

DAFTAR PUSTAKA

- Akhmadi, M. D. D., & Martini, E. (2020). Pengaruh E-Service Quality Terhadap Kepuasan dan Loyalitas Pelanggan Aplikasi OVO. *Jurnal Mitra Manajemen*, 2(4), 273–285.<http://ejournalmitramanajemen.com/index.php/jmm/article/view/125/69>
- C. Mowen, John dan Michael Minor.2002. Perilaku Konsumen. Jakarta: Erlangga
- Cooper,Donald R,dan Pamela S.Schindler,2006.Metode Riset Bisnis, Jakarta:PT Media Global Edukasi
- Cravenes,David W.(1996).Pemasaran Strategis. Jakarta: Erlangga
- Cyr, D., Hassanein, K., Head, M., & Ivanov, A. (2007). The role of social presence in establishing loyalty in e-Service environments. *Interacting with Computers*, 19(1), 43–56. <https://doi.org/10.1016/j.intcom.2006.07.010>
- David, D. (2018). Pengaruh E-service Quality terhadap Loyalitas Pelanggan melalui Kepuasan Pelanggan pada Transportasi Online Grab. *Agora*, 6(2). <http://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/7720>
- Feroza A., M., Muhdiyanto, M., & Pramesti, D. A. (2018). *Creating E-Loyalty on Online Shopping Transaction Through E-Service Quality and E-Trust. Muhammadiyah International Journal of Economics and Business*, 1(1), 39–45. <https://doi.org/10.23917/mijeb.v1i1.7305>
- Gerson,R.F.(2004). Mengukur Kepuasan Pelanggan.Jakarta:PPM
- Ghozali,Imam,Hengky Latan.2015.*Konsep,Teknik,AplikasiMenggunakan Smart PLS 3.0 Untuk Penelitian Empiris .BP Undip Semarang*
- Gotama, F., & Indarwati, T. A. (2019). *The Effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the Mediation Variable (The Study of Bebas Bayar Application User's in Indonesian)*. *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 6(2), 145. <https://doi.org/10.24252/minds.v6i2.9503>

- Hair, Joseph E., Jr et al. 2010, *Multivariate Data Analysis 7th Edition*. Pearson Education Limited. Harlow. England
- Ho, C. I., & Lee, Y. L. (2007). The development of an e-travel service quality scale. *Tourism Management*, 28(6), 1434–1449. <https://doi.org/10.1016/j.tourman.2006.12.002>
- Hussein, A. S. (2015). Penelitian Bisnis dan Manajemen Menggunakan Partial Least Squares dengan SmartPLS 3.0. *Universitas Brawijaya*, 1, 1–19. <https://doi.org/10.1023/A:1023202519395>
- .Kim, J., Jin, B., & Swinney, J. L. (2009). The role of etail quality, e-satisfaction and e-trust in online loyalty development process. *Journal of Retailing and Consumer Services*, 16(4), 239–247. <https://doi.org/10.1016/j.jretconser.2008.11.019>
- Kotler dan Keller. 2009. *Manajemen Pemasaran*. Jilid 1. Edisi ke 13 Jakarta: Erlangga
- Lim, K. H., Sia, C. L., Lee, M. K. O., & Benbasat, I. (2006). Do I trust you online, and if so, will I buy? An empirical study of two trust-building strategies. *Journal of Management Information Systems*, 23(2), 233–266. <https://doi.org/10.2753/MIS0742-1222230210>
- Lupiyoadi, Rambat. 2013. *Manajemen Pemasaran Jasa Berbasis Kompetensi (Edisi 13)*. Jakarta :Salemba Empat
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). Model of Trust. *Management*, 20(3), 709–734. <http://www.jstor.org/stable/10.2307/258792>
- Nurlina. (2017). Pengaruh E-Service Quality , Dan Kepercayaan Online. *Lentera Bisnis*, 6(2), 83–93.
- Oliver, R. L. (1999). Whence consumer loyalty? *Journal of Marketing*, 63(SUPPL.), 33–44. <https://doi.org/10.2307/1252099>
- Prakosa, D., & Pradhanawati, A. (2020). Pengaruh E-Trust dan E-Service Quality Terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening *IX(Iv)*, 457–464.
- Rafiah, K. K. (2019). Analisis Pengaruh Kepuasan Pelanggan dan Kepercayaan Pelanggan terhadap Loyalitas Pelanggan dalam Berbelanja melalui E-commerce di Indonesia. *AI*

Tijarah, 5(1), 46–56.

- Rakhmat Romadhan, M., Indriastuty, I., & C. Prihandoyo. (2019). E-Service Quality Kepuasan Konsumen Melalui E-Commerce Terhadap Loyalitas Konsumen. *Jurnal GeoEkonomi*, 10(2), 150–163. <https://doi.org/10.36277/geoekonomi.v10i2.90>
- Revita, A. (2016). E-Satisfaction Dan E-Trust Mempengaruhi E-Loyalty Konsumen Wanita Dalam Sosial Media. *PERFORMA: Jurnal Manajemen Dan Start-Up Bisnis*, 1(4). <https://journal.uc.ac.id/index.php/performa/article/view/228>
- Ribbink, D., Streukens, S., Van Riel, A. C. R., & Liljander, V. (2004). Comfort your online customer: Quality, trust and loyalty on the internet. *Managing Service Quality: An International Journal*, 14(6), 446–456. <https://doi.org/10.1108/09604520410569784>
- Sativa, A., & Astuti, S. R. T. (2016). Analisis Pengaruh E-Trust dan E-Service Quality terhadap E-Loyalty dengan E-Satisfaction sebagai Variabel Intervening (Studi pada Pengguna E-Commerce C2C Tokopedia). *Management*, 5(3), 1–10.
- Sekaran, Uma dan Bougie, Roger. 2016 *Research Methods for business: A Skill Building Approach, 7th Edition*. New Jersey: Wiley
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Albert
- Sutopo, S. R. (2017). Analisis Pengaruh E-Service Quality, Kualitas Informasi dan Persepsi Kemudahan Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Variabel Intervening. 6, 1–13.
- Swaid, S. I., & Wigand, R. T. (2009). Measuring the quality of e-service: An empirical study. *Journal of Electronic Commerce Research*, 10(1), 13–28.
- Tjiptono, Fandy. (2012). *Service Management Mewujudkan Layanan Prima*. Yogyakarta : CV Andi Offset
- Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service quality delivery through web sites: A critical review of extant knowledge. *Journal of the Academy of Marketing Science*, 30(4), 362–375. <https://doi.org/10.1177/009207002236911>

