

DAFTAR PUSTAKA

- Akbar, A. A., & Djatmiko, T. (2016). *Pengaruh E-Service Quality Terhadap E-Customer Satisfaction Dan E-Customer Loyalty Pada Lazada.Co.Id the Impact of E-Service Quality Towards E-Customer Satisfaction and E-Customer Loyalty in Lazada.Co.Id*. 3(1), 142–150.
- Amin, M. (2016). Internet Banking Service Quality and Its Implication on E-Customer Satisfaction and E-Customer Loyalty. *International Journal of Bank Marketing*, 34(3), 280–306.
- Anderson, R. E., & Srinivasan, S. S. (2003). E-Satisfaction and E-Loyalty: A Contingency Framework. *Psychology and Marketing*, 20(2), 123–138. <https://doi.org/10.1002/mar.10063>
- Asosiasi Penyelenggara Jasa Internet Indonesia. (2020). Laporan Survei Internet APJII 2019 – 2020. *Asosiasi Penyelenggara Jasa Internet Indonesia, 2020*, 1–146. <https://apjii.or.id/survei>
- Aziz, Y. F. (2020). *Pengaruh E-Service Quality dan E-Satisfaction Terhadap E-Loyalty Pada Bank Syariah Mandiri*.
- Berry, L. L., Parasuraman, A., & Zeithaml, V. A. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64(1), 12–40.
- Chase, R. B., Aquilano, N. J., & Jacobs, F. R. (2006). *Operations Management for Competitive Advantage* (11th ed.). McGraw-Hill/Irwin.
- Cyr, D. (2008). Modeling Web Site Design Across Cultures: Relationships to Trust, Satisfaction, and E-Loyalty. *Journal of Management Information Systems*, 24(4), 47–72. <https://doi.org/10.2753/MIS0742-1222240402>
- Dharmmesta, B. S., & Handoko, T. H. (2000). *Manajemen Pemasaran: Analisa Perilaku Konsumen* (1st ed.). BPFE.
- Fazria, M. S. Y., & Rubiyanti, R. N. (2019). Pengaruh E-Service Quality Terhadap E-Customer Loyalty Dengan E-Customer Satisfaction Sebagai Variabel Intervening (Studi Kasus Pada Pelanggan Traveloka Di Bandung) the Effect of E-Service Quality on E-Customer Loyalty With E-Customer Satisfaction As Vari. *Universitas Telkom*, 6(2), 4266.
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25* (9th ed.). Badan Penerbit Universitas Diponegoro.
- Giovanis, A. N. (2014). Gaining Customer Loyalty in The E-Tailing Marketplace : The Role of E-Service Quality , E-Satisfaction and E-Trust. *International Journal Technology Marketing*, 9(3), 288–304.
- Griffin, J. (2005). *Customer Loyalty: Menumbuhkan dan Mempertahankan*

Kesetiaan Pelanggan. Erlangga.

- Griffin, Jill, & Lowenstein, M. W. (2001). *Customer WinBack: How to Recapture Lost Customer and Keep Them Loyal* (1st ed.). Jossey-Bass.
- Jin-xiang, Z. H. A., Fang-hui, J. U., & Li-sheng, W. (2006). *Customer Satisfaction in E-commerce : An Exploration of its Antecedents and Consequences*. 540–544.
- Khan, M. A., Zubair, S. S., & Malik, M. (2019). An Assessment of E-Service Quality, E-Satisfaction and E-Loyalty: Case of Online Shopping in Pakistan. *South Asian Journal of Business Studies*, 8(3), 283–302. <https://doi.org/10.1108/SAJBS-01-2019-0016>
- Kotler, P., & Keller, K. L. (2016). Marketing Magement. In *Pearson*.
- Ladhari, R. (2009). *A review of twenty years of SERVQUAL research*. <https://doi.org/10.1108/17566690910971445>
- Ladhari, R. (2010). Developing E-Service Quality Scales: A Literature Review. *Journal of Retailing and Consumer Services*, 17(6), 464–477. <https://doi.org/10.1016/j.jretconser.2010.06.003>
- Laudon, K. C., & Traver, C. G. (2016). *E-Commerce 2016*.
- Li, H., Liu, Y., & Suomi, R. (2009). Measurement of E-Service Quality: An Empirical Study on Online Travel Service. *17th European Conference on Information Systems, ECIS 2009*.
- Oliver, R. L. (1999). Whence Consumer Loyalty ? *Journal of Marketing*, 63, 33–44.
- Oliver, R. L. (2010). *Satisfaction: A Behavioral Perspective on the Consumer* (2nd ed.). McGraw-Hill/Irwin.
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). E-S-QUAL A Multiple-Item Scale for Assessing Electronic Service Quality. *Journal of Service Research*, 7(3), 213–233. <https://doi.org/10.1177/1094670504271156>
- 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, IX*(Iv), 457–464.
- Ranjbarian, B., Fathi, S., & Rezaei, Z. (2012). *Factors Influencing on Customers' E-Satisfaction: A case Study from Iran*. 3(9), 1496–1511.
- Reibstein, D. J. (2002). What Attracts Customers to Online Stores, and What Keeps Them Coming Back? *Journal of the Academy of Marketing Science*, 30(4), 465–473. <https://doi.org/10.1177/009207002236918>
- Rintasari, D., & Farida, N. (2018). Pengaruh E-Trust dan E-Service Quality

- Terhadap E-Loyalty Melalui E-Satisfaction (Studi Pada Pengguna Situs E-Commerce C2C Shopee Di Kabupaten Sleman). *Jurnal Administrasi Bisnis*, IX(Iv), 539–547.
- Riza, S., & Sutopo. (2017). Analisis Pengaruh E-Service Quality, Kualitas Informasi, dan Persepsi Kemudahan Terhadap E-Loyalty dengan E-Satisfaction Sebagai Variabel Intervening. *Diponegoro Journal of Management*, 6(4), 1–13.
- Safa, N. S., & Ismail, M. A. (2013). A Customer Loyalty Formation Model in Electronic Commerce. *Economic Modelling*, 35, 559–564. <https://doi.org/10.1016/j.econmod.2013.08.011>
- Sahadev, S., & Purani, K. (2008). Modelling The Consequences of E-Service Quality. *Marketing Intelligence & Planning*, 26(6), 605–620. <https://doi.org/10.1108/02634500810902857>
- Santos, J. (2003). E-Service Quality: A Model of Virtual Service Quality Dimensions. *Managing Service Quality: An International Journal*, 13(3), 233–246. <https://doi.org/10.1108/09604520310476490>
- 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.
- 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.
- Schiffman, & Kanuk. (2004). *Perilaku Konsumen*. PT. Indeks.
- Sheng, T., & Liu, C. (2010). An Empirical Study on The Effect of E-Service Quality on Online Customer Satisfaction and Loyalty. *Nankai Business Review International*, 1(3), 273–283. <https://doi.org/10.1108/20408741011069205>
- Sopiah, & Sangadji, E. M. (2002). *Perilaku Konsumen - Pendekatan Praktis Disertai Himpunan Jurnal Penelitian*.
- Sugiyono. (2012). *Metode Penelitian Bisnis*. Alfabeta.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Syafrizal, M. (2005). *Pengantar Jaringan Komputer*. CV Andi Offset.
- Szymanski, D. M., & Hise, R. T. (2000). e-Satisfaction : An Initial Examination. *Journal of Retailing*, 76(3), 309–322.
- Ting, O. S., Ariff, M. S., Zakuan, N., Sulaiman, Z., & Saman, M. Z. (2016). *E-Service Quality , E-Satisfaction and E-Loyalty of Online Shoppers in Business to Consumer Market ; Evidence form Malaysia*. <https://doi.org/10.1088/1757-899X/131/1/012012>

Tobagus, A. (2018). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pengguna di Situs Tokopedia. *AGORA*, 6(1), 99–106.
<https://doi.org/10.4324/9781315659657-13>

Zeithaml, A., Berry, L., & Parasuraman, A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing*, 60(2), 31–46.

<https://iprice.co.id/insights/mapofecommerce/> (diakses pada 7 Maret 2021)

<https://www.techinasia.com/talk/consumers-think-ecommerce-players-indonesia>
(diakses pada 7 Maret 2021)