

DAFTAR PUSTAKA

- Al-Adwan, A. S., & Al-Horani, M. A. (2019). Boosting customer e-loyalty: An extended scale of online service quality. *Information (Switzerland)*, *10*(12), 1–27. <https://doi.org/10.3390/info10120380>
- Ashghar, A. S., & Nurlatifah, H. (2020). Analisis Pengaruh Perceived Ease of Use, Perceived Usefulness, dan Perceived Risk terhadap Keinginan Membeli Kembali melalui e-Trust dan s-Satisfaction (Studi Kasus Pengguna Gopay pada Transaksi UMKM). *Jurnal Al Azhar Indonesia Seri Ilmu Sosial*, *1*(1). <https://doi.org/10.36722/jaiss.v1i1.459>
- Azhar, A., Syahla, R., Wishal, D., Yusuf, R. T., & Sunu, S. W. (2021). *Whether E-Service Quality and E-Trust Are Able to Influence E-Customer Loyalty Through E-Customer Satisfaction on E-Commerce Lazada in Bandung City*. *58*, 6324–6330.
- Boksberger, P. E., Bieger, T., & Laesser, C. (2007). Multidimensional analysis of perceived risk in commercial air travel. *Journal of Air Transport Management*, *13*(2), 90–96. <https://doi.org/10.1016/j.jairtraman.2006.10.003>
- Candra, S., & Juliani, M. (2018). Impact of E-Service Quality and Customer Value on Customer Satisfaction in LocalBrand. *Binus Business Review*, *9*(2), 125–132. <https://doi.org/10.21512/bbr.v9i2.4650>
- Careers.shopee.co.id. *Shopee Karier*. Retrieved February 17, 2022, from <https://careers.shopee.co.id/about/>
- Deyalage, P. A., & Kulathunga, D. (2019). Factors Affecting Online Customer Satisfaction: The Sri Lankan Perspective. *International Journal of Business and Management*, *14*(2), 99. <https://doi.org/10.5539/ijbm.v14n2p99>
- Dhingra, S., Gupta, S., & Bhatt, R. (2020). A study of relationship among service quality of E-Commerce websites, customer satisfaction, and purchase intention. *International Journal of E-Business Research*, *16*(3), 42–59. <https://doi.org/10.4018/IJEER.2020070103>
- Evelina, T. Y., Kusumawati, A., Nimran, U., & Sunarti. (2020). The influence of utilitarian value, hedonic value, social value, and perceived risk on customer satisfaction: Survey of E-commerce customers in indonesia. *Business: Theory and Practice*, *21*(2), 613–622. <https://doi.org/10.3846/btp.2020.12143>
- Forsythe, S. M., & Shi, B. (2003). Consumer patronage and risk perceptions in Internet shopping. *Journal of Business Research*, *56*(11), 867–875. [https://doi.org/10.1016/S0148-2963\(01\)00273-9](https://doi.org/10.1016/S0148-2963(01)00273-9)
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 25*

(9th ed.). Badan Penerbit Universitas Diponegoro.

- 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. *Uncertain Supply Chain Management*, 8(2), 351–370. <https://doi.org/10.5267/j.uscm.2019.11.004>
- Gosal, G. B., & Bernarto, I. (2021). Pengaruh E-security, E-service Quality terhadap E-satisfaction dan Pengaruh E-satisfaction, E-security, dan E-service Quality terhadap E-repurchase Intention Secara Langsung pada Pengguna E-commerce Tokopedia. *Jurnal Administrasi Bisnis (JAB)*, 11(2), 2021.
- Handayani, D. F. R., PA, R. W., & Nuryakin, N. (2021). The influence of e-service quality, trust, brand image on Shopee customer satisfaction and loyalty. *Jurnal Siasat Bisnis*, 25(2), 119–130. <https://doi.org/10.20885/jsb.vol25.iss2.art3>
- Hidayat, F. (2021). *Industri E-Commerce Raup Untung di Masa Pandemi*. Beritasatu.Com. <https://www.beritasatu.com/ekonomi/727253/industri-ecommerce-raup-untung-di-masa-pandemi>. Diakses pada 9 September 2021
- 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>
- Jayani, D. H. (2021). *Tokopedia Masih Jadi E-Commerce Paling Banyak Dikunjungi pada Kuartal III 2021: E-Commerce dengan Pengunjung Web Bulanan Tertinggi (Kuartal III 2021)*. Databoks. <https://databoks.katadata.co.id/datapublish/2021/11/18/tokopedia-masih-jadi-e-commerce-paling-banyak-dikunjungi-pada-kuartal-iii-2021>. Diakses pada 4 Januari 2022
- Juwaini, A., Chidir, G., Novitasari, D., Iskandar, J., Hutagalung, D., Pramono, T., Maulana, A., Safitri, K., Fahlevi, M., Sulisty, A. B., & Purwanto, A. (2022). The role of customer e-trust, customer e-service quality and customer e-satisfaction on customer e-loyalty. *International Journal of Data and Network Science*, 6(2), 477–486. <https://doi.org/10.5267/j.ijdns.2021.12.006>
- Kaya, B., Behraves, E., Abubakar, A. M., Kaya, O. S., & Orús, C. (2019). The Moderating Role of Website Familiarity in the Relationships Between e-Service Quality, e-Satisfaction and e-Loyalty. *Journal of Internet Commerce*, 18(4), 369–394. <https://doi.org/10.1080/15332861.2019.1668658>
- Ko, H., Jung, J., Kim, J., & Shim, S. W. (2004). Cross-Cultural Differences in Perceived Risk of Online Shopping. *Journal of Interactive Advertising*, 4(2), 20–29. <https://doi.org/10.1080/15252019.2004.10722084>

- Kotler, P., Armstrong, G., & Opresnik, M. O. (2018). *Principles of Marketing* (17e Global). Pearson Education, Inc.
- Kusnandar, V. B. (2021). *Pengguna Internet Indonesia Peringkat ke-3 Terbanyak di Asia: 10 Negara Asia dengan Jumlah Pengguna Internet Terbanyak (Mar 2021)*. Databoks. <https://databoks.katadata.co.id/datapublish/2021/10/14/pengguna-internet-indonesia-peringkat-ke-3-terbanyak-di-asia>. Diakses pada 10 Januari 2022
- Laudon, K., & Laudon, J. (2007). *Sistem Informasi Manajemen: Mengelola Perusahaan Digital* (10th ed.). Salemba Empat.
- Lidwina, A. (2021). *Penggunaan E-Commerce Indonesia Tertinggi di Dunia: 10 Negara dengan Persentase Penggunaan E-Commerce Tertinggi di Dunia (April 2021)*. Databoks. <https://databoks.katadata.co.id/datapublish/2021/06/04/penggunaan-e-commerce-indonesia-tertinggi-di-dunia>. Diakses pada 10 Januari 2022
- LLDIKTI Wilayah V. (2020). LLDIKTI Wilayah V dalam Angka Tahun 2020. In *Lembaga Layanan Pendidikan Tinggi (LLDIKTI) WILAYAH V*.
- MediaKonsumen.com. (2020). *Shopee Memihak Penjual, Barang Saya Sudah Hampir Dua Bulan Tidak Pernah Datang*. <https://mediakonsumen.com/2020/04/14/surat-pembaca/shopee-memihak-penjual-barang-saya-sudah-hampir-dua-bulan-tidak-pernah-datang>. Diakses pada 25 Januari 2022
- MediaKonsumen.com. (2021a). *Akun Shopee Dibajak Penipu Hampir Puluhan Juta Rupiah!* <https://mediakonsumen.com/2021/05/01/surat-pembaca/akun-shopee-dibajak-penipu-hampir-puluhan-juta-rupiah>. Diakses pada 25 Januari 2022
- MediaKonsumen.com. (2021b). *Akun ShopeePay Saya Di-Hack*. <https://mediakonsumen.com/2021/05/28/surat-pembaca/akun-shopeepay-saya-di-hack>. Diakses pada 25 Januari 2022
- Melinda. (2017). Pengaruh E-Service Quality Terhadap E-Loyalty Pelanggan Go-Jek Melalui E-Satisfaction Pada Kategori Go-Ride. *Agora*, 5(1), 1.
- Mukherjee, A., & Nath, P. (2007). Role of electronic trust in online retailing: A re-examination of the commitment-trust theory. *European Journal of Marketing*, 41(9–10), 1173–1202. <https://doi.org/10.1108/03090560710773390>
- Nurdin, I., & Hartati, S. (2019). *Metodologi Penelitian Sosial*. Media Sahabat Cendekia.
- Nurhadi, M. (2022). *Kalahkan Tokopedia, Shopee Jadi e-Commerce Terbanyak Digunakan Pada Akhir 2021*. Suara.Com. <https://www.suara.com/bisnis/2022/02/01/180714/kalahkan-tokopedia-shopee-jadi-e-commerce-terbanyak->

digunakan-pada-akhir-2021?page=2. Diakses pada 22 Februari 2022

- play.google.com. (2022). *Reviews*.
https://play.google.com/store/apps/details?id=com.shopee.id&reviewId=gp%3AAOqpTOEnrLCpR7vi8BERyb6xmc-MMEPX-bR1hJ4eBsVvVv5ey4R7kHZk8higGXL5ql4_bxPgLm6OsQ1b9pQL_yA.
 Diakses pada 25 Januari 2022
- Populix. (2020). *Data Populix: Platform E-Commerce Terfavorit Selama Pandemi*.
<https://www.info.populix.co/all-reports/e-commerce-pilihan-konsumen-selama-pandemi>
- Pradnyaswari, N. P. I., & Aksari, N. M. A. (2020). E-Satisfaction dan E-Trust Berperan dalam Memediasi Pengaruh E-Service Quality terhadap E-Loyalty pada Situs E-Commerce Blibli.com. *E-Jurnal Manajemen Universitas Udayana*, 9(7), 2683. <https://doi.org/10.24843/EJMUNUD.2020.v09.i07.p11>
- Prakosa, D., & Pradhanawati, A. (2020). Pengaruh E-Trust Dan E-Service Quality Terhadap E-Loyalty Dengan E-Satisfaction Sebagai Variabel Intervening (Studi Kasus Pada Pengguna Tokopedia Di Kota Semarang). *Jurnal Administrasi Bisnis*, 9(4), 457–464.
- Saragih, M. G. (2019). Pengaruh E-Service Quality terhadap E-Loyalty melalui E-Satisfaction (Studi pada Pelanggan Toko Online Shopee di Kota Medan). *Jurnal Mantik Penusa*, 3(1), 190–195. <https://iocscience.org/ejournal/index.php/mantik/article/view/141>
- Schiffman, L., & Wisenblit, J. (2019). *Consumer Behavior* (12th ed.). Pearson Education, Inc.
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: a Skill Building Approach* (7th ed.). Wiley.
- Setyaning, A. N. A., & Nugroho, S. S. (2020). The influence of website characteristics on customer satisfaction and E-WOM in Indonesia. *Jurnal Siasat Bisnis*, 24(2), 148–167. <https://doi.org/10.20885/jsb.vol24.iss2.art5>
- Shopee.co.id. *Shopee*. Retrieved February 17, 2022, from <https://shopee.co.id/>
- Sudjana. (2005). *Metoda Penelitian*. Tarsito.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Alfabeta.
- Sukmana, Y. (2021). *Belanja Online Meningkat, Transaksi Uang Elektronik Capai Rp 29,23 Triliun*. Kompas.Com. <https://money.kompas.com/read/2021/11/19/153440226/belanja-online-meningkat-transaksi-uang-elektronik-capai-rp-2923-triliun>. Diakses pada 10 Januari 2022

- Ting, C.-W., Chen, M.-S., & Lee, C.-L. (2013). E-satisfaction and post-purchase behaviour of online travel product shopping. *Journal of Statistics and Management Systems*, 16(2-03), 223-240. <https://doi.org/10.1080/09720510.2013.821337>
- Tjiptono, F. (2015). *Strategi Pemasaran* (4th ed.). ANDI.
- Turban, E., Outland, J., King, D., Lee, J. K., Liang, T.-P., & Turban, D. C. (2018). *Electronic Commerce 2018: A Managerial and Social Networks Perspective* (9th ed). Springer.
- 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. *Jurnal Ilmiah MEA (Manajemen, Ekonomi, Dan Akuntansi)*, 4(3), 1061-1099.
- Wirapraja, A., Aribowo, H., & Setyoadi, E. T. (2021). The Influence of E-Service Quality, and Customer Satisfaction On Go-Send Customer Loyalty In Surabaya. *Indonesian Journal of Information Systems*, 3(2), 128. <https://doi.org/10.24002/ijis.v3i2.4191>