisfaction\\_on\\_customer\\_loyalty\\_and\\_disloyalty\\_dimensions/links/628df951345118162aa64089/The-effect-of-supermarke](https://www.researchgate.net/profile/Shavneet-Sharma/publication/343420740_The_effect_of_supermarket_service_quality_dimensions_and_customer_satisfaction_on_customer_loyalty_and_disloyalty_dimensions/links/628df951345118162aa64089/The-effect-of-supermarke)
- Spotify. (2021). *Audio Quality*. Spotify. <https://support.spotify.com/us/article/audio-quality/?ref=related>
- Spotify. (2022). *Spotify Shares Our Vision To Become the World's Creator Platform*. Newsroom Spotify. <https://newsroom.spotify.com/2022-06-08/spotify-shares-our-vision-to-become-the-worlds-creator-platform/>
- Spotify. (2023a). *Spotify Individual Plan*. Spotify. [https://www.spotify.com/id-id/premium/?utm\\_source=id-id\\_brand\\_contextual\\_text&utm\\_medium=paidsearch&utm\\_campaign=alwayson\\_apac\\_id\\_performancemarketing\\_coreplus\\_brand+contextual+text+bmm+id+google&gclid=CjwKCAjw586hBhBrEiwAQYEnHVT2E3ZHc6M9jT2UDVJatzOXsfASO](https://www.spotify.com/id-id/premium/?utm_source=id-id_brand_contextual_text&utm_medium=paidsearch&utm_campaign=alwayson_apac_id_performancemarketing_coreplus_brand+contextual+text+bmm+id+google&gclid=CjwKCAjw586hBhBrEiwAQYEnHVT2E3ZHc6M9jT2UDVJatzOXsfASO)
- Spotify. (2023b). *Spotify Premium Duo*. Spotify. [https://www.spotify.com/id-id/duo/?utm\\_source=id-id\\_brand\\_contextual\\_text&utm\\_medium=paidsearch&utm\\_campaign=alwayson\\_asia\\_id\\_premiumbusiness\\_duo\\_brand+contextual+text+broad+id-](https://www.spotify.com/id-id/duo/?utm_source=id-id_brand_contextual_text&utm_medium=paidsearch&utm_campaign=alwayson_asia_id_premiumbusiness_duo_brand+contextual+text+broad+id-)

id+google&gclid=CjwKCAjw586hBhBrEiwAQYEnHQ9x9yAlvhfX7SYLW  
FC5Qrnd0Xn2NzwRI3Dlwi

Spotify. (2023c). *Spotify Premium Family*. Spotify. [https://www.spotify.com/id-id/family/?utm\\_source=id-id\\_brand\\_contextual\\_text&utm\\_medium=paidsearch&utm\\_campaign=alwayson\\_asia\\_id\\_premiumbusiness\\_duo\\_brand+contextual+text+exact+id-id+google&gclid=CjwKCAjw586hBhBrEiwAQYEnHSABi--H1oauL7siDZ83RBFHz\\_2MDIBTZ2n](https://www.spotify.com/id-id/family/?utm_source=id-id_brand_contextual_text&utm_medium=paidsearch&utm_campaign=alwayson_asia_id_premiumbusiness_duo_brand+contextual+text+exact+id-id+google&gclid=CjwKCAjw586hBhBrEiwAQYEnHSABi--H1oauL7siDZ83RBFHz_2MDIBTZ2n)

Spotify. (2023d). *Spotify Premium for Students*. Spotify. <https://www.spotify.com/id-id/student/>

Subaebasni, S., Risnawaty, H., & Wicaksono, A. R. A. (2019). Effect of Brand Image, the Quality and Price on Customer Satisfaction and Implications for Customer Loyalty PT Strait Liner Express in Jakarta. *International Review of Management and Marketing*, 9(1), 90–97. <file:///C:/Users/DELL/Downloads/out.pdf>

Sudaria, S. A., Tarofder, A. K., Khatibi, A., & Tham, J. (2019). Retracted: Measuring the critical effect of marketing mix on customer loyalty through customer satisfaction in food and beverage products. *Management Science Letters*, 9, 1385–1396. [http://m.growingscience.com/msl/Vol9/msl\\_2019\\_125.pdf](http://m.growingscience.com/msl/Vol9/msl_2019_125.pdf)

Sulaiman, Y. Y., & Tjhin, V. U. (2023). Continuance Intention to Subscribe to a Video on-Demand Service: a Study of Netflix Users in Indonesia. *Journal of Theoretical and Applied Information Technology*, 101(5), 1819–1844. <http://www.jatit.org/volumes/Vol101No5/18Vol101No5.pdf>

Suvachart, N. (2021). An exploratory study into consumers' perspective for establishing price strategies that maintaining consumers' good will. *12th Economics & Finance Conference*, 14. [https://kkbsrs.kku.ac.th/jspui/bitstream/123456789/296/1/An\\_exploratory\\_study\\_into\\_consumers%27\\_perspective\\_for\\_establishing\\_price\\_strategies\\_that\\_maintaining\\_consumers%27\\_good\\_will.pdf](https://kkbsrs.kku.ac.th/jspui/bitstream/123456789/296/1/An_exploratory_study_into_consumers%27_perspective_for_establishing_price_strategies_that_maintaining_consumers%27_good_will.pdf)

Thompson, C. (2018). *The Case for the Six-Point Likert Scale*. Quantum Workplace. <https://www.quantumworkplace.com/future-of-work/the-case-for-the-six-point-likert-scale>

Vahid. (2022). *Spotify Premium Price by Country 2023*. Howtospotify. <https://howtospotify.com/spotify-premium-price/#Spotify-PreMIUm-Individual-Price->

Valipour, A., Noraei, M., & Kavosh, K. (2018). A Meta-Analysis of Customer Loyalty in The Banking Services Industry. *ASEAN Marketing Journal*, X(2), 137–155. <https://scholarhub.ui.ac.id/cgi/viewcontent.cgi?article=1098&context=amj>

- Wang, R. (2018). When Prospect Theory Meets Consumer Choice Models: Assortment and Pricing Management with Reference Prices. *Manufacturing & Service Operations Management*, 20(3), 18. <https://sci-hub.ru/10.1287/msom.2017.0688>
- Wanjala, A. (2023). *Spotify vs. Apple Music: The Key Differences You Need to Know*. Makeuseof.Com. <https://www.makeuseof.com/spotify-vs-apple-music-key-differences/>
- Wantara, P., & Tambrin, M. (2019). The Effect of Price and Product Quality Towards Customer Satisfaction and Customer Loyalty on Madura Batik. *International Tourism and Hospitality Journal*, 2(1), 9. <https://rpajournals.com/wp-content/uploads/2019/02/ITHJ-2019-01-14.pdf>
- Webster, J. (2019). Taste in the platform age: music streaming services and new forms of class distinction. *Information, Communication & Society*, 1–16. <https://sci-hub.ru/10.1080/1369118X.2019.1622763>
- Welthagen, L., & Lötter, J. (2020). EXAMINING THE RELATIONSHIP BETWEEN MUSIC FESTIVAL ATTRIBUTES AND ATTENDEE SATISFACTION. *Journal of New Generation Sciences*, 18(2), 56–69. <https://journals.co.za/doi/pdf/10.10520/ejc-newgen-v18-n2-a5>
- WhatHiFi. (2023). *Spotify HiFi: release date news, price prediction, quality, and latest rumours*. What HiFi. <https://www.whathifi.com/advice/spotify-hifi-quality-price-release-date-free-trial-and-latest-news>
- Yaqub, R. M. S., Halim, F., & Shehzad, A. (2019). Effect of service quality, price fairness, justice with service recovery and relational bonds on customer loyalty: Mediating role of customer satisfaction. *Pakistan Journal of Commerce and Social Sciences (PJCSS)*, 13(1), 62–94. <https://www.econstor.eu/bitstream/10419/196187/1/4328.pdf>
- Yudha, K. S. A., & Tricahyono, D. (2021). Pengaruh Harga dan Citra Merek Terhadap Minat Berlangganan Spotify Premium Pada Mahasiswa di Indonesia. *E-Proceeding of Management*, 8(4), 3218–3227. <file:///C:/Users/DELL/Downloads/15311-30058-1-SM.pdf>
- Zaluchu, S. E. (2020). Strategi Penelitian Kualitatif dan Kuantitatif di Dalam Penelitian Agama. *Evangelikal: Jurnal Teologi Injili Dan Pembinaan Warga Jemaat*, 4(1), 28–38. [http://download.garuda.kemdikbud.go.id/article.php?article=1633300&val=13578&title=Strategi Penelitian Kualitatif dan Kuantitatif Di Dalam Penelitian Agama](http://download.garuda.kemdikbud.go.id/article.php?article=1633300&val=13578&title=Strategi%20Penelitian%20Kualitatif%20dan%20Kuantitatif%20Di%20Dalam%20Penelitian%20Agama)
- Zhao, M., Gao, Y., Liu, Q., & Sun, W. (2022). The Impact of Foreign Direct Investment on Urban Green Total Factor Productivity and the Mechanism Test. *International Journal of Environmental Research and Public Health*, 19, 20. <file:///C:/Users/DELL/Downloads/ijerph-19-12183.pdf>

Zielke, S. (2018). Effects of Price image dimensions on consumer buy intention. *European Journal of Marketing*, 44(6), 748–770. <https://parsmodir.com/wp-content/uploads/2019/03/price-image.pdf>