

## DAFTAR PUSTAKA

- Anita Tobagus. (2018). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pengguna Di Situs Tokopedia. *Agora*, 6(1), 1–10
- Ashoer, M. (2019). Pengaruh E-Service Quality Terhadap E-Satisfaction Pada Pelanggan Situs Toko Online Brodo. *Jbmi (Jurnal Bisnis, Manajemen, Dan Informatika)*, 15(3), 238. <https://doi.org/10.26487/jbmi.v15i3.4543>
- Felicia Laurent. (2016). Pengaruh E-Service Quality Terhadap Loyalitas Pelanggan Go-Jek Melalui Kepuasan Pelanggan. *Agora*, 4(2).
- Ghozali, Imam. 2009. *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang:UNDIP.
- Gounaris, S., Dimitriadis, S., & Stathakopoulos, V. (2010). *An examination of the effects of service quality and satisfaction on customers behavioral intentions in eshopping*. *Journal of Services Marketing*, 24, 142-156
- Gronroos, C. (1982). *Strategic management and marketing in the service sector*. Helsingfors: Swedish School of Economics and Business Administration
- Gudono. 2015. *Analisis Data Multivariat*. Yogyakarta: BPF.
- Hair, dkk. 2010. *Multivariate Data Analysis Seventh Edition*. New Jersey: Pearson Prentice Hall.
- Jasfar, Farida. 2005, *Manajemen Jasa Pendekatan Terpadu*. Bogor: Ghalia Indonesia.
- Kassim, N. dan Abdullah, NA. 2010. Pengaruh Dimensi Kualitas Pelayanan yang Dirasakan di Kepuasan Pelanggan, Kepercayaan, dan Kesetiaan dalam

Pengaturan E-commerce. *Asia Pasific Journal of Marketing dan Logistik*.  
Vol. 22 No 3, PP. 351-371.

Kotler, Philip dan Keller, Kevin Lane. 2008. *Manajemen Pemasaran Jilid 1*.  
Jakarta: Erlangga.

Laudon, K. C., & Laudon, J. P. (2008). *Sistem informasi manajemen*. Jakarta:  
Salemba Empat.

Leong, Lai Ying dkk. 2015. *An SEM artificial neural network analysis of the relationships between SERVPERF, customer satisfaction and loyalty among low cost and full service airline*. Elsevier. *Expert Systems with Application* 35 (2015) 90-105.

Mayer, R.C., Davis, J.H., F.D. Schoorman. 1995. *An Integrative Model of Organizational Trust*. *Academy of Management Review*.

Nasrin Danesh, Seiedeh dan Ahmadi Nasab, Saeid. 2012. *The Study of Customer Satisfaction, Customer Trust and Switching Barriers on Customer Retention in Malaysia Hypermarkets*. *Journal of Business and Management* Vol 7 No. 7. UCSI University.

Noyita, E. (2019). Mengukur Peningkatan Kualitas Layanan Dan Kepercayaan Pelanggan Terhadap Kepuasan Pelanggan Dengan Metode Sem Analisis (Studi Pada Kampoeng Spa Batam). *Khazanah Ilmu Berazam*, 2(1 Maret), 62 - 70. Retrieved from <http://www.ejournal.ymbz.or.id/index.php/KIB/article/view/64>

Oliva, T.A., Oliver, R. L. and MacMillian, I.C., 1992. *A catastrophe model for developing service satisfaction strategies*. *Journal of Marketing*, Vol. 56, No. 3, pp.83-95

- Panjaitan, Januar Efendi. 2016. *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pada Jne Cabang Bandung*. DeReMa Jurnal Manajemen Vol. 11 No. 2.
- 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. <http://dx.doi.org/10.1177/1094670504271> 156
- Saragih, M. G. (2019) “Pengaruh E-Service Quality Terhadap E-Loyalty Melalui E-Satisfaction (Studi Pada Pelanggan Toko Online Shopee Di Kota Medan): Pengaruh E-Service Quality Terhadap E-Loyalty Melalui E-Satisfaction (Studi Pada Pelanggan Toko Online Shopee Di Kota Medan)”, *Jurnal Mantik*, 3(1), pp. 190-195. Available at: <http://iocscience.org/ejournal/index.php/mantik/article/view/141>.
- Srinivasan, SS. 2003. *E-service and E-loyalty: Contingency Framework*. Psikologi & Marketing, Vol 20 No. 2, pp 123-128.
- Srinivasan, S. S., Anderson, R., & Ponnayolu, K. 2002. *Customer loyalty in e-commerce: an exploration of its antecedents and consequences*. *Journal of Retailing*, 78, 4150.
- Tjiptono, F. 2007. Pemasaran jasa. Malang: Bayumedia Publishing.
- Tjiptono, Fandy. 2005. Pemasaran Jasa Edisi Pertama. Yogyakarta: Bayumedia Publishing.
- Tjiptono, Fandy. 2011. *Pemasaran Jasa*, Malang : Banyumedia Publishing.
- Tjiptono, Fandy dan Chandra, Gregorius, 2016. *Service Quality and Satisfaction*, Edisi 4. Yogyakarta: Andi

- Utomo, Heru Dkk. 2017. *Perbandingan Usabilitas Aplikasi Taxi Online Android (Grab-Car Dan Uber) Menggunakan Unified Theory Of Acceptance And Use Of Technology (UTAUT)* . Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer Vol. 1, No. 12, Hlm. 1708-1717.
- Vermaat, S. C. (2007). *Discovering computers: menjelajah dunia. komputer fundamental*. Jakarta: Salemba Infotek
- Walpole, Ronald E., Raymond H Myers. 1995. *Ilmu Peluang Dan Statistika untuk Insinyur dan Ilmuawan, edisi ke-4*. Penerbit ITB, Bandung .
- Waluyo, Minto. 2011. *Panduan dan aplikasi setelah structural equation modeling*. PT indeks. Jakarta
- Widiyanto. 2007. Pengaruh Kualitas Pelayanan, Kepercayaan, dan Kepuasan Terhadap Loyalitas Pelanggan (Studi pada Swalayan Luwes Purwodadi).
- Wong, J. 2010. *Internet marketing for beginners*. Jakarta: Elex Media Komputindo.
- Wu, S. J. 2014. *Relationship between consumer characteristics attitude toward online shopping*. *Marketing Intelligence & Planning*, 21(1), 37-44.