

DAFTAR PUSTAKA

- Al-dweeri, R. M., Obeidat, Z. M., Al-dwiry, M. A., Alshurideh, M. T., & Alhorani, A. M. (2017). *The Impact of E-Service Quality and E-Loyalty on Online Shopping: Moderating Effect of E-Satisfaction and E-Trust*.
- Alfarobi, M. L., & Widodo, T. (2023). Pengaruh *E-Trust*, *E-Service Quality* Terhadap *E-Loyalty* Melalui *E-Satisfaction* Sebagai Variabel Intervening Pada Pengguna Aplikasi Tokopedia Di Kota Bandung.
- Almayanti, W., Studi Manajemen, P., Ekonomi, F., Singaper bangsa Karawang Karawang Indonesia, U., & Kunci, K. (n.d.). Pengaruh *Mobile Banking E-Service* Terhadap *E-Loyalty* Dimediasi Oleh *E-Satisfaction* Studi Kasus Pada Nasabah Pengguna *Mobile Banking* BCA di Wilayah Karawang.
- Asnaniyah. S. (2022) Pengaruh *E-Service Quality*, *E-Trust* Dan *E-Satisfaction* Terhadap *E-Loyalty* Konsumen Muslim.
- APJII (2022-2023). Jumlah Pengguna Internet Indonesia. Retrieved From <https://apjii.or.id/survei>.
- BCA (2023). Syarat dan Ketentuan BCA *Mobile*. Retrieved From <https://www.bca.co.id/>.
- Bahrudin. M., Zuhro. S. (2015). Pengaruh Kepercayaan dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan.
- Berliana, C., & Negeri Surabaya, U. (2022). *Effect Of E-Service Quality, E-Trust, And Commitment On E-Loyalty With E-Satisfaction As A Mediation Variable Pengaruh E-Service Quality, E-Trust, Dan Commitment Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Variabel Mediasi*.
- Bressolles, G., Durrieun, F., & Senecal. S. (2014), *A Consumer Typology Based On E-service Quality And E-satisfaction*.
- Budiman, A., Yulianto, E., & Saifi, M. (2020). Pengaruh *E-Service Quality* Terhadap *E-satisfaction* dan *E-Loyalty* Nasabah Pengguna Mandiri Online.
- Chase, Ricard B., F Robert Jacobs dan Nicholas J Aquilano. (2006), *Operations Management for Competitive Advantage* (11th Ed). New York: McGraw

- Chin, W. W. (1998). *The Partial Least Squares Approach to Structural Equation Modeling. Modern Methods for Business Research.*
- Fitriani, A. (2018). Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai variabel intervening.
- Fornell, C., & Larcker, D. F. (1981). *Evaluating structural equation models with unobservable variables and measurement error. Journal of Marketing Research*, 18(1), 39–50.
- Ghozali, Imam. (2006), *Struktural Equation Modelling Metode Alternatif dengan Partial Least Square.*: Universitas Semarang.
- Giao, H. N. K., Vuong, B. N., & Quan, T. N. (2020). *The influence of website quality on consumer's e-loyalty through the mediating role of e-trust and e-satisfaction: An evidence from online shopping in Vietnam.*
- Hanera, Z., Sugiono, A., & Negeraha, P. (2021.). Pengaruh *E-Trust* dan *E-Service Quality* Terhadap *E-Loyalty* Melalui *E-satisfaction* (Studi pada Konsumen Fashion *E-Commerce* Shopee).
- Hair, Joseph F., Marko Serstedt., Cristian M. Ringle dan Jeannette A. Mena. 2011. *An Assessment of the use of partial least square structural equation modeling in marketing research. Methodological Paper. J. Of the acad. Mark.*
- Hur, Y., Ko, Y. J., & Valencich, J. (2011). *A Structural Model of the Relationship Between Sport Website Quality, E-satisfaction, and E-Loyalty.*
- Indonesiabaik.id (2023), Pengguna Internet Di Indonesia Semakin Tinggi. Retrieved From <https://indonesiabaik.id/>
- Info Bank News (2023), *EVP Transaction Banking Product Development Bank BCA.* Retrieved From <https://infobanknews.com/>.
- Jeon, M.M., & Jeong, M. (2017), *Customer Perceived Website Service Quality And Its Effects On E-loyalty.*
- Kaya, B., Behraves, E, Abubakar, A. M., Kaya, O. S., & Orus. (2019). *The Moderating Role of Website Familiarity in the Relationships Between e-Service Quality, e-Satisfaction and e-Loyalty.*
- Kotler, Philip and Kevin Lane Keller, (2016), *Marketing Management.15th Edition., New Jersey: Prentice Hall.*

- Mariana, Y., Fadli, J. A., & Artikel, R. (2022). Jurnal Multidisiplin Indonesia Pengaruh *E-Trust*, *E-Service Quality* dan *E-satisfaction* Terhadap *E-Loyalty* Nasabah Perbankan Indonesia.
- Melinda, E., Usman, O., & Aditya, S. (2023). *The Effect Of E-Service Quality And E-Trust On E-Loyalty With E-Satisfaction As An Intervening For Mobile Banking User*.
- Nassution, Fuuzi, & Rini S. (2019). Pengaruh Kualitas *E-Service Quality* Terhadap *E-Loyalty* Melalui *E-Satisfaction* Pada Mahasiswa Pengguna OVO Fakultas Ekonomi dan Bisnis Universitas Sumatera Utara.
- Ningsih, H. W., Safitri, I., & Yusuf, A. (2022). Pengaruh *e-Service Quality* dan Kepuasan terhadap *e-Loyalty* (Survey pada Pengguna Gopay).
- Panjaitan, R., Inda, T., Rahma, F., Fadhilah, N., & Hasibuan, A. (2023). Pengaruh *E-Trust* dan *E-Service Quality* Terhadap *E-Loyalty* Nasabah Pengguna BSI *Mobile* dengan *E-Satisfaction* Sebagai Variabel Intervening (Studi Kasus Pengguna BSI *Mobile* di Kota Medan).
- Pramuditha, R., Hudayah, S., & Indriastuti, H. (2021). Pengaruh *Service Quality*, *E-Trust* Terhadap *E-Satisfaction* Dan *E-Loyalty* Konsumen (Studi pada Konsumen *Marketplace* Shopee di Kalimantan Timur).
- Purwati, M., Pradhanawati, A., & Hidayat, W. (2022). Pengaruh *E-Service Quality* Terhadap *E-Loyalty* Dengan *E-satisfaction* Sebagai Variabel Intervening (Studi pada Pengguna *E-commerce* Bukalapak).
- Rachmawati, D., & Syafarudin, A. (2022). *Analysis of e-Service Quality and e-Trust on e-Loyalty with e-Satisfaction as an Intervening Variable in The Government e-Catalogue*.
- Rahmawaty, S., Rustandi Kartawinata, B., Akbar Politeknik Piksi Ganesha Bandung Jalan Jend Gatot Subroto No, A., & Indra Wijaksana, T. (2021).
- Ranjbarian, Bahram, (2012). *An Analysis of Brand Image, Perceived Quality, Customer Satisfaction and Repurchase Itention in Iranian Departement Store*.
- Sabiote, M. C., Frias, M. D., & Castaneda, J. A. (2012). *E-Service Quality as antecedent to E-Satisfaction: The moderating effect of culture*. *Online Information Review*, 36 (2), 157-174.
- Srinivasan, S. S., Anderson, R., & Ponnnavolu, K. (2002). *Customer loyalty*

in e-commerce: An exploration of its antecedents and consequences.

Sugiyono. (2010). Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Alfabeta.

Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung.

Sugiyono. (2008). Metode Penelitian Kuantitatif, Kualitatif, dan R&D.

Syahidah, A. A., & Aransyah, M. F. (2023). Pengaruh *E-Service Quality* dan *E-Trust* Terhadap *E-Customer Loyalty* Pada Pengguna Dompot Digital DANA Melalui *E-Satisfaction* Sebagai Variabel Intervening.

Tjiptono, Fandy. (2002) Strategi Pemasaran. Yogyakarta

Top Brand Award (2023). Komparasi Brand Index Kategori *Mobile Banking*. Retrieved From <https://www.topbrand-award.com/>.

Tri Atmojo & Widodo (2022). Pengaruh *e-Service Quality* Terhadap *e-Loyalty* Melalui *e-satisfaction* Sebagai Variabel Intervening Pada Aplikasi Tiktet.com.

Wardana, Z. A., & Sihombing, M. (2022). Pengaruh *Electronic Service Quality* Dan *Electronic Statisfaction* Terhadap *Electronic Loyalty*.

Wang, T.D. & Emurian, H.H., (2005). *An Overview Of Online Trust: Concepts, Elements, And Implications*.

Wilis, R.A & Nurwulandari, A., (2020) *The Effect Of E-service Quality, E-trust, Price and Brand Image Towards E-satisfaction and its Impact on E-Loyalty of Traveloka's Customer*.

Yen. Lu. (2008). *Effect Of E-Srvice Quality On Loyalty Intention: An Empirical Study In Online Auction*.

Zeithaml. V.A., M.J. Bitner, D.D. Gremler. (2013), *Service Marketing: Integrating Customer Fokus Across The Firm (6th ed)* MC Graw Hil Boston

Zeithaml, V.A (2018). *Service Quality Dimensions . Services Marketing Integrating Customer Focus Across the Firm (7th ed)*. MC Graw Hil Education.

.