

REFERENCES

- Suprijanto, A. (2011). Dampak globalisasi ekonomi terhadap perekonomian Indonesia. *CIVIS: Jurnal Ilmiah Ilmu Sosial dan Pendidikan Kewarganegaraan*, 1(2).
- 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(2), 2158244020919517.
- 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. *The Journal of Asian Finance, Economics and Business*, 7(8), 395-405.
- Wulandari, A., Febrina, P. C., & Chandra, Y. U. (2023). The Determinant Factors on Satisfaction, Loyalty, and Intention while Using Mobile Banking: A Systematic.
- Kim, L., Jindabot, T., & Yeo, S. F. (2024). Understanding customer loyalty in banking industry: A systematic review and meta analysis. *Heliyon*.
- Jahan, N., & Shahria, G. (2022). Factors effecting customer satisfaction of mobile banking in Bangladesh: a study on young users' perspective. *South Asian Journal of Marketing*, 3(1), 60-76.
- Rahman, A., Hasan, M., & Mia, M. A. (2017). Mobile banking service quality and customer satisfaction in Bangladesh: An analysis. *The Cost and Management*, 45(2), 25-32.
- Heidy, B., Cantika, A. B., Nisa, F., & Lokantari, M. A. (2022). Service Quality, Satisfaction, and Loyalty of BNI Mobile Banking E-Customer. *Business and Entrepreneurial Review*, 22(1), 97-118.

Felix, M. A., & Sugiat, M. A. (2024). Analysis of Factors Influencing Customer Satisfaction and Its Impact on Mobile Banking Customer Loyalty. *International Journal of Management and Digital Business*, 3(2), 69-83.

Larasati, P., Andni, R., Fatchurrohman, M., Yaso, M. R., & Palupi, N. W. I. (2024). Significance Of Mobile Banking Services In Indonesia: Through The Impact Of Bca Syariah Customer Satisfaction And Loyalty. *Ecopreneur: Journal of Sharia Economics Study Program*, 5(02), 139-148.

Komala, M., Anggreani, M., Saraswati, H., & Hidayat, W. (2023). THE INFLUENCE OF QUALITY IN PRODUCT FEATURES AT BANK SYARIAH INDONESIA (BSI) ON STUDENT SATISFACTION OF UIN SMH BANTEN. *Moneta: Jurnal Manajemen & Keuangan Syariah*, 2(1), 89-114.

Hakim, L., & Suhendra, E. S. (2021). The Influence Of Perception Of Benefits, Easy Of Use, Use, Trust, And Availability Of Features On Satisfaction Of Use Of Bca Mobile Banking Services (Sejabodetabek). *International Journal of Science, Technology & Management*, 2(5), 1731-1736.

Koutsothanassi, E., Bouranta, N., & Psomas, E. (2017). Examining the relationships among service features, customer loyalty and switching barriers in the Greek banking sector. *International Journal of Quality and Service Sciences*, 9(3/4), 425-440.

Vandai, A. A. (2024). Impact of Digital Banking Features on Customer Satisfaction and Loyalty: A Case Study of Melli Bank in Gilan Province. *Creative Economy and New Business Management Approaches*, 74-93.