

DAFTAR PUSTAKA

- Addae, J. A., Boakye, K. G., Ampong, G. O. A., Anyigba, H., Majeed, M., Abubakari, A., & Ofori, K. S. (2025). The interplay between multichannel integration quality, service convenience, service experience, multichannel perceived value and e-WoM. *International Journal of Quality and Reliability Management*, 42(4), 1110–1131. <https://doi.org/10.1108/IJQRM-08-2023-0264>
- Adi Hidayat. (2026, February 26). *Jumlah Klub dan Lapangan Padel di Indonesia Tumbuh Pesat sampai 2025*. KataData. <https://databoks.katadata.co.id/olahraga/statistik/699fd44e1c1db/jumlah-klub-dan-lapangan-padel-di-indonesia-tumbuh-pesat-sampai-2025>
- Ajzen, I. (1991). *The Theory of Planned Behavior*. [https://doi.org/https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/https://doi.org/10.1016/0749-5978(91)90020-T)
- Aqraa Sagir. (2025, September 6). *Cashing in on padel: The new court-side economy of Jakarta*. The Jakarta Post Weekender. <https://weekender.thejakartapost.com/prosperity-and-progress/2025/09/06/cashing-in-on-padel-the-new-court-side-economy-of-jakarta.html>
- Athanassopoulos, A., Gounaris, S., & Stathakopoulos, V. (2001). Responses to customer satisfaction Behavioural responses to customer satisfaction: an empirical study. In *European Journal of Marketing* (Vol. 35, Number 5). Athanassopoulos. <http://www.emerald-library.com/ft>
- Bansal, H. S. (2014). *INVESTIGATING THE RELATIONSHIP BETWEEN SERVICE QUALITY, SATISFACTION AND SWITCHING INTENTIONS*. https://doi.org/10.1007/978-3-319-13141-2_107

- Bansal, H. S., Irving, P. G., & Taylor, S. F. (2004). A three-component model of customer commitment to service providers. *Journal of the Academy of Marketing Science*, 32(3), 234–250.
<https://doi.org/10.1177/0092070304263332>
- Berry, L. L., Seiders, K., & Grewal, D. (2002). Understanding Service Convenience. *Journal of Marketing*, 66(3), 1–17.
<https://doi.org/10.1509/JMKG.66.3.1.18505>
- Biscaia, R., & Correia, A. (2013). The role of service quality and ticket pricing on satisfaction and behavioural intention within professional football. In *International Journal of Sports Marketing & Sponsorship*.
[10.1108/IJSMS-14-04-2013-B004](https://doi.org/10.1108/IJSMS-14-04-2013-B004)
- Blut, M., Chaney, D., Lunardo, R., Mencarelli, R., & Grewal, D. (2024). Customer Perceived Value: A Comprehensive Meta-analysis. *Journal of Service Research*, 27(4), 501–524.
<https://doi.org/10.1177/10946705231222295>
- Chen, C. F., & Chen, F. S. (2010). Experience quality, perceived value, satisfaction and behavioral intentions for heritage tourists. *Tourism Management*, 31(1), 29–35.
<https://doi.org/10.1016/J.TOURMAN.2009.02.008>
- Cindy Julia Tobing. (2025, February 6). *Padel, the Racket Sport That Has Its Grip on the City*. Manual.Co.Id. <https://manual.co.id/article/padel-the-racket-sport-that-has-its-grip-on-the-city/>
- Cresswel, W. J. (2018). *Research Design: Qualitative, Quantitative, and Mixed Method Approaches*.

- Cronin, J. J., Brady, M. K., & Hult, G. T. 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.
[https://doi.org/10.1016/S0022-4359\(00\)00028-2](https://doi.org/10.1016/S0022-4359(00)00028-2)
- Dey, B. L., Al-Karaghoul, W., Minov, S., Babu, M. M., Ayios, A., Mahammad, S. S., & Binsardi, B. (2020). The Role of Speed on Customer Satisfaction and Switching Intention: A Study of the UK Mobile Telecom Market. *Information Systems Management*, 37(1), 2–15.
<https://doi.org/10.1080/10580530.2020.1696526>
- Duarte, P., Costa e Silva, S., & Ferreira, M. B. (2018). How convenient is it? Delivering online shopping convenience to enhance customer satisfaction and encourage e-WOM. *Journal of Retailing and Consumer Services*, 44, 161–169. <https://doi.org/10.1016/j.jretconser.2018.06.007>
- Eime, R. M., Young, J. A., Harvey, J. T., Charity, M. J., & Payne, W. R. (2013). A systematic review of the psychological and social benefits of participation in sport for adults: informing development of a conceptual model of health through sport. *The International Journal of Behavioral Nutrition and Physical Activity*, 10, 135. <https://doi.org/10.1186/1479-5868-10-135>
- Fornell, C. (1992). *A National Customer Satisfaction Barometer: The Swedish Experience* Author(s): Claes. <https://doi.org/https://doi.org/10.2307/1252129>
- García-Fernández, J., Gálvez-Ruíz, P., Fernández-Gavira, J., Vélez-Colón, L., Pitts, B., & Bernal-García, A. (2018). The effects of service convenience and perceived quality on perceived value, satisfaction and loyalty in low-cost fitness centers. *Sport Management Review*, 21, 250–262.
<https://doi.org/10.1016/j.smr.2017.07.003>

- García-Pascual, F., Prado-Gascó, V., Alguacil, M., Valantine, I., & Calabuig-Moreno, F. (2020). Future Intentions of Fitness Center Customers: Effect of Emotions, Perceived Well-Being and Management Variables. *Frontiers in Psychology, 11*. <https://doi.org/10.3389/fpsyg.2020.547846>
- Giese, J. L., Cote, J. A., & Professor, A. (2000). *Defining Consumer Satisfaction*. <http://www.amsreview.org/articles/giese01-2000.pdf>
- Gonçalves, C., Meireles, P., & Carvalho, M. J. (2016). Consumer Behaviour in Fitness Club: Study of the Weekly Frequency of Use, Expectations, Satisfaction and Retention. *The Open Sports Sciences Journal, 9*(1), 62–70. <https://doi.org/10.2174/1875399x01609010062>
- Hair, F. J., Ringle, M., Sarstedt, M., & Hult, G. (2022). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*. https://www.researchgate.net/publication/354331182_A_Primer_on_Partial_Least_Squares_Structural_Equation_Modeling_PLS-SEM
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. In *European Business Review* (Vol. 31, Number 1, pp. 2–24). Emerald Group Publishing Ltd. <https://doi.org/10.1108/EBR-11-2018-0203>
- Han, H., Kim, W., & Hyun, S. S. (2011). Switching intention model development: Role of service performances, customer satisfaction, and switching barriers in the hotel industry. *International Journal of Hospitality Management, 30*(3), 619–629. <https://doi.org/10.1016/j.ijhm.2010.11.006>
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science, 43*(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>

Howat, G., & Assaker, G. (2013). *The hierarchical effects of perceived quality on perceived value, satisfaction, and loyalty: Empirical results from public, outdoor aquatic centres in Australia.*

<https://doi.org/10.1016/j.smr.2012.10.001>

Hsiao, C. H., & Tang, K. Y. (2025). Key Factors in the Continuance of Self-Service Technology and Its Mobile App Adoption—A Case Study of Convenience Stores in Taiwan †. *Applied Sciences (Switzerland)*, 15(7).

<https://doi.org/10.3390/app15073804>

Hsieh, J. K., Hsieh, Y. C., Chiu, H. C., & Feng, Y. C. (2012). Post-adoption switching behavior for online service substitutes: A perspective of the push–pull–mooring framework. *Computers in Human Behavior*, 28(5), 1912–1920.

<https://doi.org/10.1016/J.CHB.2012.05.010>

Kang, A. S., Jayaraman, K., Soh, K. L., & Wong, W. P. (2019). Convenience, flexible service, and commute impedance as the predictors of drivers' intention to switch and behavioral readiness to use public transport.

Transportation Research Part F: Traffic Psychology and Behaviour, 62, 505–519. <https://doi.org/10.1016/j.trf.2019.02.005>

Kanya Anindita Mutiasari. (2026, February 26). *Catat! Aturan Terbaru Lapangan Padel di Jakarta*. Detik News. [https://news.detik.com/berita/d-](https://news.detik.com/berita/d-8373708/catat-aturan-terbaru-lapangan-padel-di-jakarta)

[8373708/catat-aturan-terbaru-lapangan-padel-di-jakarta](https://news.detik.com/berita/d-8373708/catat-aturan-terbaru-lapangan-padel-di-jakarta)

Kim, L., & Jindabot, T. (2021). KEY DETERMINANTS ON SWITCHING INTENTION IN CAMBODIAN BANKING MARKET. In *ABAC Journal* (Vol. 41, Number 2).

Kim, Y., Dykema, J., Stevenson, J., Black, P., & Moberg, D. P. (2019).

Straightlining: Overview of Measurement, Comparison of Indicators, and

Effects in Mail–Web Mixed-Mode Surveys. *Social Science Computer Review*, 37(2), 214–233.

<https://doi.org/10.1177/0894439317752406;PAGE:STRING:ARTICLE/CHAPTER>

Lang, A. (2025). Adolescent voting competence: Can 14- to 17-year-olds vote as well as their parents? *Journal of Applied Developmental Psychology*, 101, 101883. <https://doi.org/10.1016/J.APPDEV.2025.101883>

Lawrence, F. P. (2023). *Research Methodology Group UOPX Research Community Causal-Comparative Research*.

Lee, J. C. (2025). Exploring Chinese passenger switching intentions toward airline self-service technology from a push–pull–mooring perspective. *Kybernetes*, 54(10), 6056–6080. <https://doi.org/10.1108/K-01-2024-0174>

Lim, J. (2016). *The Impact of Perceived Value, Satisfaction, Service Quality on Customer Loyalty in Women’s Fitness Clubs* thesportjournal.org/article/the-impact-of-perceived-value-satisfaction-service-quality-on-customer-loyalty-in-womens-fitness-clubs.

Lin, C.-N., & Wang, H.-Y. (2017). Aslib Journal of Information Management Understanding users’ switching intentions and switching behavior on social networking sites Article information:) “Understanding users” switching intentions and switching behavior on social networking sites" For Au....” *Aslib Journal of Information Management*, 69(2). <https://doi.org/10.1108/AJIM-08-2016-0127>

Mannan, M., Mohiuddin, Md. F., Chowdhury, N., & Sarker, P. (2017). Customer satisfaction, switching intentions, perceived switching costs, and perceived alternative attractiveness in Bangladesh mobile telecommunications market.

South Asian Journal of Business Studies, 6(2), 142–160.

<https://doi.org/10.1108/SAJBS-06-2016-0049>

Morissan, M. A. (2017). *Metode Penelitian Survei*.

https://www.academia.edu/15619201/Buku_metode_penelitian_survei_morissan

Mosavi, S. M., Sangari, M. S., & Keramati, A. (2018). An integrative framework for customer switching behavior. *Service Industries Journal*, 38(15–16), 1067–1094. <https://doi.org/10.1080/02642069.2018.1428955>

Oliver, R. L. (1980). *A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions*.

Parvin, S., Wang, P., & Uddin, J. (2016). Using best-worst scaling method to examine consumers' value preferences: A multidimensional perspective. *Cogent Business and Management*, 3(1).

<https://doi.org/10.1080/23311975.2016.1199110>

Patterson, P. G., & Spreng, R. A. (1997). Modelling the relationship between perceived value, satisfaction and repurchase intentions in a business-to-business, services context: An empirical examination. *International Journal of Service Industry Management*, 8(5), 414–434.

<https://doi.org/10.1108/09564239710189835>

Piątkowska, M. (2023). Do perceived value and satisfaction affect customers' behavioural intentions? A case study of Polish squash clubs. *Journal of Marketing and Consumer Behaviour in Emerging Markets*, 2023(2(17)), 17–31. <https://doi.org/10.7172/2449-6634.jmcbem.2023.2.2>

Ping, R. A. (1994). Does Satisfaction Moderate the Association between Alternative Attractiveness and Exit Intention in a Marketing Channel? In *Journal of the Academy of Marketing Science* (Vol. 22, Number 4).

Playtomic Global Reports. (2025). *Global Padel Report 2025 Release The future is being shaped now, and it's in our hands Co-Founder Playtomic Club Economics*. <https://playtomic.com/global-padel-report>

Pratama, D. P., & Prabowo, B. (2025). THE INFLUENCE OF PERCEIVED CONVENIENCE AND SERVICE QUALITY ON CUSTOMER LOYALTY (A STUDY AT THE BRILINK AGENT BIO ENERGY 2 SIDOARJO). In *Indonesian Interdisciplinary Journal of Sharia Economics (IIJSE)* (Vol. 8, Number 1).

Roy, S. K., Lassar, W. M., & Shekhar, V. (2016). Convenience and satisfaction: mediation of fairness and quality. *Service Industries Journal*, 36(5–6), 239–260. <https://doi.org/10.1080/02642069.2016.1186657>

Sato, M., Tokuyama, T., Motoyama, S., Warwick, L., & Deguchi, J. (2024). Examining switching intention in professional sport: a push-pull-mooring perspective. *International Journal of Sports Marketing and Sponsorship*, 25(4), 895–912. <https://doi.org/10.1108/IJSMS-12-2023-0245>

Schiffman, L. G., Kanuk, L., & Hansen, H. (2012). *Consumer Behaviour A European Outlook*.

Seiders, K., Voss, G. B., Godfrey, A. L., & Grewal, D. (2007). SERVCON: Development and validation of a multidimensional service convenience scale. *Journal of the Academy of Marketing Science*, 35(1), 144–156. <https://doi.org/10.1007/s11747-006-0001-5>

- Seiders, K., Voss, G. B., Grewal, D., & Godfrey, A. L. (2005). Do Satisfied Customers Buy More? Examining Moderating Influences in a Retailing Context. *Journal of Marketing*, 69, 26–43.
- Sekaran & Bougie, 2016. (n.d.).
- Servera-Francés, D., & Piqueras-Tomás, L. (2019). The effects of corporate social responsibility on consumer loyalty through consumer perceived value. *Economic Research-Ekonomska Istrazivanja* , 32(1), 66–84.
<https://doi.org/10.1080/1331677X.2018.1547202>
- Sugiyono. (2023). *METODE PENELITIAN KUANTITATIF, KUALITATIF, DAN R&D* (5th ed.). ALFABETA Bandung. www.cvalfabeta.com
- Summarecon Crown Gading. (2025, August 28). *Dari Eropa ke Indonesia: Tren Padel yang Lagi Booming*. Summarecon Crown Gading .
<http://summareconcrownngading.com/news-update/dari-eropa-ke-indonesia-tren-padel-yang-lagi-booming>
- Sun, S., & Pan, Y. (2023). Effects of Service Quality and Service Convenience on Customer Satisfaction and Loyalty in Self-Service Fitness Centers: Differences between Staffed and Unstaffed Services. *Sustainability (Switzerland)*, 15(19). <https://doi.org/10.3390/su151914099>
- Sweeney, J. C., & Soutar, G. N. (2001). *Consumer perceived value: The development of a multiple item scale*.
- Wang, Y., & Xiao, Z. (2022). The Dual Effects of Consumer Satisfaction on Brand Switching Intention of Sharing Apparel. *Sustainability (Switzerland)*, 14(8). <https://doi.org/10.3390/su14084526>

- Wirtz, J., Xiao, P., Chiang, J., & Malhotra, N. (2014). Contrasting the Drivers of Switching Intent and Switching Behavior in Contractual Service Settings. *Journal of Retailing*, 90(4), 463–480.
<https://doi.org/10.1016/j.jretai.2014.07.002>
- Xu, C., Peak, D., & Prybutok, V. (2015). A customer value, satisfaction, and loyalty perspective of mobile application recommendations. *Decision Support Systems*, 79, 171–183. <https://doi.org/10.1016/j.dss.2015.08.008>
- Yoshida, M., & James, J. D. (2010). Customer Satisfaction With Game and Service Experiences: Antecedents and Consequences. In *Journal of Sport Management* (Vol. 24).
- Yu, T., Teoh, A. P., Liao, J., & Wang, C. (2025). Determinants of switching intention to adopt electric vehicles: A comparative analysis of China and Malaysia. *Technology in Society*, 82, 102949.
<https://doi.org/10.1016/J.TECHSOC.2025.102949>
- Zeithaml, V. A. (1988). Consumer Perceptions of Price Quality and Value... *Journal of Marketing*, 52(3), 2–22.
- Zhao, X., Lynch, J. G., & Chen, Q. (2010). Reconsidering Baron and Kenny: Myths and truths about mediation analysis. *Journal of Consumer Research*, 37(2), 197–206. <https://doi.org/10.1086/651257>