

DAFTAR PUSTAKA

- Abdul-Muhmin, A. G. (2002). Effects of suppliers' marketing program variables on industrial buyers' relationship satisfaction and commitment. *Journal of Business and Industrial Marketing*, 17(7), 637–651. <https://doi.org/10.1108/08858620210451136>
- Amin, M. (2015). *Internet banking service quality and its implication on e-customer satisfaction and e-customer loyalty*. March 2014. <https://doi.org/10.1108/IJBM-10-2014-0139>
- Anggraeni, D., Kumadji, S., & Sunarti, S. (2016). Pengaruh Kualitas Produk Terhadap Kepuasan dan Loyalitas Pelanggan (Survei pada Pelanggan Nasi Rawon di Rumah Makan Sakinah Kota Pasuruan). *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*, 37(1), 171–177.
- Arbuckle, J. L. (2013). *IBM SPSS Statistics for Windows, Version 22.0*.
- Archana Raje, V. T. K. (2012). Impact of E-Service Quality on Consumer Purchase Behaviour in an On-Line Shopping. *Impact of E-Service Quality on Consumer Purchase Behaviour in an On-Line Shopping.*, 15(2), 79499. <http://eprints.dinus.ac.id/id/eprint/8814>
- Aryani, D., & Rosinta, F. (2010). Pengaruh kualitas layanan terhadap kepuasan pelanggan dalam membentuk loyalitas pelanggan. *Jurnal Ilmu Administrasi Dan Organisasi*, 17(2), 114–126.
- Atmawati, R., & Wahyuddin, M. (2004). Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Matahari Departement Store Di Solo Grand Mall. *Jurnal Ekonomi Manajemen Sumber Daya*, 5(1), 54–61.
- Bloemer, J., de Ruyter, ko, & Peeters, P. (1998). Investigating drivers of bank loyalty: The complex relationship between image, service quality and satisfaction. *International Journal of Bank Marketing*, 16(7), 276–286. <https://doi.org/10.1108/02652329810245984>
- Chitty, C., Ward, S., & Chua, C. (2007). An application of the ECSI model as a predictor of satisfaction and loyalty for backpacker hostels. *Marketing Intelligence and Planning*, 25(6), 563–580. <https://doi.org/10.1108/02634500710819941>
- Citra, T., & Santoso, S. B. (2016). *Continuous Form Melalui Kepercayaan Merek (Studi pada Percetakan Jadi Jaya Group , Semarang)*. 13.
- Cravens, D. W., & Piercy, N. F. (2009). *Strategic Marketing Ninth Edition*. New York: Mc Graw-Hill.

- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly: Management Information Systems*, 13(3), 319–339. <https://doi.org/10.2307/249008>
- Devi, N. L. N. S., & Suartana, I. W. (2014). Analisis Technology Acceptance Model (Tam) Terhadap Penggunaan Sistem Informasi Di Nusa Dua Beach Hotel & Spa. *E-Jurnal Akuntansi Universitas Udayana*, 6(1), 167–184. <http://ojs.unud.ac.id/index.php/Akuntansi/article/view/7797>
- Dodds, W. B., Monroe, K. B., & Grewal, D. (1991). Effects of Price, Brand, and Store Information on Buyers' Product Evaluations. *Journal of Marketing Research*, 28(3), 307. <https://doi.org/10.2307/3172866>
- Firdous, S. (2017). *Impact of Internet Banking Service Quality on Customer Satisfaction*. 22(1), 1–18.
- Ghofar, A., & Islam, S. M. N. (2015). Conceptual framework and hypotheses development. *Contributions to Management Science*, 60(2), 41–52. https://doi.org/10.1007/978-3-319-10996-1_3
- Goyal, S., Chawla, D., & Bhatia, A. (2016). *Innovation : Key To Improve Business Growth of Banking Industry*. 9(3), 331–346.
- Hidayat, R., Industri, J. T., & Madura, U. T. (2009). *Pengaruh Kualitas Layanan , Kualitas Produk dan Nilai Nasabah Terhadap Kepuasan dan Loyalitas Nasabah Bank Mandiri*.
- Jannah Miftahul, Abdul Hamid, Mastura, T. (2021). *Determinan Keputusan Nasabah Bertransaksi dengan PT. Bank Syariah Mandiri KC. Langsa*. 1(2), 27–36.
- Liu, C.-M. (2005). The Multidimensional and Hierarchical Structure of Perceived Quality and Customer Satisfaction. *International Journal of Management; Poole Vol. 22, Iss. 3, 130(2)*, 556. <http://dx.doi.org/10.1016/j.jaci.2012.05.050>
- Marlapa, E. (2020). *Quality of Service and Community Disciplinary Officer with Quality Products for Variable Interviening Customer Satisfaction : National Savings Bank Syariah Branch Bogor Regency Cigombong*. 10(4), 132–139.
- Meng, J., & Elliott, K. M. (2006). Investigating Structural Relationships Between Service Quality , Switching Costs , and Customer Satisfaction. *Journal of Applied Business and Economics*, 9(2), 54–65.
- Mowen, J. C. (2000). The 3M Model of Motivation and Personality. In *The 3M Model of Motivation and Personality*. <https://doi.org/10.1007/978-1-4757-6708-7>
- Mulyono, B. H. (2008). Analisis Pengaruh Kualitas Produk Dan Kualitas Layanan

Terhadap Kepuasan Konsumen. *Studi Manajemen Dan Organisasi*, 4, 291.

Munusamy, J., Annamalah, S., & Chelliah, S. (2012). A Study of Users and Non-Users of Intern. *International Journal of Innovation, Management and Technology*, 3(4), 452–458.

Oliver, R. L. (1999). Whence Consumer Loyalty. *Journal of Marketing*, Vol. 63(Special Issue), 33–44.

Osman, M. A. ., & Ismail, M. A. (2010). Factors Influencing the Adoption of E-banking in Sudan: Perceptions of Retail Banking Clients. *Journal of Internet Banking and Commerce*, 17(3), 1–16.

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1994). Reassessment of Expectations as a Comparison Standard in Measuring Service Quality: Implications for Further Research. *Journal of Marketing*, 58(1), 111. <https://doi.org/10.2307/1252255>

Peter, J. P., & Olson, J. C. (2010). *Consumer Behavior & Marketing Strategy (Ninth)*. McGraw-Hill Education.

Raida, R. E., & Néji, B. (2013). The Adoption of the E-Banking: Validation of the Technology Acceptance Model. *Technology and Investment*, 04(03), 197–203. <https://doi.org/10.4236/ti.2013.43023>

Rehamn and Sultana, 2011. (2009). Marketing Research An Applied Approach.pdf. 255 ,(5)2.

Rutherford, A. G. S. W., Rutherford, R. G. S. W., & Journal. (2016). Review Published by : Wiley for the Royal Statistical Society Stable Multivariate Data Analysis with Readings. *Journal of the Royal Statistical Society. Series D (The Statistician)*, Vol. 37, No. 4/5 (1988), p. 484, 37(4), 58–59.

Samaan, A.-. (2015). *Customer Satisfaction and Brand Loyalty in the Hotel Industry Literature review Consumer Satisfaction : 9*, 1–13.

Shoki, M., Yun, L. O., Zakuan, N., & Ismail, K. (2013). The Impacts of Service Quality and Customer Satisfaction on Customer Loyalty in Internet Banking. *Procedia - Social and Behavioral Sciences*, 81, 469–473. <https://doi.org/10.1016/j.sbspro.2013.06.462>

Siagian, Y., & Handayani, P. (n.d.). *Pengaruh_Motivasi.pdf*.

Sof, M. (2016). *Pengaruh Nilai Nasabah , Kualitas Produk , Kualitas Jasa Syariah Dan Kepuasan Terhadap Loyalitas Nasabah Di Bank Syariah Mandiri Kudus*. 4, 254–268.

Stanton, W. J. (2021). *Fundamentals of marketing*.

Sugiyono. (2013). *Metode Penelitian Kuantitatif, Kualitatif, dan RD*. PENERBIT ALFABETA BANDUNG.

Terrence, L., & McDougall, G. H. G. (1996). Determinants of customer satisfaction in retail banking. *International Journal of Bank Marketing*, 7–13.

Ueltschy, L. C., Laroche, M., Eggert, A., & Bindl, U. (2007). Service quality and satisfaction: An international comparison of professional services perceptions. *Journal of Services Marketing*, 21(6), 410–423. <https://doi.org/10.1108/08876040710818903>

Weiner, B. (2000). Attributional thoughts about consumer behavior. *Journal of Consumer Research*, 27(3), 382–387. <https://doi.org/10.1086/317592>

Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1988). Communication and Control Processes in the Delivery of Service Quality. *Journal of Marketing*, 52(2), 35. <https://doi.org/10.2307/1251263>

Zeithaml, V. A., Berry, L. L., & Parasuraman, A. (1996). The behavioral consequences of service quality. *Journal of Marketing*, 60(2), 31–46.

