

DAFTAR PUSTAKA

- 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>
- Bayu, D. J., (2020). *Layanan Perbankan Digital Makin Sering Digunakan Saat Pandemi*. [online]. <https://databoks.katadata.co.id/datapublish/2020/11/18/layanan-perbankan-digital-makin-sering-digunakan-saat-pandemi> [10 Oktober 2021]
- Berliana, M., & Zulestiana, D. A. (2020). Pengaruh *E-Service Quality* terhadap *Customer Satisfaction* dan *Loyalty* pada Pengguna Gopay di Indonesia. REMIK (Riset Dan E-Jurnal Manajemen Informatika Komputer), 4(2), 11. <https://doi.org/10.33395/remik.v4i2.10532>
- Bordoloi, S., & Fitzsimmons, J. A. (2017). *Service management : operations, strategy, information technology* / Sanjeev Bordoloi, Associate Professor of Operations Management, University of St. Thomas, Minnesota, James A. Fitzsimmons, Seay Professor of Business Emeritus, University of Texas at Aust.
- Detiknews. (2021). *Wow! Ini Mobile Banking Terbaik Se-Indonesia*. [online]. <https://news.detik.com/adv-nhl-detikcom/d-5559538/wow-ini-mobile-banking-terbaik-se-indonesia> [15 November 2021]
- Dewi, I., (2021). Analisis Pengaruh *Site Organization, Reliability, Responsiveness, User Friendliness, Personal Need, Efficiency*, Terhadap *Satisfaction* yang Membentuk *Loyalty* pada Pengguna OVO di Surabaya. Universitas Pelita Harapan.
- Fauzia, M. (2018). *Mobile Banking Tidak Bisa Diakses, Ini penjelasan BCA*. [online]. <https://ekonomi.kompas.com/read/2018/12/19/092010526/mobile-banking-tidak-bisa-diakses-ini-penjelasan-bca?> [20 November 2021]

- Fonna, N. (2019). Pengembangan Revolusi Industri 4.0 dalam Berbagai Bidang. Guepedia.
- Ghozali, I. (2021). *Partial Least Squares Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.2.9 Untuk Penelitian Empiris* (Edisi 3). Semarang: Badan Penerbit Universitas Diponegoro.
- Hamdallah, A., & Aulia, P. (2020). Pengaruh *E-Service Quality* terhadap *E-Customer Satisfaction* dan *E-Customer Loyalty* pada Pengguna Aplikasi myIndihome. *Jurnal Ilmiah MEA (Manajemen, Ekonomi, Dan Akuntansi)*, 4, 154–166.
- Hardani, Auliya, N. H., Andriani, H., Fardani, R. A., Ustiawaty, J., Utami, E. F., Sukmana, D. J., & Istiqomah, R. R. (2020). *Buku Metode Penelitian Kualitatif dan Kuantitatif* (H. Abadi (ed.)). CV. Pustaka Ilmu.
- Herington, C., & Weaven, S. (2009). *E-retailing by banks: e-service quality and its importance to customer satisfaction. European Journal of Marketing*, 43(9/10), 1225.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis. Konvergensi Teknologi Komunikasi dan Informasi*. Bandung: Refika ADITAMA.
- Ismoyo, B., (2021). *BCA Pastikan Layanan Mobile Banking Sudah Diperbaiki dan Pulih*. [online]. <https://www.google.com/amp/s/m.tribunnews.com/amp/bisnis/2021/06/06/bca-pastikan-layanan-mobile-banking-sudah-diperbaiki-dan-pulih> [20 November 2021]
- Jurnadi, & Sari, M. (2019). Analisis Pengaruh *E-Service Quality* Terhadap *E-Loyalty* Melalui *E-Satisfaction* Pelanggan Jd.Id Di Pontianak. *Jurnal Ekonomi Dan Bisnis*, 2(1), 44–53.
- 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>

- Kominfo. (2020). Bisnis E-Commerce Semakin Gurih. [online]. <https://www.kominfo.go.id/content/detail/32999/bisnis-e-commerce-semakin-gurih/0/artikel> [12 Oktober 2021]
- Kontan.co.id. (2021). *BI proyeksi transaksi digital banking naik 19% jadi Rp 32.206 triliun sepanjang 2021*. [online]. <https://keuangan.kontan.co.id/news/bi-proyeksi-transaksi-digital-banking-naik-19-jadi-rp-32206-triliun-sepanjang-2021> [12 Oktober 2021]
- Kotler, P., & Armstrong, G. (2016). *Principles of Marketing* (Sixteenth). Pearson Education.
- Kotler, P., & Armstrong, G. (2018). *Principles of Marketing* (Edisi 15). Global Edition. Pearson.
- Kotler, P., & Keller, K. (2016). *Marketing Management* (15th editi). Pearson Education.
- Laucereno, S. F., (2019). *Mohon Maaf Bapak Ibu, Mobile Banking BCA Error Sejak Malam*. [online]. <https://finance.detik.com/moneter/d-4807679/mohon-maaf-bapak-ibu-mobile-banking-bca-eror-sejak-malam> [20 November 2021]
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). *E-SQUAL, A Multiple-Item Scale for Assesing Electronic SQ*. *Journal of Service Research*, 7(3), 213-233.
- Pudjarti, S., Nurchayati, N., & Dwi Putranti, H. R. (2019). Penguatan Kepuasan Model Hubungan *E-Service Quality* Dan *E-Loyalty* Pada Konsumen Go-Jek Dan Grab. *Sosiohumaniora*, 21(3), 237–246. <https://doi.org/10.24198/sosiohumaniora.v21i3.21491>
- Puriwat, W., & Tripopsakul, S. (2017). *The Impact of E-Service Quality on Ccustomer Satisfaction and Loyalty in Mobile Banking Usage: Case Study of Thailand*. *Polish Journal of Management Studies*, 15(2), 183–193. <https://doi.org/10.17512/pjms.2017.15.2.17>

- Raza, S. A., Umer, A., Qureshi, M. A., & Dahri, A. S. (2020). *Internet banking service quality, e-customer satisfaction and loyalty: the modified e-SERVQUAL model*. *TQM Journal*, 32(6), 1443–1466. <https://doi.org/10.1108/TQM-02-2020-0019>
- Richard, M. (2021). Masyarakat Indonesia Lebih Doyan Transaksi Non Tunai. Jumlahnya Tertinggi di Asean!. [online]. <https://www.google.com/amp/s/m.bisnis.com/amp/read/20210224/90/1360517/masyarakat-indonesia-lebih-doyan-transaksi-nontunai-jumlahnya-tertinggi-di-asean> [12 Oktober 2021]
- Rita, P., Oliveira, T., & Farisa, A. (2019). *The impact of e-service quality and customer satisfaction on customer behavior in online shopping*. *Heliyon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Santoso, S. (2018). *Konsep Dasar dan Aplikasi SEM dengan AMOS 24*. Jakarta: Elex Media Komputindo.
- 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). <https://doi.org/10.26487/jbmi.v15i3.4543>
- Sekaran, U., & Bougie, R. (2016). *Research methods for business : a skill-building approach*. In *John Wiley & Sons Ltd*. (Seventh ed). John Wiley & Sons.
- Sekaran, U., & Bougie, R. (2017). *Metodologi Penelitian untuk Bisnis*. Salemba Empat.
- Septalisma, B., (2020). *Sempat Error, M-Banking BCA Sudah Beroperasi Normal*. [online]. <https://www.cnnindonesia.com/ekonomi/20201204122033-78-577941/sempat-error-m-banking-bca-sudah-beroperasi-normal> [20 November 2021]
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif R&D*. Bandung: Alfabeta.

- Statista.com. (2020). *Share of internet users using mobile apps in Indonesia as of Q3 2020, by category*. <https://www.statista.com/statistics/1099559/indonesia-top-mobile-app-categories/>
- Thongson, G. J., Darmawan, I. W., & Florensia, V., (2020). Pengaruh Internet Banking Service Quality terhadap E-customer Satisfaction dan E-Customer Loyalty terhadap Lembaga Keuangan Bank (BCA, Mandiri, dan BNI). Universitas Pelita Harapan.
- Tjiptono, F., & Chandra, G. (2016). *Servive, Quality dan Satisfaction* (Edisi 4). Yogyakarta. Andi.
- Top Brand Award. (2021). *Top Brand Index Mobile Banking di Indonesia Tahun 2021*. [online]. https://www.topbrand-award.com/top-brand-index/?tbi_index=Top Brand&tbi_year=2021 [15 Oktober 2021]
- Turban. (2004). *Electronic Commerce: A Managerisl Perspective*. Prentice Hall. New Jersey.
- We Are social dan Hootsuite. (2021). *Survei Pertumbuhan Internet di Indonesia*. [online]. <https://datareportal.com/reports/digital-2021-indonesia> [12 Oktober 2021]
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2018). *Services Marketing Integrating Customer Focus Across the Firm*. McGraw-Hill Education.