

DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2015a). *Partial Least Square (PLS) : alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis* (D. Prabantini, Ed.). Andi Offset.
- Abdillah, W., & Hartono, J. (2015b). *Partial Least Square (PLS): Alternatif Structural Equation Modeling (SEM) dalam Penelitian Bisnis* (D. Prabantini, Ed.). Andi.
- Achmadi, & Oktrivina, A. (2021). The Effect of System Quality, Information Quality and Service Quality on User Satisfaction of E-Learning System. *The International Journal Of Business Review (The Jobs Review)*, 4(2), 103–120.
- Al-dweeri, R. M., Obeidat, Z. M., Al-dwiriy, M. A., Alshurideh, M. T., & Alhorani, A. M. (2017). The Impact of E-Service Quality and E-Loyalty on Online Shopping: Moderating Effect of E-Satisfaction and E-Trust. *International Journal of Marketing Studies*, 9(2), 92. <https://doi.org/10.5539/ijms.v9n2p92>
- Alhaiou, T. A. (2011). *A Study on the Relationship between E-CRM Features and E-Loyalty: the case in UK*.
- Alim, S., & Ozuem, W. (2014). The Influences of e-CRM on Customer Satisfaction and Loyalty in the UK Mobile Industry. *Journal of Applied Business and Finance Researches*, 3(2), 47–54.
- 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. <https://doi.org/10.1108/IJBM-10-2014-0139>
- Anderson, R. E., & Srinivasan, S. S. (2003). E-satisfaction and e-loyalty: A contingency framework. *Psychology & Marketing*, 20(2), 123–138. <https://doi.org/10.1002/mar.10063>
- Arcand, M., PromTep, S., Brun, I., & Rajaobelina, L. (2017). Mobile banking service quality and customer relationships. *International Journal of Bank Marketing*, 35(7), 1066–1087. <https://doi.org/10.1108/IJBM-10-2015-0150>

- Asbari, M., Hidayat, D., & Purwanto, A. (2021). Managing Employee Performance: From Leadership to Readiness for Change. *International Journal of Social and Management Studies (IJOSMAS)*, 2(1), 74–85. <http://www.ijosmas.org>
- Awad, N., & Soliman, S. S. (2017). Studying the Impact of Egyptian Hotels' Websites Marketing on Customers' E-Satisfaction. *International Journal of Tourism and Hospitality Management in the Digital Age*, 1(2), 53–63. <https://doi.org/10.4018/ijthmda.2017070105>
- Azila, N., & Noor, M. (2011). Electronic Customer Relationship Management Performance: Its Impact on Loyalty from Customers' Perspectives. *International Journal of E-Education, e-Business, e-Management and e-Learning*. <https://doi.org/10.7763/IJEEE.2011.V1.29>
- Aziz, L. N. A., & Patrie, H. (2019). Implementasi e-CRM untuk Meningkatkan Pelayanan pada Mie Ayam & Bakso Monggo Pinarak. *Jurnal I D E A L I S*, 2(6), 383–387.
- Bahri-Ammari, N., & Mraidi, S. (2016). Loyalty Strategy and Social-CRM: How Consumers Adhere to The Tools. In *Competitive Social Media Marketing Strategies* (Vol. 4, pp. 64–93). IGI Global. <https://doi.org/10.4018/978-1-4666-9776-8.ch004>
- Barnes, J. G. (2003). *Secrets of Customer Relationship Management*. ANDI.
- Bas, M., & Sokmen, A. (2019). The Influence of Electronic Customer Relationship Management Practices on Relationship Quality and Customer Loyalty: A Research in Airline Industry. *Journal of Business Research - Turk*, 11(1), 641–652. <https://doi.org/10.20491/isarder.2019.625>
- Bintari, W. P., Udayana, I., & Maharani, B. D. (2022). Pengaruh Usability, Information Quality, dan Service Interaction Terhadap Loyalitas Konsumen Dengan Kepuasan Sebagai Variabel Intervening (Studi Pada Konsumen Tokopedia di Kabupaten Kediri). *Jurnal Ekonomi & Manajemen Universitas Bina Sarana Informatika*, 20(1). <https://doi.org/10.31294/jp.v20i1>
- Cahyarani, B., & Astuti, R. T. (2022). Analisis Pengaruh e-Customer Relationship Management (e-CRM) dan e-Service Quality Terhadap e-Loyalty dengan e-WOM sebagai Variabel Intervening (Studi pada Pengguna Aplikasi

- MAPCLUB di Kota Semarang). *Diponegoro Journal of Management*, 11(3), 1–15. <http://ejournal-s1.undip.ac.id/index.php/dbr>
- Crosby, L. A., Evans, K. R., & Cowles, D. (1990). Relationship Quality in Services Selling: An Interpersonal Influence Perspective. *Source: Journal of Marketing*, 54(3), 68–81.
- Darmawan, A. K., Siahaan, D. O., Susanto, T. D., Hoiriyah, Umam, B. A., & Anwari. (2020). E-Service Quality Assesment of Mobile-based Smart Regency with M-S-QUAL Approach. *2020 3rd International Conference on Information and Communications Technology, ICOIACT*, 212–217. <https://doi.org/10.1109/ICOIACT50329.2020.9331965>
- Emaluta, F. H. K., Isnalita, I., & Soewarno, N. (2019). The Effect of Customer Relationship Management (CRM) To Customers' Loyalty and Customers' Satisfaction as Mediator Variables. *Jurnal AKSI (Akuntansi Dan Sistem Informasi)*, 4(2). <https://doi.org/10.32486/aksi.v4i2.352>
- Ersi, D. Y., & Semuel, H. (2014). Analysis CRM, Kepuasan Pelanggan dan Loyalitas Produk UKM Berbasis Bahan Baku Terigu di Jawa Timur. *Jurnal Manajemen Pemasaran*, 8(1). <https://doi.org/10.9744/pemasaran.8.1.1-8>
- Farah, M. F., Hasni, M. J. S., & Abbas, A. K. (2018). Mobile-Banking Adoption: Empirical Evidence from the Banking Sector in Pakistan. *International Journal of Bank Marketing*, 36(7), 1386–1413. <https://doi.org/10.1108/IJBM-10-2017-0215>
- Fitriana, A. (2018). Pengaruh E-Marketing dan E-CRM terhadap Loyalitas Nasabah Menggunakan Internet Banking Bank Syariah Mandiri The Influence of E-Marketing and E-CRM on Customer Loyalty use Internet Banking at Mandiri Syariah Bank at Pontianak. *Citec Journal*, 4(4), 306–315.
- Ghane, S., Fathian, M., & Gholamian, M. R. (2011a). Full Relationship Among e-Satisfaction, e-Trust, e-Service Quality, and e-Loyalty: The Case of Iran e-Banking. *Journal of Theoretical and Applied Information Technology*, 15(1). www.jatit.org
- Ghane, S., Fathian, M., & Gholamian, M. R. (2011b). Full Relationship Among e-Satisfaction, e-Trust, e-Service Quality, and e-Loyalty: The Case of Iran e-

- Banking. *Journal of Theoretical and Applied Information Technology*, 15(1). www.jatit.org
- Ghozali, I., & Latan, H. (2015). *Partial Least Squares, Konsep, Teknik Dan Aplikasi Menggunakan Program Smartpls 3.0 untuk penelitian empiris* (2nd 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>
- Gotama, F., & Indarwati, T. A. (2019). The Effects of E-Trust and E-Service Quality to E-Loyalty with E-Satisfaction as the Mediation Variable (The Study of Bebas Bayar Application User's in Indonesian). *Jurnal Minds: Manajemen Ide Dan Inspirasi*, 6(2), 145. <https://doi.org/10.24252/minds.v6i2.9503>
- Gull, S., Tanvir, A., Zaidi, K. S., & Mehmood, Z. (2020). A Mediation Analysis of E-Service Quality and E-Loyalty in Pakistani E-Commerce Market A Mediation Analysis of E-Service Quality and E-Loyalty in Pakistani E-Commerce Sector A Mediation Analysis of E-Service Quality and E-Loyalty in Pakistani E-Commerce Sector. *JRSP*, 57(2), 66–73. <https://www.researchgate.net/publication/344926992>
- Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, 26(2), 106–121. <https://doi.org/10.1108/EBR-10-2013-0128>
- Hamid, N. R. A., & McGrath, M. G. (2005). The Diffusion of Internet Interactivity on Retail Web Sites: A Customer Relationship Model. *Communications of the IIMA*, 5(2). <https://doi.org/10.58729/1941-6687.1261>
- Hasnah, F., & Suyanto, A. (2020). Analisis Perbandingan e-Service Quality di Industri Mobile Banking (Studi Kasus pada Bank BCA dan Bank Mandiri). *Jurnal Mitra Manajemen (JMM Online)*, 4(7), 1014–1024.

- Haudi, Rahadjeng, E. R., Santamoko, R., Putra, R. S., Purwoko, D., Nurjannah, D., Koho, I. R., Wijoyo, H., Siagian, A. O., Cahyono, Y., & Purwanto, A. (2022). The role of e-marketing and e-crm on e-loyalty of indonesian companies during covid pandemic and digital era. *Uncertain Supply Chain Management*, 10(1), 217–224. <https://doi.org/10.5267/j.uscm.2021.9.006>
- Herington, C., & Weaven, S. (2009). e-Retailing by Banks: e-Service Quality and Its Importance to Customer Satisfaction. *European Journal of Marketing*, 43(9), 1220–1231. <https://doi.org/10.1108/03090560910976456>
- Hsu, Y. I., & Nguyen, T. M. (2016). R M B R Service Quality, Customer Satisfaction, and Customer Loyalty of Internet Banking in Vietnam. In *International Review of Management and Business Research* (Vol. 5). www.irmbrjournal.com
- Hur, Y., Ko, Y. J., & Valacich, J. (2011). A Structural model of the relationships between sport website quality, e-satisfaction, and e-loyalty. *Journal of Sport Management*, 25(5), 458–473. <https://doi.org/10.1123/jsm.25.5.458>
- Hussein, A. S. (2015). Penelitian Bisnis dan Manajemen Menggunakan Partial Least Squares (PLS) dengan smartPLS 3.0. *Universitas Brawijaya*. <https://doi.org/10.1023/A:1023202519395>
- Ihsan, A., Li, S., & Alexis, N. (2020). The Importance of Information, System and Service Quality of E-commerce Website on Customer Satisfaction and Loyalty in Bangladesh. *European Journal of Business and Management*, 12(14), 113–131. <https://doi.org/10.7176/ejbm/12-14-11>
- Ika, O., Panjaitan, R., Inda, T., Rahma, F., Fadhilah, N., & Hasibuan, A. (2023). Pengaruh E-Trust dan E-Service Quality Terhadap E-Loyalty Nasabah Pengguna BSI Mobile Dengan E-Satisfaction Sebagai Variabel Intervening (Studi Kasus Pengguna BSI Mobile di Kota Medan). *Journal of Innovation Research and Knowledge*, 2(11), 4423–4438.
- Indrasari, A., Nadjmie, N., & Endri, E. (2022). Determinants of satisfaction and loyalty of e-banking users during the COVID-19 pandemic. *International Journal of Data and Network Science*, 6(2), 497–508. <https://doi.org/10.5267/j.ijdns.2021.12.004>

- Ismail, N. A. B., & Hussin, H. B. (2016). The Effect of e-CRM Features on Customers Satisfaction for Airline e-Ticket Services in Malaysia. *2016 6th International Conference on Information and Communication Technology for The Muslim World (ICT4M)*, 336–343. <https://doi.org/10.1109/ICT4M.2016.074>
- Jeon, M. M., & Jeong, M. (2017). Customers' Perceived Website Service Quality and Its Effects on e-Loyalty. *International Journal of Contemporary Hospitality Management*, 29(1), 438–457. <https://doi.org/10.1108/IJCHM-02-2015-0054>
- Juliandi, A., Irfan, & Manurung, S. (2014). *Metodologi Penelitian Bisnis Konsep & Aplikasi*. Umsu Press.
- Juwaini, A., Chidir, G., Novitasari, D., Iskandar, J., Hutagalung, D., Pramono, T., Maulana, A., Safitri, K., Fahlevi, M., Sulistyo, 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>
- Keller, K. L. (1993). Conceptualizing, Measuring, and Managing Customer-Based Brand Equity. *American Marketing Association: Journal of Marketing*, 57(1), 1–22.
- Khalifa, M., & Shen, N. (2005). Effects of Electronic Customer Relationship Management on Customer Satisfaction: A Temporal Model. *Proceedings of the 38th Hawaii International Conference on System Sciences*.
- Khan, F. N., Arshad, M. U., & Munir, M. (2023). Impact of e-service quality on e-loyalty of online banking customers in Pakistan during the Covid-19 pandemic: mediating role of e-satisfaction. *Future Business Journal*, 9(1). <https://doi.org/10.1186/s43093-023-00201-8>
- 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>

- Kolonio, J., & Soepeno, D. (2019). Effect Of Service Quality, Trust, and Consumer Satisfaction on Consumer Loyalty on Cv. Marine Fiberglass Facilities. *Jurnal EMBA*, 7(1), 831–840.
- Kurniawan, A. W., & Puspitaningtyas, Z. (2016). *Metode Penelitian Kuantitatif* (1st ed.). Pandiva Buku.
- Lewokeda, A. (2023, October 30). *Bank Mandiri catat pengguna transaksi digital tembus 21 juta*. ANTARA.
- Liani, A. M., & Yusuf, A. (2021). Pengaruh E-Trust terhadap E-Loyalty Dimediasi oleh E-Satisfaction pada Pengguna Dompet Digital Gopay. *YUME : Journal of Management*, 4(1), 138–149. <https://doi.org/10.37531/yume.vxix.445>
- Mahfuzh, M. A. (2023). *Pengaruh e-Customer Relationship Management (e-CRM) dan e-Trust Terhadap e-Loyalty Nasabah Bank Digital di Indonesia dengan e-Satisfaction sebagai Variabel Mediasi melalui Pendekatan S-O-R Model*.
- Maimunah, S. (2019). Pengaruh Kualitas Pelayanan, Persepsi Harga, Cita Rasa Terhadap Kepuasan Konsumen dan Loyalitas Konsumen. *Fakultas Ekonomi Dan Bisnis*, 1(2), 2622–6367.
- Melinda. (2017). Pengaruh e-Service Quality terhadap e-Loyalty Pelanggan Gojek melalui E-Satisfaction pada Kategori Go-Ride. *AGORA*, 5(1).
- Mendoza, M. C. O., Santos, R. R. C., & Magdaraog, J. E. H. (2020). Assessment of E-Service Quality Dimensions and Its Influence on Customer Satisfaction: A Study on the Online Banking Services in the Philippines. *IEEE 7th International Conference on Industrial Engineering and Applications*, 1076–1081.
- Mofokeng, T. E. (2021). The impact of online shopping attributes on customer satisfaction and loyalty: Moderating effects of e-commerce experience. *Cogent Business and Management*, 8(1). <https://doi.org/10.1080/23311975.2021.1968206>
- Mulyono, H., Helmi, S., & Situmorang, S. H. (2018). e-CRM and Loyalty: A Mediation Effect of Customer Experience and Satisfaction in Online Transportation of Indonesia. *Academic Journal of Economic Studies*, 4(3), 96–105. <https://www.researchgate.net/publication/327821397>

- Nasution, H., Fauzi, A., & Rini, E. S. (2019). The Effect of E-Service Quality on E-Loyalty Through E-Satisfaction on Students ff Ovo Application Users at the Faculty Of Economics And Business, University ff North Sumatra, Indonesia. *European Journal of Management and Marketing Studies*, 4(1), 146–162. <https://doi.org/10.5281/zenodo.3360880>
- Nemati, B., Gazor, H., Mirashrafi, N., & Ameleh, K. N. (2012). Management Science Letters Analyzing e-service quality in service-based website by E-SERVQUAL Analyzing e-service quality in service-based website by E-SERVQUAL. *Management Science Letters*, 2, 727–734. <https://doi.org/10.5267/j.msl.2011.12.002>
- Noor, J. (2014). *Analisis Data Penelitian Ekonomi & Manajemen*. Grasindo.
- Nurdin, N., Ningrum, R., Bachmid, S., & Jalil, A. (2022). Pengaruh Manfaat, Kepercayaan dan Kemudahan Penggunaan Terhadap Minat Nasabah Menggunakan Mobile Banking di Bank Mega Syariah Cabang Palu. *Jurnal Ilmu Perbankan Dan Keuangan Syariah*, 3(1).
- Nurjannah, N., Erwina, E., Basalamah, J., & Syahnur, Muh. H. (2022). The Impact of E-CRM and Customer Experience on E-Commerce Consumer Loyalty Through Satisfaction in Indonesia. *Management Scientific Journal*, 12(1), 56. https://doi.org/10.22441/jurnal_mix.2022.v12i1.005
- Park, J., Park, J., & Ezell, S. (2017). The Impact of Customers' Direct and Indirect Experience on e-Trust. In *The Customer is NOT Always Right? Marketing Orientations in a Dynamic Business World*. Springer International Publishing.
- Praditya, R. A. (2020). Leadership, Work Motivation, Competency, Commitment and Culture: Which Influences The Performance of Quality Management System in Automotive Industry? *Journal of Industrial Engineering & Management Research (JIEMAR)*, 1(1), 53–62.
- Prasetya, F. N., & So, I. G. (2014). Pengaruh e-Marketing dan e-CRM terhadap e-Loyalty Website Usaha Komunikasi Pemasaran. *Binus Business Review*, 5(1), 8–17.
- Priansa, D. J. (2017). *Perilaku Konsumen Dalam Persaingan Bisnis Kontemporer*. Alfabeta.

- Prismantoro, B. (2020). Pengaruh Service Quality dan e-CRM Terhadap Loyalitas Konsumen Melalui Kepuasan Konsumen (Studi Empirik PT Infinity Financial Service). *Jurnal Ilmu Manajemen*, 4(2).
- Purwanto, A. (2022). The Role of Digital Leadership, e-Loyalty, e-Service Quality and e-Satisfaction of Indonesian E-Commerce Online Shop. *International Journal of Social and Management Studies (IJOSMAS)*, 03(05), 51–57.
- Racbhini, W., Wulandjani, H., Thalib, S., Setiyowati, H., & Sasmito, T. (2021a). Effect of e-CRM and e-Servqual On e-Loyalty Through e-Satisfaction in Millennial Generation, Study of Online Shopping Behavior in Indonesia. *International Journal of Economic and Business Applied*, 2(2), 76–90. <http://ijeba.makarioz.org/>
- Racbhini, W., Wulandjani, H., Thalib, S., Setiyowati, H., & Sasmito, T. (2021b). Effect of e-CRM and e-Servqual On e-Loyalty Through e-Satisfaction in Millennial Generation, Study of Online Shopping Behavior in Indonesia. *International Journal of Economic and Business Applied*, 2(2), 2021. <http://ijeba.makarioz.org/>
- Rachmawati, D., & Syafarudin, A. (2022). Analysis of e-Service Quality and e-Trust on e-Loyalty with e-Satisfaction as an Intervening Variable in The Government e-Catalogue. *European Journal of Business and Management Research*, 7(2), 323–329. <https://doi.org/10.24018/ejbm.2022.7.2.1377>
- Rahmawaty, S., Kartawinata, B. R., Akbar, A., & Wijaksana, T. I. (2021). The Effect of E-Service Quality and E-Trust on E-Customer Loyalty Through E-Customer Satisfaction as an Intervening Variable (Study on Gopay Users in Bandung). *Proceedings of the 11th Annual International Conference on Industrial Engineering and Operations Management Singapore*, 5495–5506.
- Ramadania. (2014). *Model Relationship Marketing Pada Bank Umum Konvensional* (Vol. 19, pp. 31–42).
- Revita, A. (2016). E-Satisfaction dan E-Trust Mempengaruhi E-Loyalty Konsumen Wanita dalam Sosial Media. *PERFORMA: Jurnal Manajemen Dan Start-Up Bisnis*, 1(4). <https://doi.org/https://doi.org/10.37715/jp.v1i4.228>

- Rintasari, D., & Farida, N. (2020). 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 Ilmu Administrasi Bisnis*, 9(4), 539–547. <https://doi.org/10.14710/jiab.2020.28803>
- 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.
- Sari, I., Tj, H. W., Fushen, Wahyoedi, S., & Widjaja, B. T. (2023). The Effect of Usability, Information Quality, and Service Interaction on E-Loyalty Mediated by E-Satisfaction on Hallobumil Application Users. *KnE Social Sciences*, 211–230. <https://doi.org/10.18502/kss.v8i2.12765>
- Sasono, I., Jubaedi, A. D., Novitasari, D., Wiyono, N., Riyanto, R., Oktabrianto, O., Jainuri, J., & Waruwu, H. (2021). The Impact of E-Service Quality and Satisfaction on Customer Loyalty: Empirical Evidence from Internet Banking Users in Indonesia. *Journal of Asian Finance, Economics and Business*, 8(4), 465–473. <https://doi.org/10.13106/jafeb.2021.vol8.no4.0465>
- Shastri, S., Sharma, R., & Sethi, V. (2020). An empirical study on influence of e-CRM towards customer loyalty in banking sector. *International Journal of Public Sector Performance Management*, 6(5), 642. <https://doi.org/10.1504/IJPPSPM.2020.110135>
- Siagian, H., & Cahyono, E. (2014). Analisis Website Quality, Trust dan Loyalty Pelanggan Online Shop. *Jurnal Manajemen Pemasaran*, 8(2). <https://doi.org/10.9744/pemasaran.8.2.55-61>
- Sihombing, P. R., & Arsani, A. M. (2022). *Aplikasi SmartPLS Untuk Statistisi Pemula* (A. Rasyid, Ed.; 1st ed.). PT Dewangga Energi Internasional. www.dewanggapublishing.com
- Suariedewi, I. G. A. A. M., & Suprapti, N. W. S. (2020). Effect of Mobile Service Quality To e-Trust To Develop e-Satisfaction and e-Loyalty Mobile Banking

- Services. *International Research Journal of Management, IT and Social Sciences*, 7(1), 185–196. <https://doi.org/10.21744/irjmis.v7n1.836>
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D* (22nd ed.). Alfabeta.
- Sukamto, R., Lumintan, D. B., Kunci, K., Pelanggan, L., Pelanggan, K., & Pemasaran, B. (2015). The Impact of Marketing Mix towards Customer Loyalty Mediated by Customer Satisfaction of Blackberry Indonesia. *IBuss Management*, 3(2), 316–324.
- Supriyanto, A., Wiyono, B. B., & Burhanuddin, B. (2021). Effects of service quality and customer satisfaction on loyalty of bank customers. *Cogent Business and Management*, 8(1). <https://doi.org/10.1080/23311975.2021.1937847>
- Susanto, A., & Handayani, R. T. (2020). The Influence of E-Trust, User's Experiences, and Brand Equity on Gen Z Female Customers E-Loyalty towards Imported Cosmetics Brands through Customers E-Satisfaction. *International Journal of Social Science and Business*, 4(2), 294–300. <https://doi.org/10.23887/ijssb.v4i2.25727>
- Ting, O. S., Ariff, M. S. M., Zakuan, N., Sulaiman, Z., & Saman, M. Z. M. (2016). E-Service Quality, E-Satisfaction and E-Loyalty of Online Shoppers in Business to Consumer Market; Evidence from Malaysia. *IOP Conference Series: Materials Science and Engineering*, 131(1). <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), 1–10.
- Toufaily, E., Souiden, N., & Ladhari, R. (2013). Consumer Trust toward Retail Websites: Comparison between Pure Click and Click-and-Brick retailers. *Journal of Retailing and Consumer Services*, 20(6), 538–548. <https://doi.org/10.1016/j.jretconser.2013.05.001>
- Tunjungsari, H. K., & Ginting, G. (2020). Perkembangan Dunia Usaha di Era Digital. In *Kewirausahaan di Era Digital* (Vol. 1).
- Turban, E., King, D., Lee, J. K., Liang, T.-P., & Turban, D. C. (2015). *Electronic Commerce A Managerial and Social Networks Perspective: Vol. Eighth*

- Edition.* Springer International Publishing.
<http://www.springer.com/series/10099>
- Ul Haq, I., & Awan, T. M. (2020). Impact of e-Banking Service Quality on e-Loyalty in Pandemic Times through Interplay of e-Satisfaction. *Vilakshan - XIMB Journal of Management*, 17(1/2), 39–55. <https://doi.org/10.1108/xjm-07-2020-0039>
- Umar, H. (2013). *Metode Penelitian untuk Skripsi dan Tesis Bisnis* (2nd ed.). Rajawali Pers.
- Vicramaditya, P. B. (2021). Pengaruh Kualitas Layanan Elektronik, Kualitas Informasi dan Persepsi Nilai terhadap Loyalitas Pelanggan melalui Kepuasan Pelanggan Ojek Online. *Journal of Business and Banking*, 10(2), 325–341. <https://doi.org/10.14414/jbb.v10i2.2379>
- Wahyuni, D. (2020). *Pengaruh e-Customer Relationship Management (e-CRM) dan e-Service Quality terhadap e-Customer Satisfaction serta Dampaknya terhadap e-Customer Loyalty*.
- Wandoko, W., Panggati, I. E., & Sukmaningsih, D. W. (2020). Developing e-Loyalty Toward Online Retailer from e-WOM, Reputation, Information Quality and e-Trust. *International Conference on Information Management and Technology (ICIMTech)*, 238–243.
- Widarjono, A. (2015). *Analisis Multivariat Terapan: Dengan Program SPSS, Amos, dan SmartPLS* (2nd ed.). UPP STIM YKPN.
- Widjaja, S. (2014). Pengaruh Perceived Behavioral Control, Descriptive Norms, Perceived Playfulness terhadap Satisfaction dan Loyalty melalui Online Game Addiction Pemain Online Game Clash of Clans di Surabaya. *Calyptra: Jurnal Ilmiah Mahasiswa*, 3(2). <http://mediacenter.malangkota.go.id>
- 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*. 4(3).
- Wirani, M., & Wibasuri, A. (2020). *Measurement of Information Quality and E-Service Quality on Customer Satisfaction at Shopee Indonesia*.

Zeithaml, V. A., Parasuraman, A., & Malhotra, A. (2002). Service Quality Delivery Through Web Sites: A Critical Review of Extant Knowledge. *Journal of the Academy of Marketing Science*, 30(4), 362–375.
<https://doi.org/10.1177/009207002236911>

Zhu, D. S., Kuo, M. J., & Munkhbold, E. (2016). Effects of e-Customer Satisfaction and e-Trust on e-Loyalty: Mongolian Online Shopping Behaviour. *Proceedings - 2016 5th IIAI International Congress on Advanced Applied Informatics, IIAI-AAI 2016*, 847–852. <https://doi.org/10.1109/IIAI-AAI.2016.144>

